

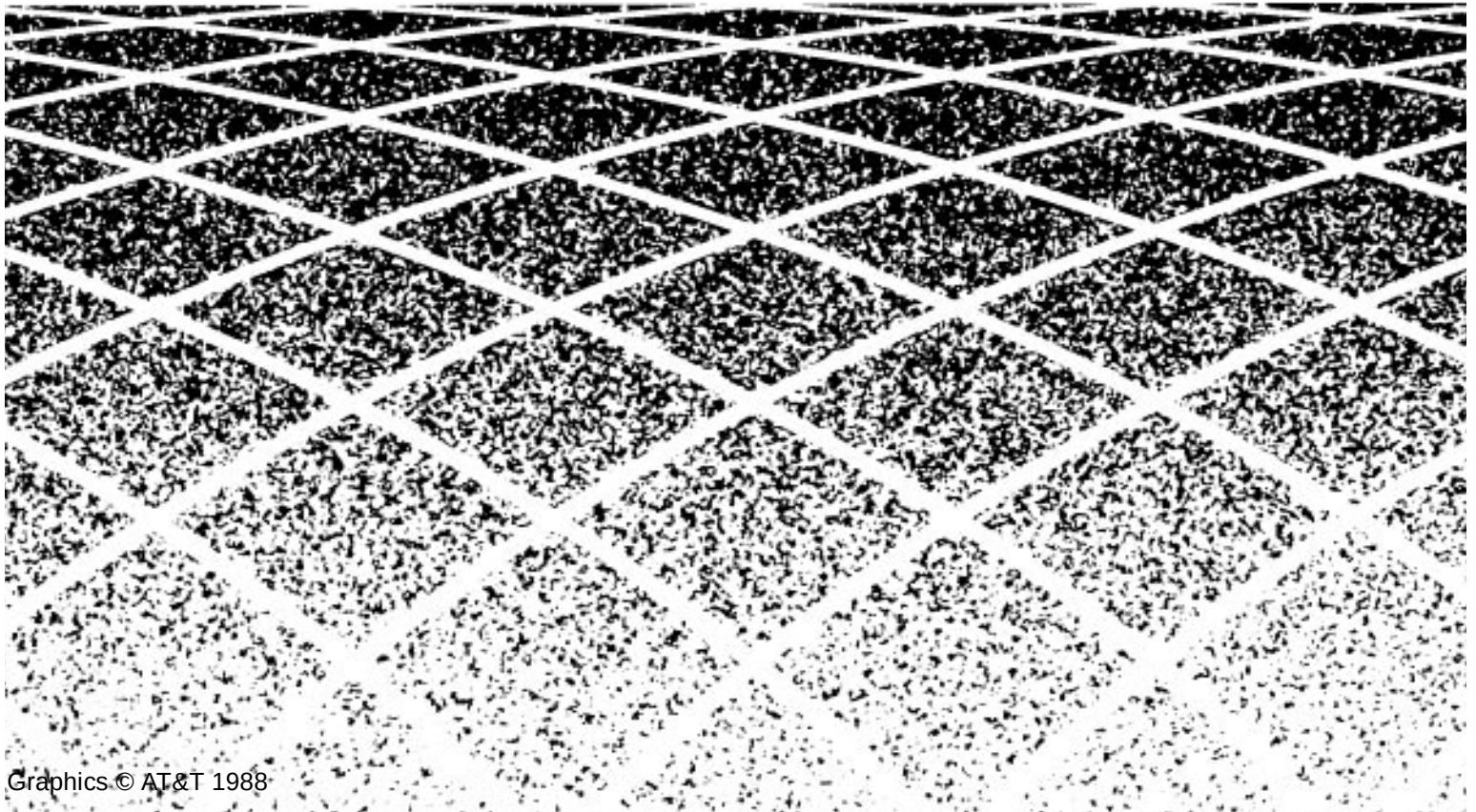


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Issue 1

April 1996

# **DEFINITY Enterprise Communications Server Release 5 Implementation**





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## Volume 1

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## Contents

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## About This Document

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### Purpose

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This manual provides information about completing forms used to initialize and administer the DEFINITY Enterprise Communications Server (ECS).

### Audience

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To complete this manual, you should:

- Have hardware and feature knowledge. Refer to both *DEFINITY Enterprise Communication Server Release 5 System Description* and *DEFINITY Enterprise Communication Server Release 5 Feature Description* manuals.
- Know which switch and terminal hardware has been ordered.

### How to Use This Document

---

This manual provides a description of each form required to implement DEFINITY ECS and voice terminal features along with instructions on how to complete each field.

To implement DEFINITY ECS, obtain all associated information drafted in the planning process, i.e., the system requirements that were identified by the account team and the customer. Those requirements were converted into orderable DEFINITY ECS hardware when the account team configured the system.

## Organization

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**Chapter 1, "Communications Survey"** — Describes the Communications Survey for gathering system information, its users, their job functions, and their communication needs.

**Chapter 2, "Administration Commands"** — Describes the commands used to administer the System's features, functions, and services. The use of an abbreviated command structure is discussed as are special command line functions and the display screen format.

**Chapter 3, "System Features, Functions, and Services"** — Provides the instructions required to implement the System and voice terminal features. Chapter 3 also provides descriptions of each feature or service and associated tables listing the forms, the location of the forms in this manual, and the fields that must be completed or considered when implementing the feature.

**Chapter 4, "Forms for Network Features and Services"** — Contains the System forms, a detailed description of each field, and instructions for completing each field on the forms.

**Chapter 5, "Forms for System Features and Services"** — Contains the System forms, a detailed description of each field, and instructions for completing each field on the forms.

**Appendix A, "SPID Installation"** — Provides the procedures for entering the SPID in Lucent Technologies 7500 and 8503T voice terminals.

**Appendix B, "System Administration"** — Provides login procedures, command permission information, and backup procedures.

**Appendix C, "System Capacity Limits"** — Provides tables of the maximum limits allowed for each system configuration.

**Appendix D, "References"** — Provides a list and description of DEFINITY ECS manuals.

**Abbreviations** — Provides a list of abbreviations used in this and other related DEFINITY ECS documents.

**Glossary** — Contains a description of terms used in this and other related DEFINITY ECS documents.

**Index** — Contains an index to this manual.

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## How to Get Help

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For those times when you need additional help, the following help services are available. You may need to purchase an extended service agreement. See your Lucent Technologies representative for more information.

- Lucent Technologies Centers of Excellence
  - Asia/Pacific  
65-872-8686
  - Western Europe/Middle East/South Africa  
441-252-391-889
  - Central/Eastern Europe  
361-270-5160
  - Central/Latin America/Caribbean  
1-303-538-4666
  - North America  
1-800-248-1111
- DEFINITY Helpline  
1-800-225-7585
- Lucent Technologies Toll Fraud Intervention  
1-800-643-2353
- Lucent Technologies Technical Service Center  
1-800-242-2121
- Lucent Technologies Corporate Security  
1-800-822-9009

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## Communications Survey

# 1

---

The Communications Survey consists of gathering information about the System, its users, their job functions, and their communications needs. After this information is identified, it is then matched with available features and hardware to design a System that fulfills customer requirements.

Basically, the survey:

- Identifies the appropriate features and calling privileges for each user
- Assigns appropriate data on hard-copy forms that subsequently become part of the System's software database

### Survey Steps

Complete each of the survey steps in the order given. Some steps are best performed by a cooperative effort between the account team and the customer or customer's representative. Where applicable, these steps are so indicated.

Before actually beginning the survey, review the information provided in Chapters 3, 4, and 5. Chapter 3, "System Features, Functions, and Services" contains a brief description of each System feature, function, or service. The associated forms and the fields to be completed on each form are given. Hardware and software requirements are noted where applicable. You will be required to complete various forms based on the features to be provided. Chapter 4, "Forms for Network Features and Services" and Chapter 5, "Forms for System Features and Services" contain forms and instructions for completing each field on a form. Blank forms suitable for reproduction are provided in the "Blank Forms Package."

Review Chapter 3, Chapter 4, and Chapter 5 several times until you become familiar with the features, the forms required, and the data to be entered on the forms. The following documents provide additional information:

- *DEFINITY Communications System Generic 3 System Description and Specifications*, 555-230-206
- *DEFINITY Communications System Generic 3 Feature Description*, 555-230-204
- *DEFINITY Communications System Generic 3 Planning and Configuration*, 555-230-601
- *DEFINITY Communications System Generic 1 and Generic 3 Installation and Test*, 555-230-104

### **Step 1 — Equipment and Feature List**

---

Obtain a list of equipment (including number and type) that has been ordered for the System. Identify the System cabinets ordered.

Find out what features and services are to be provided.

### **Step 2 — Port Assignment and Circuit Pack Forms**

---

Refer to *DEFINITY Communications System Generic 3 V2 Planning and Configuration*, 555-230-601, for information regarding the completion of the port assignment forms for the System. Refer to "Circuit Pack Administration" on page 5-83 in Chapter 5, "Forms for System Features and Services" of this manual for information regarding the completion of the Circuit Pack forms. This data will be needed to complete the feature and network forms covered in this manual.

### **Step 3 — Trunk Groups**

---

A complete list of all trunk groups supported by the System is provided below. For each trunk group to be provided, review the associated trunk group description contained in Chapter 4, "Forms for Network Features and Services". Identify the associated trunk group forms required and the fields on the form(s) to be completed, and determine the number of forms required. Complete the appropriate fields on all forms as required.

- Access
- Advanced Private Line Termination (APLT)
- Central Office (CO)
- Customer-Provided Equipment (CPE)
- Digital Multiplexed Interface (DMI)
- Direct Inward Dialing (DID)

- Direct Inward Outward Dialing (DIOD)
- Foreign Exchange (FX)
- Integrated Services Digital Network — Primary Rate Interface (ISDN-PRI)
- Personal Central Office Line Groups (PCOLG)
- Release Link
- Tandem
- Tie
- Wide Area Telecommunications Service (WATS)

#### **Step 4 — Optional Feature Software**

---

Each of the following features and forms are optional and may or may not be provided with the System. For each feature to be provided, review the associated feature description contained in Chapter 3, "System Features, Functions, and Services". Identify the associated System forms and the fields on the forms to be completed, and determine the number of forms required. (The forms and associated instructions are included in Chapter 5, "Forms for System Features and Services"). Complete the appropriate fields on the duplicated forms as required. Refer to *DEFINITY Communications System Generic 1 and Generic 3 Installation and Test*, 555-230-104, for information regarding what optional features may be enabled on the System-Parameters Customer-Options form.

 **NOTE:**

This form is implemented during the installation of the System and is not administrable by a customer.

 **NOTE:**

Forms or fields on forms associated with an optional feature that is not provided (activated) cannot be implemented.

#### **Step 5 — Remaining System Features and Services**

---

For each feature to be assigned, review the associated feature description in Chapter 3, "System Features, Functions, and Services". Identify the associated System forms and the fields on the forms to be completed, and determine the number of forms required. Complete the fields on the duplicated forms as required. Refer to *DEFINITY Communications System Generic 3 Feature Description*, 555-230-204, for a detailed description of each feature, when required.

As you proceed, there will be times when the data for a field on a form has not yet been identified. For those cases, note the fields requiring completion and then proceed. Later, complete the form when the applicable data is identified.

## Step 6 — End User Survey

---

Establish contact with a representative from each department, section, or work group that will be using the System. Each person selected must have the authority to make some decisions about the new communications System. You will need to interview these contacts as you go about the process of completing the System forms.

Identify each System user name, terminal type, and extension number to be assigned.

If required, enter each user name, terminal type, and extension number on a floor plan, or equivalent drawing. The floor plan will help you visualize various work groups and make later group assignments such as call answering groups or call pickup groups easier. This drawing, or an equivalent, can then be used by the installation technicians when installing voice terminals and associated equipment.

For all terminal types and quantities of each type identified, remove the applicable blank station forms from the Blank Forms Package and duplicate as many times as necessary.

On each duplicated station form, enter the applicable terminal type, user name, extension number, and port number.



### NOTE:

Refer to *DEFINITY Communications System Generic 3 Planning and Configuration*, 555-230-601, for information on assigning a port and obtaining an equivalent port number for entry on the station form.

## Step 7 — Group Forms

---

For each of the following features to be provided, review the associated description contained in Chapter 3, "System Features, Functions, and Services", identify the associated forms and the fields on the forms to be completed, and determine the number of forms required. (The forms and associated instructions are included in Chapter 5, "Forms for System Features and Services"). Remove the applicable blank forms from the Blank Forms Package and duplicate as many times as necessary. Complete each field on the duplicated form as required.

- Abbreviated Dialing — System List
- Abbreviated Dialing — Group List
- Abbreviated Dialing — Personal List
- Abbreviated Dialing — Enhanced List
- Call Coverage
- Hunt Groups (see Hunting feature description)

- Intercom Groups — Automatic and Dial
- Malicious Call Trace
- Pickup Groups
- Terminating Extension Group

### **Step 8 — Voice Terminals/BCTs**

---

Complete the various fields on the previously obtained station forms. Before actually assigning features on the forms, review the features that can be assigned to each terminal type, the recommended button nomenclature, and the abbreviated feature name that must be entered on the form. The maximum number of buttons that can be assigned to a feature or function must also be considered. Information on each voice terminal type is provided in Chapter 5, "Forms for System Features and Services". The maximum number of buttons that can be assigned features (administrable buttons) is shown for each terminal type. You must not exceed this number when assigning feature buttons to the terminal. Voice terminal figures in Chapter 5, "Forms for System Features and Services" show each terminal that can be assigned, their associated button positions, and a suggested standard button arrangement.

The recommended button nomenclature is also used in the System's *DEFINITY Communications System Generic 1 and Generic 3 Console Operation*, S555-230-700, *DEFINITY Communications System Generic 3 V2 Voice Terminal Operation*, 555-230-701, and related User Instructions. If different nomenclature is used than that recommended, the related documentation for the System should be marked to reflect the changes, and that nomenclature then used in all System assignments. When the terminal is installed, the button nomenclature is then entered on a label and inserted next to the button that is assigned the feature. A set of preprinted labels comes with each voice terminal.

### **Step 9 — Review**

---

Review all features and services listed in Chapter 3, "System Features, Functions, and Services" and ensure that a form has been completed for all features and services to be provided.

Retain all completed forms for use during System initialization.





The following provides a description of the DEFINITY ECS Command Line feature and a summary of the *administration* commands. A user, via entry of a single command line, can easily communicate with DEFINITY ECS to perform various tasks associated with administration and implementation.

The Command Line feature is divided into the following four categories:

- Administration — Used to administer data associated with terminals, facilities, and system parameters.
- Maintenance — Used to perform maintenance on objects such as trunks, terminals, ports, and system control modules. Also used to obtain displays of error and alarm logs. Refer to the *DEFINITY Enterprise Communications Server Maintenance* manuals for information associated with maintenance commands.
- Measurements — Used to obtain displays of measurement reports for trunk groups, hunt groups, attendants, etc. Refer to *DEFINITY Enterprise Communications Server System Monitoring and Reporting* for information associated with measurement commands.
- System — Used to change passwords and administer the command authorization structure. Refer to Appendix B for information associated with DEFINITY ECS System commands.

You must be logged onto DEFINITY ECS before you can enter administration commands. Appendix B provides procedures on how to log on and off DEFINITY ECS, and descriptions of the various management tasks.

## Command Structure

---

An administrative command is made up of multiple words that instruct the system to do a specific task. The command is made up of Action, Object, and, depending on the command type, Qualifier words.

The Action word is the first word entered on the command line and specifies the operation to be performed (such as, "add," "change," and "delete"). The Object word is the second phrase entered on the command line and specifies the specific object to be operated on, for example, a station, trunk group, or hunt group. Finally, the qualifier can be one or more key words or digits used to further identify or complete the object. The qualifier can be mandatory or optional, depending on the command or system configuration.

Only one command line can be entered at a time. For example, the command required to add a station with extension number 1212 is shown below:

*add station 1212*

In the above example, *add* is the Action word, *station* is the Object word, and *1212* is the Qualifier word.

Spaces must be used to separate the Action, Object, and Qualifier words on the command line.

The system provides an on-line Help function (by pressing the Help key) which can be used to obtain a list of commands or to provide information for completing commands. As stated earlier, maintenance, measurement, and system commands and their associated add/object/qualifier words are not covered here. Refer to the appropriate manual for that information.

## Command Entry

---

Two or more keywords are needed to specify a complete command. Each keyword is delimited by a space character or a command line terminator (such as, pressing the Return key or the tab key). All the keywords for a specific command may be entered at the same time or each keyword may be entered separately followed by a command line terminator. If each keyword is entered separately, the Help key can be pressed to obtain help for the next part of the command. The user is prompted at each level of the command line entry with the original prompt and the command words already entered. At the command level following login, the user is prompted with the prompt *Command:*.

A completed command line must be terminated by a command line terminator. If an error is encountered, the System provides a prompt at the level where the error occurred, the remainder of the command line will be ignored, and an error message will be displayed.

If just one keyword of the command is entered at a time followed with a command line terminator, the System provides a prompt for the next keyword of the command. The prompt is composed of the command line prompt and the previously accepted keywords appended to it. If an error is encountered, an error message will be displayed and a prompt requesting reentry of the keyword.

If a complete command containing one or more invalid words is entered (for example: *display dialplan 402*), the command will be accepted up to the first invalid word and the following message will be displayed:

*"xxx" is an invalid identifier; press RETURN to execute modified command*

The remainder of the command line will be rejected. If the CANCEL key is pressed, the command will be aborted. If the back tab key is pressed, the last word accepted from the command will be deleted.

## Command Abbreviation and Keyword Entry

---

Command abbreviations are accepted by entering enough characters of a keyword to uniquely distinguish it from other legal keywords in the current command line. If the input is ambiguous the following message will be displayed:

xxxx is an ambiguous entry

The list of keywords which partially matched the input will also be displayed. The unambiguous characters already entered are appended to the prompt and the cursor is positioned at the end of these characters. A user need only type enough characters to make this entry unambiguous. If the input does not partially match any of the legal keywords at the current level, the entry is ignored and the following message is displayed:

xxxx is an invalid entry -- Please Press HELP

Every character of the command does not have to be entered on the command line. The command words can be abbreviated, but the abbreviation must be unique to the command.

For example, for the command line *change station 3600*, a *ch* could be entered as the abbreviation for "change" as there is only one *action* command beginning with a *ch*. However, because there are several objects beginning with *s*, an *st* must be entered as the abbreviation for the word *station* as the System cannot determine by an *s* alone whether the *change* is to a station or to the System.

## **Help Facilities**

---

At any point in the command hierarchy or on the command line, the Help key can be pressed to obtain help. The System responds with a message which depends on the current level of the command hierarchy. If the level requires a particular keyword (that is, the level is an Action or Object level), a list of the valid keywords at that level is displayed. If the level is the Qualifier level, a message is displayed describing the format and the type of parameter required at that level. The use of brackets ([ ]) around keywords or qualifiers indicates that the entry of the keyword, qualifier, or the part of the qualifier enclosed in the brackets is optional.

The System will only display the commands that a user has permission to use and which are needed for particular system configurations. (User permissions are controlled by login and password assignments.) If a user does not have permission to use a particular object word, that object is removed from the user's help display at that level. If a user does not have permission to use any of the object words under a given level, the objects will be removed from the user's help display at that level. Similarly, if the system configuration does not require specific commands or objects, they are removed from the user's help display at the appropriate level. A duplicated system is the system configuration that requires additional object words and associated commands.

## Special Command Line Functions

---

The following special command line functions are available:

- **Logoff** — Typing "logoff" at any command level will log the user off the System.
- **Cancel** — Pressing the CANCEL function key at any level and after any character typed on the command line will cancel the command, prompt for a new command at the login level, and clear the command path line.
- **Character Erase** — Pressing the Backspace key will erase the character to the left of the cursor and will position the cursor at that position. If the cursor is at the first position, the backspace will cause the terminal bell to ring.
- **Help** — Pressing the HELP function key displays a list of valid keywords for the current level or a message describing the format and the type of parameter expected at this level.
- **Word Delete** — Pressing the back tab key will erase the last word typed on the command line. If there are no words on the command line, word delete will backup one level along the hierarchical command structure. The command path line will be updated to reflect the word deletion. If the user is at the top level, the top level prompt will be redisplayed.
- **Command Line Terminator** — Pressing the Return key or the tab key will enter the characters typed at the current prompt into the System.
- **Print** — Typing *print* as part of a *display* or *list* command permits printing of all or part of the translation data of the specified object. If the "print" option is entered as part of other commands, the System returns an error message and a prompt for a correct command.
- **Direct Page Access** — When a multipage form is being displayed, the user may skip directly to any page by pressing the OPTS key and entering the desired page number, rather than by using the "Page" key to advance to the desired page.
- **Repeat Last Command** — Typing "R" when the "command:" prompt is displayed will cause the previously executed command line to be re-displayed with the cursor positioned at the end of the line. The command can then be executed "as-is" by simply pressing the RETURN key, or may be edited using the Word Delete functions described above.

When a special command line function is entered, information displayed on the screen that is not required is removed. For example, if help has been requested for a qualifier and then the CANCEL key is pressed, the display screen will be cleared.

## Display Screen Format

---

For the command line interface, the display screen is made up of 27 lines of 80 characters each. The screen is partitioned as follows:

|                        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
|------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Line 1                 | Line 1 is the command path line and is used to display the command line history, the active processing element (that is, control complex) in duplicated systems, and the page number.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| Line 2 through Line 22 | These lines are used to display command output and multiline help messages.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| Line 23                | This line is the message line and is used to display single line help and error messages.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| Line 24                | This line is the command line and is used for command entry. All commands are entered on this line. The line is divided into two sections. The first 64 characters on the line are used to display the current command, and the last 16 characters are used to display either the page number for the current command and the active switch processing element [(SPE) - in duplicated systems], or the message <i>Please Wait</i> for commands which take longer than two seconds to respond. When a command first executes, the command is displayed on the first section of the line. Also, for duplicated systems, the active SPE is displayed on the second section of the line. This allows the user to associate the command context with the response of the command and to be aware of which SPE is presently active. The active SPE is either "PE A" or "PE B" for duplicated systems. The format for the command path line is:<br><i>action object [ qualifier ] page x of x PE A B</i><br>where the action, object, and qualifier words have been defined earlier. The page information only appears when System forms are displayed. The command path line is highlighted using the terminal's reverse video enhancement feature. |
| Line 26 and Line 27    | These lines are used to display the functions of the screen labeled programmable keys. Normally, these lines are blank.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |

## **Command Return Point**

---

After a command has completed either successfully or unsuccessfully, the user is returned to the command level. The last command entered will remain on the command path line, until the next command line terminator is entered. When a command line terminator has been entered, the last command will be erased before the command path line is updated for the next command.



## **Commands**

---

The following pages provide a summary of the available commands and their associated objects.

You can display a list of the available actions, objects and qualifiers at any time by pressing the Help key. The list that appears contains only those words that are appropriate, based on your login permissions and the words already entered on the command line.

## **Restrictions**

---

You will be restricted from executing a command if:

- You do not have permission to execute the command, OR
- The system configuration does not require a command, OR
- The command is a member of a set of commands that is being used by another user.

## Add

---

The add command allows you to add objects to the system. The object you add must not already exist in the system. For example, if you enter the command, **add attendant 3**, there must not already be an “attendant 3.” If the name you selected already exists, an error message appears and you will need to rename the attendant or other object.

The following objects are available for use with the *add* command. You can display this list by pressing the Help key after entering the action word “add.”

- |                                 |                    |                   |
|---------------------------------|--------------------|-------------------|
| ■ abbreviated-dialing           | ■ fiber-link       | ■ pickup-group    |
| ■ access-endpoint               | ■ hunt-group       | ■ second-digit    |
| ■ administered-connection       | ■ intercom-group   | ■ signaling-group |
| ■ agent-loginID                 | ■ intra-switch-cdr | ■ station         |
| ■ attendant                     | ■ login-ID         | ■ term-ext-group  |
| ■ cabinet                       | ■ modem-pool       | ■ test-schedule   |
| ■ coverage                      | ■ personal-CO-line | ■ trunk-group     |
| ■ data-module                   | ■ pri-endpoint     | ■ vdn             |
| ■ ds1                           | ■ prec             | ■ vrt             |
| ■ eda-external-device-<br>alarm | ■ pgate            |                   |

## Change

---

The object you want to change must be currently administered in the system before the *change* command can be accepted. In addition to the words listed below, you can change adjunct information by entering the command **change adjunct-name**, where adjunct-name is the name of the administered adjunct. The following object words are available for use with the *change* command. You can display this list by pressing the Help key after entering the action word "change."

- |                            |                             |                          |
|----------------------------|-----------------------------|--------------------------|
| ■ aar                      | ■ display-messages          | ■ remote access          |
| ■ abbreviated-dialing      | ■ ds1                       | ■ report-scheduler       |
| ■ access-endpoint          | ■ enp-number-plan           | ■ rhnpa                  |
| ■ adjunct-controlled-agent | ■ eda-external-device-alarm | ■ route-pattern          |
| ■ administered-connection  | ■ feature-access-code       | ■ second-digit           |
| ■ agent-loginID            | ■ fiber-link                | ■ signaling-group        |
| ■ alias                    | ■ hunt-group                | ■ sit-treatment          |
| ■ alphanumeric-dial-table  | ■ intercom-group            | ■ site-data              |
| ■ alternate-frl            | ■ integ-annnc-brd-loc       | ■ station                |
| ■ announcements            | ■ intra-switch-cdr          | ■ synchronization        |
| ■ ars                      | ■ isdn                      | ■ system-parameters      |
| ■ bulletin-board           | ■ ixc-codes                 | ■ telecommuting-access   |
| ■ attendant                | ■ listed-directory-numbers  | ■ tenant                 |
| ■ authorization-code       | ■ login                     | ■ term-ext-group         |
| ■ cabinet                  | ■ mct-group-extensions      | ■ terminal-parameters    |
| ■ call-screening           | ■ meas-selection            | ■ test-schedule          |
| ■ circuit-packs            | ■ modem-pool                | ■ time-of-day            |
| ■ communication-interface  | ■ mst                       | ■ toll                   |
| ■ console-parameters       | ■ music-source              | ■ trunk-group            |
| ■ cor                      | ■ node-routing              | ■ udp                    |
| ■ cos                      | ■ paging password           | ■ vdn                    |
| ■ coverage                 | ■ permissions               | ■ vector                 |
| ■ data-module              | ■ personal-CO-line          | ■ vrt                    |
| ■ dialplan                 | ■ pickup-group              | ■ vustats-display-format |
| ■ digit-absorption         | ■ pri-endpoint              |                          |

## Clear

---

The clear command allows you to clear measurements for security violations and to clear (turn off) message waiting lamps. For more information on using these commands, see either the Clear Message Waiting Indicators feature in this manual, or Chapter 5 of *System Monitoring and Reporting*.

- amw
- measurements

## Display

---

Allows viewing of parameters associated with a specific object/qualifier. If the command *display station 4444* is entered, for example, the voice terminal screen form currently administered for extension 4444 is displayed. If the "print" qualifier is entered, for example, *display station 4444 print*, the form is printed on the printer associated with the administration terminal.

The following object words are available for use with the *display* command. In addition to the words listed below, you can display adjunct information by entering the command **display adjunct-name**, where adjunct-name is the name of the administered adjunct.

You can display this list by pressing the Help key after entering the action word "display."

- |                           |                             |                            |
|---------------------------|-----------------------------|----------------------------|
| ■ aar                     | ■ coverage                  | ■ listed-directory-numbers |
| ■ abbreviated-dialing     | ■ data-module               | ■ login                    |
| ■ access-endpoint         | ■ dialplan                  | ■ mct-group-extensions     |
| ■ administered-connection | ■ digit-absorption          | ■ meas-selection           |
| ■ agent-loginID           | ■ disabled-tests            | ■ memory-configuration     |
| ■ alias                   | ■ display-messages          | ■ modem-pool               |
| ■ alphanumeric-dial-table | ■ ds1                       | ■ mst                      |
| ■ alternate-frl           | ■ enp-number-plan           | ■ node-routing             |
| ■ announcements           | ■ errors                    | ■ paging                   |
| ■ ars                     | ■ events                    | ■ permissions              |
| ■ attendant               | ■ eda-external-device-alarm | ■ personal-CO-line         |
| ■ authorization-code      | ■ feature-access-codes      | ■ pgate                    |
| ■ bulletin-board          | ■ fiber-link                | ■ pickup-group             |
| ■ buttons-location-aca    | ■ hunt-group                | ■ port                     |
| ■ cabinet                 | ■ initcauses                | ■ pri-endpoint             |
| ■ call-screening          | ■ integrated-annc-boards    | ■ reason-code-names        |
| ■ capacity                | ■ intercom-group            | ■ remote-access            |
| ■ circuit-packs           | ■ internal-data             | ■ rhnpa                    |
| ■ communication-interface | ■ intra-switch-cdr          | ■ route-pattern            |
| ■ console-parameters      | ■ isdn                      | ■ second-digit             |
| ■ cor                     | ■ ixc-codes                 | ■ signaling-group          |
| ■ cos                     |                             | ■ sit-treatment            |

- |                       |                        |                          |
|-----------------------|------------------------|--------------------------|
| ■ site-data           | ■ telecommuting-access | ■ toll                   |
| ■ software            | ■ term-ext-group       | ■ trunk-group            |
| ■ station             | ■ terminal-parameters  | ■ udp                    |
| ■ svn-button-location | ■ tenant               | ■ vdn                    |
| ■ synchronization     | ■ test-schedule        | ■ vector                 |
| ■ system-parameters   | ■ time                 | ■ vrt                    |
|                       | ■ time-of-day          | ■ vustats-display-format |

## **Duplicate**

---

Allows duplication of existing objects and must be used with qualifiers "extension numbers" to automatically establish service for multiple voice terminals and data modules. Only one data module can be duplicated at a time. Up to 16 stations can be duplicated at one time. The objects that can be duplicated are: You can display this list by pressing the Help key after entering the action word "duplicate."

- access-endpoint
- administered-connection
- data-modules
- station

## List

---

Displays parameters associated with groups of objects. This command is used to obtain a list of all, or a selected range of, voice terminals, trunks, and other features that have been administered. The list command and its associated qualifiers can be used to retrieve data for all the ports in the system, or for a specified subset of ports. The following object words are available for use with the *list* command. You can display this list by pressing the Help key after entering the action word "list."

- |                             |                         |                          |
|-----------------------------|-------------------------|--------------------------|
| ■ aar                       | ■ hunt-group            | ■ set-data               |
| ■ abbreviated-dialing       | ■ integrated-ann-boards | ■ signaling-group        |
| ■ aca-parameters            | ■ intercom-group        | ■ sys-link               |
| ■ access-endpoint           | ■ intra-switch-cdr      | ■ station                |
| ■ administered-connection   | ■ isdn-testcall         | ■ tenant                 |
| ■ agent-loginID             | ■ logins                | ■ term-ext-group         |
| ■ ars                       | ■ marked-ports          | ■ test-schedule          |
| ■ authorization-code        | ■ mct-history           | ■ testcalls              |
| ■ bcms                      | ■ measurements          | ■ toll                   |
| ■ bridged-extensions        | ■ members               | ■ trunk-group            |
| ■ cabinet                   | ■ modem-pool            | ■ udp                    |
| ■ call-forwarding           | ■ monitored-station     | ■ usage                  |
| ■ configuration             | ■ mst                   | ■ vdn                    |
| ■ cor                       | ■ music-source          | ■ vector                 |
| ■ coverage                  | ■ node-routing          | ■ vrt                    |
| ■ data-module               | ■ partitioned-group     | ■ vustats-display-format |
| ■ disabled-MOs              | ■ performance           | ■ wakeup                 |
| ■ do-not-disturb            | ■ personal-CO-line      |                          |
| ■ emergency                 | ■ pgate                 |                          |
| ■ eda-external-device-alarm | ■ pickup-group          |                          |
| ■ extension-type            | ■ pri-endpoint          |                          |
| ■ fiber-link                | ■ pms-down              |                          |
| ■ groups-of-extension       | ■ report scheduler      |                          |
| ■ history                   | ■ route-pattern         |                          |



## Remove

---

Displays the screen form for the associated object word. Pressing ENTER deletes the object from the system. Pressing CANCEL cancels the remove requested. The following object words are available for use with the *remove* command. You can display this list by pressing the Help key after entering the action word "remove."

- |                             |                    |                    |
|-----------------------------|--------------------|--------------------|
| ■ abbreviated-dialing       | ■ fiber-link       | ■ report scheduler |
| ■ access-endpoint           | ■ hunt-group       | ■ second-digit     |
| ■ administered-connection   | ■ intercom-group   | ■ signaling-group  |
| ■ agent-loginID             | ■ login            | ■ station          |
| ■ attendant                 | ■ modem-pool       | ■ term-ext-group   |
| ■ cabinet                   | ■ personal-CO-line | ■ test-schedule    |
| ■ coverage                  | ■ pgate            | ■ trunk-group      |
| ■ data-module               | ■ pickup-group     | ■ vdn              |
| ■ ds1                       | ■ prec             | ■ vrt              |
| ■ eda-external-device-alarm | ■ pri-endpoint     |                    |

## Status

---

Displays the operational status of the facility indicated by the object word. A complete description of all status commands is provided in *DEFINITY Enterprise Communications Server Maintenance*. The following object words are available for use with the *status* command. You can display this list by pressing the Help key after entering the action word "status."

- |                           |                      |                    |
|---------------------------|----------------------|--------------------|
| ■ access-endpoint         | ■ isdn-testcall      | ■ signaling-group  |
| ■ administered-connection | ■ journal-link       | ■ spe              |
| ■ attendant               | ■ link               | ■ sp-link          |
| ■ audits                  | ■ logins             | ■ station          |
| ■ bri-port                | ■ mst                | ■ switch-node      |
| ■ cabinet                 | ■ packet-control     | ■ synchronization  |
| ■ card-mem                | ■ packet-interface   | ■ sys-link         |
| ■ cdr-link                | ■ periodic-scheduled | ■ system           |
| ■ data-module             | ■ pgate-port         | ■ trunk            |
| ■ hardware-group          | ■ pms-link           | ■ tsc-administered |
| ■ health                  | ■ pnc                | ■ tti              |
| ■ interface               | ■ pri-endpoint       | ■ radio-controller |
|                           | ■ processor-channels | ■ remote-access    |

---

## System Features, Functions, and Services

# 3

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This chapter lists the forms and fields required to implement features associated with the System. A brief description of each feature requiring implementation is given along with associated procedures and hardware requirements. A reference table is provided for each feature. The table provides a list of Network and System forms required to assign the feature, the fields on the form(s) requiring completion, and page locations for instructions. The forms are listed in the tables in the order they should be completed. A listing of the forms with associated instructions and additional information, if applicable, is provided immediately following the table. Examples are provided for complex features. Blank forms are provided in the accompanying "Blank Forms Package."

This chapter does not attempt to discuss any feature in detail. Refer to *DEFINITY Enterprise Communications Server Release 5 Feature Description* for detailed feature descriptions.

System features can be categorized into six functional areas: Voice Management (VM), Network Services (NS), System Management (SM), Data Management (DM), Telemarketing (TM), and Hospitality (H). These feature abbreviations are used in Table 3-1. A list of features by these functional areas is provided on the following pages. Features requiring no implementation are denoted with an asterisk (\*) on the list. Features requiring additional hardware (AH) are noted with an "X" in the AH column. Features requiring implementation are described individually following the functional list.

Refer to Table C-1 in Appendix C, "System Capacity Limits" for the feature capacity limits of each hardware configuration.

**Table 3-1. System Features**

| <b>V<br/>M</b> | <b>N<br/>S</b> | <b>S<br/>M</b> | <b>D<br/>M</b> | <b>T<br/>M</b> | <b>H</b> | <b>A<br/>H</b> | <b>Feature Name</b>                                              |
|----------------|----------------|----------------|----------------|----------------|----------|----------------|------------------------------------------------------------------|
|                |                |                |                | x              |          |                | Abandoned Call Search                                            |
| x              |                |                |                |                |          |                | Abbreviated Dialing                                              |
|                |                |                | x              |                |          |                | Administered Connection/Access Endpoint                          |
|                |                | x              |                |                |          |                | Administration Without Hardware                                  |
|                |                |                |                | x              |          |                | Agent Call Handling (includes Call Work Codes and Stroke Counts) |
|                |                |                | x              |                |          |                | Alphanumeric Dialing                                             |
|                | x              |                |                |                |          |                | Alternate Facility Restriction Levels (AFRL)                     |
|                |                | x              |                |                |          |                | Alternate Operations Support System Alarm Number                 |
| x              |                |                |                |                |          |                | Attendant Auto-Manual Splitting*                                 |
| x              |                |                |                |                |          |                | Attendant Call Waiting*                                          |
| x              |                |                |                |                |          |                | Attendant Calling of Inward Restricted Stations                  |
| x              |                |                |                |                |          |                | Attendant Control of Trunk Group Access                          |
| x              |                |                |                |                |          | x              | Attendant Direct Extension Selection With Busy Lamp Field        |
| x              |                |                |                |                |          |                | Attendant Direct Trunk Group Selection                           |
| x              |                |                |                |                |          |                | Attendant Display                                                |
| x              |                |                |                |                |          |                | Attendant Recall*                                                |
| x              |                |                |                |                |          |                | Attendant Release Loop Operation*                                |
| x              |                |                |                |                |          | x              | Audio Information Exchange (AUDIX.) Interface*                   |
| x              |                |                |                |                |          |                | Authorization Codes                                              |
|                | x              |                |                |                |          |                | Automatic Alternate Routing (AAR)                                |
|                |                |                | x              |                |          |                | Automatic Available Split (AAS)                                  |
| x              |                |                |                |                |          |                | Automatic Callback                                               |
|                |                |                |                | x              |          | x              | Automatic Call Distribution (ACD)                                |
|                | x              |                |                |                |          |                | Automatic Circuit Assurance (ACA)                                |
| x              |                |                |                |                |          | x              | Automatic Incoming Call Display*                                 |
|                | x              |                |                |                |          |                | Automatic Route Selection (ARS)                                  |
| x              |                |                |                |                | x        | x              | Automatic Wakeup                                                 |
|                |                |                |                | x              |          |                | Basic Call Management System (BCMS)                              |

*Continued on next page*

**Table 3-1. System Features — Continued**

| <b>V<br/>M</b> | <b>N<br/>S</b> | <b>S<br/>M</b> | <b>D<br/>M</b> | <b>T<br/>M</b> | <b>H</b> | <b>A<br/>H</b> | <b>Feature Name</b>                                       |
|----------------|----------------|----------------|----------------|----------------|----------|----------------|-----------------------------------------------------------|
| x              |                |                |                |                |          |                | Bridged Call Appearance — Multi-Appearance Voice Terminal |
| x              |                |                |                |                |          |                | Bridged Call Appearance — Single-Line Voice Terminal      |
| x              |                |                |                |                |          |                | Busy Verification of Terminals and Trunks                 |
| x              |                |                |                |                |          |                | Call Coverage                                             |
|                |                | x              | x              |                |          | x              | Call Detail Recording (CDR)                               |
| x              |                |                | x              |                |          |                | Call Forwarding — All Calls                               |
| x              |                |                |                |                |          |                | Call Management System (CMS)                              |
| x              |                |                |                |                |          |                | Call Park                                                 |
| x              |                |                |                |                |          |                | Call Pickup                                               |
|                |                |                |                | x              |          |                | Call Prompting                                            |
|                |                |                |                | x              |          |                | Call Vectoring                                            |
| x              |                |                |                |                |          |                | Call Waiting Termination                                  |
|                | x              |                |                |                |          |                | Call by Call Service Selection                            |
|                | x              |                |                |                |          |                | Calling Party Number/Billing Number                       |
|                | x              |                |                | x              |          | x              | CallVisor Adjunct-Switch Application Interface (ASAI)     |
| x              |                |                |                |                |          | x              | Centralized Attendant Service (CAS)                       |
| x              |                |                | x              |                |          |                | Class of Restriction                                      |
| x              |                |                | x              |                |          |                | Class of Service                                          |
| x              |                |                |                |                |          | x              | Code Calling Access                                       |
| x              |                |                |                |                |          |                | Conference — Attendant*                                   |
| x              |                |                |                |                |          |                | Conference — Terminal*                                    |
| x              |                |                |                |                |          |                | Consult                                                   |
| x              |                |                |                |                |          |                | Coverage Callback                                         |
| x              |                |                |                |                |          |                | Coverage Incoming Call Identification                     |
|                |                | x              |                |                |          |                | Customer-Provided Equipment Alarm                         |
|                |                |                | x              |                |          | x              | Data Call Setup                                           |
|                |                |                | x              |                |          |                | Data Hot Line                                             |
|                |                |                | x              |                |          |                | Data Privacy                                              |
|                |                |                | x              |                |          |                | Data Restriction                                          |

*Continued on next page*

**Table 3-1. System Features — Continued**

| <b>V<br/>M</b> | <b>N<br/>S</b> | <b>S<br/>M</b> | <b>D<br/>M</b> | <b>T<br/>M</b> | <b>H</b> | <b>A<br/>H</b> | <b>Feature Name</b>                                   |
|----------------|----------------|----------------|----------------|----------------|----------|----------------|-------------------------------------------------------|
|                | x              |                | x              |                |          | x              | Data-Only Off-Premises Extensions<br>D-Channel Backup |
|                | x              |                |                |                |          |                | DCS Alphanumeric Display for Terminals                |
|                | x              |                |                |                |          |                | DCS Attendant Control of Trunk Group Access           |
|                | x              |                |                |                |          |                | DCS Attendant Direct Trunk Group Selection            |
|                | x              |                |                |                |          |                | DCS Attendant Display                                 |
|                | x              |                |                |                |          |                | DCS Automatic Callback                                |
|                | x              |                |                |                |          |                | DCS Automatic Circuit Assurance                       |
|                | x              |                |                |                |          |                | DCS Busy Verification of Terminals and Trunks         |
|                | x              |                |                |                |          |                | DCS Call Forwarding — All Calls                       |
|                | x              |                |                |                |          |                | DCS Call Waiting*                                     |
|                | x              |                |                |                |          |                | DCS Distinctive Ringing*                              |
|                | x              |                |                |                |          |                | DCS Multi-Appearance Conference/Transfer*             |
|                | x              |                |                |                |          |                | DCS Over ISDN-PRI                                     |
|                | x              |                |                |                |          |                | DCS Trunk Group Busy/Warning Indication               |
|                |                |                | x              |                |          |                | Default Dialing                                       |
| x              |                |                |                |                |          |                | Demand Print                                          |
| x              |                |                |                |                |          |                | Dial Access to Attendant*                             |
| x              |                |                |                |                |          |                | Dial Plan                                             |
| x              |                |                |                |                |          |                | Dialed Number Identification Service                  |
|                |                |                | x              |                |          | x              | Digital Multiplexed Interface (DMI)                   |
| x              |                |                |                |                |          | x              | Direct Department Calling                             |
| x              |                |                |                |                |          | x              | Direct Inward Dialing                                 |
| x              |                |                |                |                |          | x              | Direct Outward Dialing                                |
| x              |                |                |                |                |          |                | Distinctive Ringing (Alerting)                        |
|                |                |                |                |                | x        |                | Do Not Disturb                                        |
|                |                |                | x              |                |          | x              | DS1 Tie Trunk Service                                 |
|                |                |                | x              |                |          | x              | EIA Interface                                         |
| x              |                |                |                |                |          |                | Emergency Access to the Attendant                     |
|                |                | x              |                |                |          |                | Enhanced Terminal Administration                      |

*Continued on next page*

**Table 3-1. System Features — Continued**

| <b>V<br/>M</b> | <b>N<br/>S</b> | <b>S<br/>M</b> | <b>D<br/>M</b> | <b>T<br/>M</b> | <b>H</b> | <b>A<br/>H</b> | <b>Feature Name</b>                                   |
|----------------|----------------|----------------|----------------|----------------|----------|----------------|-------------------------------------------------------|
|                | x              |                |                |                |          |                | Extended Trunk Access                                 |
| x              |                |                |                |                |          |                | Extended User Administration of Redirected Calls      |
| x              |                |                |                |                |          |                | Facility Busy Indication                              |
|                | x              |                |                |                |          |                | Facility Restriction Levels and Traveling Class Marks |
|                |                | x              |                |                |          |                | Facility Test Calls                                   |
|                | x              |                |                |                |          |                | Facility/Non Facility Associated Signaling            |
| x              |                |                |                |                |          |                | Flash                                                 |
| x              |                |                |                |                |          |                | Flash Public CO Register Recall                       |
| x              |                |                |                |                |          |                | Forced Entry of Account Codes                         |
|                | x              |                |                |                |          |                | Generalized Route Selection                           |
| x              |                |                |                |                |          |                | Go to Cover                                           |
| x              |                |                |                |                |          |                | Hold                                                  |
| x              |                |                |                |                |          |                | Hot Line Service                                      |
| x              |                |                |                |                |          |                | Hunting                                               |
|                |                |                |                | x              |          |                | Inbound Call Management                               |
| x              |                |                |                |                |          |                | Individual Attendant Access                           |
|                |                |                | x              |                |          | x              | Information System Network (ISN) Interface            |
| x              |                |                |                |                |          |                | Integrated Directory                                  |
|                | x              |                |                |                |          |                | Integrated Services Digital Network —                 |
|                |                |                |                |                |          |                | Primary Rate Interface                                |
| x              |                |                |                |                |          | x              | Inter-PBX Attendant Calls                             |
| x              |                |                |                |                |          | x              | Intercept Treatment                                   |
| x              |                |                |                |                |          |                | Intercom — Automatic                                  |
| x              |                |                |                |                |          |                | Intercom — Dial                                       |
| x              |                |                | x              |                |          |                | Intra-switch CDR                                      |
|                |                |                |                | x              |          |                | Intraflow and Interflow                               |
| x              |                |                | x              |                |          |                | Last Number Dialed                                    |
| x              |                |                |                |                |          |                | Leave Word Calling                                    |
| x              |                |                |                |                |          |                | Line Lockout*                                         |
|                |                |                |                | x              |          |                | Lookahead Interflow                                   |

*Continued on next page*

**Table 3-1. System Features — Continued**

| <b>V<br/>M</b> | <b>N<br/>S</b> | <b>S<br/>M</b> | <b>D<br/>M</b> | <b>T<br/>M</b> | <b>H</b> | <b>A<br/>H</b> | <b>Feature Name</b>                          |
|----------------|----------------|----------------|----------------|----------------|----------|----------------|----------------------------------------------|
| x              |                |                |                |                |          | x              | Loudspeaker Paging Access                    |
| x              |                |                |                |                |          | x              | Loudspeaker Paging Access — Deluxe           |
| x              |                |                |                |                |          |                | Manual Message Waiting                       |
| x              |                |                |                |                |          |                | Manual Originating Line Service              |
| x              |                |                |                |                |          |                | Manual Signaling                             |
|                |                |                | x              |                |          | x              | Modem Pooling                                |
|                |                | x              |                |                |          | x              | Move Agent From CMS*                         |
| x              |                |                |                |                |          |                | Multi-Appearance Preselection and Preference |
| x              |                |                |                |                |          |                | Multiple Listed Directory Numbers            |
| x              |                |                |                |                |          |                | Multilanguage Display*                       |
|                |                | x              |                |                |          |                | Multiuser System Management Access           |
| x              |                |                |                |                |          | x              | Music-on-Hold Access                         |
|                |                |                |                |                | x        |                | Names Registration                           |
|                | x              |                |                |                |          |                | Network Access — Private                     |
|                | x              |                |                |                |          |                | Network Access — Public                      |
| x              |                |                |                |                |          |                | Night Service — Hunt Group                   |
| x              |                |                |                |                |          |                | Night Service — Night Console Service        |
| x              |                |                |                |                |          |                | Night Service — Night Station Service        |
| x              |                |                |                |                |          | x              | Night Service — Trunk Answer                 |
|                |                |                |                |                |          |                | From Any Station                             |
| x              |                |                |                |                |          |                | Night Service — Trunk Group                  |
|                | x              |                |                |                |          |                | Node Number Routing (NNR)                    |
|                | x              |                |                |                |          | x              | Off-Premises Station                         |
|                |                |                |                | x              |          |                | Outbound Call Management System              |
|                |                | x              |                |                |          |                | Performance Measurements                     |
| x              |                |                |                |                |          | x              | Personal Central Office Line                 |
| x              |                |                |                |                |          |                | Personal Station Access                      |
| x              |                |                |                |                |          |                | Personalized Ringing                         |
| x              |                |                |                |                |          | x              | Power Failure Transfer*                      |
| x              |                |                |                |                |          |                | Priority Calling                             |

*Continued on next page*



**Table 3-1. System Features — Continued**

| <b>V<br/>M</b> | <b>N<br/>S</b> | <b>S<br/>M</b> | <b>D<br/>M</b> | <b>T<br/>M</b> | <b>H</b> | <b>A<br/>H</b> | <b>Feature Name</b>                        |
|----------------|----------------|----------------|----------------|----------------|----------|----------------|--------------------------------------------|
| x              |                |                |                |                |          |                | Privacy — Attendant Lockout                |
| x              |                |                |                |                |          |                | Privacy — Manual Exclusion                 |
|                |                |                |                |                | x        | x              | Property Management System Interface       |
| x              |                |                |                |                |          |                | Pull Transfer                              |
|                |                |                |                | x              |          | x              | Queue Status Indications                   |
| x              |                |                |                |                |          |                | Recall Signaling*                          |
|                |                | x              |                |                |          |                | Recent Change History*                     |
| x              |                |                |                |                |          | x              | Recorded Announcements                     |
| x              |                |                |                |                |          | x              | Recorded Telephone Dictation Access        |
| x              |                |                |                |                |          | x              | Remote Access                              |
|                |                | x              |                |                |          |                | Report Scheduler and System Printer        |
| x              |                |                |                |                |          |                | Restricted/Unrestricted Call Lists         |
| x              |                |                |                |                |          |                | Restriction — Controlled                   |
| x              |                |                |                |                |          |                | Restriction — Miscellaneous Terminal       |
| x              |                |                |                |                |          |                | Restriction — Miscellaneous Trunk          |
| x              |                |                |                |                |          |                | Restriction — Toll                         |
| x              |                |                |                |                |          |                | Restriction — Voice Terminal — Inward      |
| x              |                |                |                |                |          |                | Restriction — Voice Terminal — Manual      |
|                |                |                |                |                |          |                | Terminating Line                           |
| x              |                |                |                |                |          |                | Restriction — Voice Terminal — Origination |
| x              |                |                |                |                |          |                | Restriction — Voice Terminal — Outward     |
| x              |                |                |                |                |          |                | Restriction — Voice Terminal — Termination |
| x              |                |                |                |                |          |                | Ringback Queuing                           |
| x              |                |                |                |                |          |                | Ringer Cutoff                              |
| x              |                |                |                |                |          |                | Rotary Dialing*                            |
|                |                | x              |                |                |          |                | Security Violation Notification            |
| x              |                |                |                |                |          |                | Send All Calls                             |
| x              |                |                |                |                |          |                | Senderized Operation*                      |
|                |                |                |                | x              |          |                | Service Observing                          |
| x              |                |                |                |                |          |                | Single-Digit Dialing and                   |

*Continued on next page*

**Table 3-1. System Features — *Continued***

| <b>V<br/>M</b> | <b>N<br/>S</b> | <b>S<br/>M</b> | <b>D<br/>M</b> | <b>T<br/>M</b> | <b>H</b> | <b>A<br/>H</b> | <b>Feature Name</b>                        |
|----------------|----------------|----------------|----------------|----------------|----------|----------------|--------------------------------------------|
| x              |                |                |                |                |          |                | Station Security Code                      |
|                |                |                |                |                |          |                | Mixed Station Numbering                    |
|                | x              |                |                |                |          |                | Software Defined Data Network              |
| x              |                |                |                |                |          |                | Straight Forward Outward Completion*       |
|                | x              |                |                |                |          | x              | Subnet Trunking                            |
|                |                | x              |                |                |          |                | System Measurements*                       |
|                |                | x              |                |                |          |                | System Status Reports*                     |
| x              |                |                |                |                |          |                | Temporary Bridged Appearance*              |
|                | x              |                |                |                |          |                | Temporary Signaling Connection (TSC)       |
| x              |                |                |                |                |          |                | Terminating Extension Group (TEG)          |
| x              |                |                |                |                |          |                | Through Dialing*                           |
|                | x              |                |                |                |          |                | Time of Day Routing                        |
| x              |                |                |                |                |          |                | Timed Reminder                             |
| x              |                |                |                |                |          |                | Touch-Tone Dialing*                        |
| x              |                |                |                |                |          |                | Transfer*                                  |
| x              |                |                |                |                |          |                | Trunk Flash                                |
| x              |                |                |                |                |          |                | Trunk Group Busy/Warning Indicators        |
|                |                |                |                |                |          |                | To Attendant                               |
| x              |                |                |                |                |          |                | Trunk Identification By Attendant          |
| x              |                |                |                |                |          |                | Trunk-to-Trunk Transfer                    |
| x              |                |                |                |                |          | x              | Uniform Call Distribution (UCD)            |
|                | x              |                |                |                |          | x              | Uniform Dialing Plan (UDP)                 |
| x              |                |                |                |                |          | x              | Visually Impaired Attendant Service (VIAS) |
| x              |                |                |                |                |          | x              | Voice Message Retrieval                    |
| x              |                |                |                |                |          | x              | Voice Terminal Display                     |

## **7400A/7400B+/8400B+ Data Module**

---

The **7400A** data module may be used instead of an MTDM when supporting the combined Modem Pooling feature. The 7400A data module supports asynchronous operation at speeds up to 19200-bps, and provides a DCP interface to the switch and an EIA 232C interface to the associated modem. The 7400A can operate in the stand-alone mode as a data module.

The **7400B+** and **8400B+** data modules support asynchronous data communications and can operate in the stand-alone mode for data only service or in the linked mode which provides simultaneous voice and data service (acts like a DTDM). The 7400B+ and 8400B+ provide voice and data communications to 7400D series voice terminals and 602A1 CALLMASTER voice terminals that have a connection to a data terminal or personal computer. The data modules integrate data and voice into the DCP protocol required to interface with the switch via a port on a Digital Line circuit pack. The 7400B+ or 8400B+ may be used instead of an MPDM when asynchronous operation at speeds of up to 19.2 kbps is required to provide a DCP interface to the switch for data terminals, printers, and so on. The 7400B+ and 8400B+ do not support synchronous operation and keyboard dialing.

## **7400C High Speed Link**

---

The 7400C High Speed Link (HSL) is a data service unit that allows data equipment to access the DCP data services. It provides synchronous data transmission at speeds of 56- and 64-kbps and provides a link to high speed data networks. It can be used for Group 4 Fax applications that will include electronic mail and messaging, and electronic storage of printed documents and graphics. The 7400C can also be used for video teleconferencing and LAN interconnect applications.

## **7500 Data Modules**

---

The 7500 Data Module connects data terminal equipment (DTE) (such as, a PC) or data communications equipment (DCE) (such as, a modem) to the ISDN network. The 7500 Data Module supports EIA 232C and V.35 interfaces and RS-366 Automatic Calling Unit interface (for the EIA 232C interface only).

When configured as an asynchronous DCE, the 7500 supports data rates of 300, 1200, 2400, 4800, 9600, and 19200 bps. When configured as a synchronous DCE, the 7500 supports data rates of 1200, 2400, 4800, 9600, 19200, 56000, and 64000 bps.

The 7500 has no voice functions, and can be configured in the following ways:

- Asynchronous DCE  
300, 1200, 2400, 4800, 9600, 19200 bps
- Synchronous DCE  
1200, 2400, 4800, 9600, 19200, 56000, 64000 bps
- Asynchronous DTE (used for modem pooling)  
up to 19200 bps

The 7500 Data Module can be stand-alone or in a multiple-mount housing.

## Asynchronous Data Module

---

 **NOTE:**

The *alias station* command cannot be used to alias data modules.

The Asynchronous Data Module (ADM) may be used with asynchronous DTEs as a data stand for 7500 Series of ISDN-BRI voice terminals, thus providing connection to the ISDN network. The ADM provides integrated voice and data on the same voice terminal and supports data rates of 300, 1200, 2400, 4800, 9600, and 19200 bps. This module also supports the Hayes command set, providing compatibility with PC communications packages.

## AAR/ARS Partitioning

---

The AAR/ARS Partitioning feature provides for the Automatic Alternate Routing (AAR) and Automatic Route Selection (ARS) services to be partitioned among as many as eight different groups of users within the System.

### Administration

---

To implement this feature, the following form(s) or sections of the form(s) must be completed.

| Form                        | Field                          | Form Instructions (Page) |
|-----------------------------|--------------------------------|--------------------------|
| Class of Restriction        | Partitioned Group Number (PGN) | 5-88                     |
| AAR/ARS Time of Day Routing | All                            | 4-28                     |
| ARS Analysis                | Partitioned Group Number       | 4-44                     |
| AAR Analysis                | Partitioned Group Number       | 4-8                      |

- Class of Restriction Form — Assign a Partitioned Group Number (1 through 8) that is used by AAR/ARS features to select the AAR/ARS service for a group of users. The PGN field on the COR form is only displayed if the ARS/AAR Partitioning option is enabled and the Time of Day Routing option is not enabled on the System-Parameters Customer-Options form.
- Time of Day Routing Form (Optional) — Complete one form for each PGN as required.

**NOTE:**

The Time of Day Routing option must be enabled on the System-Parameters Customer-Options form before a Time of Day Routing form can be administered.

- ARS Analysis Form — Complete the Partitioned Group Number field as required.
- AAR Analysis Form — Complete the Partitioned Group Number field as required.

### Hardware Requirements

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None.

## Abandoned Call Search

---

The Abandoned Call Search provides identification of abandoned calls. Before an incoming trunk call to a hunt group or ACD split rings the hunt group member or agent, the System checks to ensure that the calling party has not abandoned the call (that is, hung up). If the call has been abandoned, the call will not ring the hunt group member or agent.

### NOTE:

Abandoned Call Search is designed to work with central office (CO) trunks (ground start — analog) that *do not* provide disconnect supervision and that *do* react to a 500 ms break. Central offices that provide disconnect supervision do not require use of the Abandoned Call Search feature.

## Administration

---

To implement this feature, the following form(s) or sections of the form(s) must be completed.

| Form        | Field                 | Form Instructions (Page) |
|-------------|-----------------------|--------------------------|
| Trunk Group | Abandoned Call Search |                          |
| CO          |                       | 4-183                    |
| FX          |                       | 4-207                    |
| WATS        |                       | 4-254                    |

- Trunk Group Forms — Complete Abandoned Call Search field.

## Hardware Requirements

---

Each CO trunk requires a port on the TN747B Central Office Trunk circuit pack.



## Abbreviated Dialing

---

Abbreviated Dialing (AD) provides lists of stored numbers to place local, long-distance, and international calls; to activate features; or to perform end-to-end signaling. (End-to-end signaling sends DTMF tone to control remote computer equipment.) Both voice terminal users and data terminal users can access these stored numbers. The Automatic Dialing Buttons feature allows a user to store and dial a number to be redialed on the button rather than stored in an abbreviated dial list.

### Administration

---

To implement this feature, complete the following form(s) or sections of form(s).

| Form                              | Field                                                                                                                                   | Form Instructions (Page) |
|-----------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------|--------------------------|
| Feature-Related System Parameters | Abbreviated Dial Programming by Assigned Lists                                                                                          | 5-178                    |
| Feature Access Codes              | Abbreviated Dialing List 1 Access Code                                                                                                  | 5-170                    |
|                                   | Abbreviated Dialing List 2 Access Code                                                                                                  |                          |
|                                   | Abbreviated Dialing List 3 Access Code                                                                                                  |                          |
|                                   | Abbreviated Dial - Prgm Group List Access Code<br>Program Access Code                                                                   |                          |
| Station (multi-appearance)        | Abbreviated Dialing List 1                                                                                                              | 5-346                    |
|                                   | Abbreviated Dialing List 2                                                                                                              |                          |
|                                   | Abbreviated Dialing List 3                                                                                                              |                          |
|                                   | Button/Feature Button Assignments                                                                                                       |                          |
|                                   | - Abbreviated Dialing Buttons<br>- Autodial Buttons<br>-Abbreviated Dial Program Buttons<br>-Abbreviated Dial Special Character Buttons |                          |
|                                   | Hot Line Destination (if applicable)                                                                                                    |                          |
| Console Parameters                | AD List Number<br>Dial Code                                                                                                             |                          |
|                                   | Abbreviated Dialing List 1                                                                                                              | 5-99                     |
|                                   | Abbreviated Dialing List 2                                                                                                              |                          |
|                                   | Abbreviated Dialing List 3                                                                                                              |                          |
|                                   | Feature Button Assignments                                                                                                              | 5-34                     |

*Continued on next page*

| Form                                | Field                                                                                      | Form Instructions (Page) |
|-------------------------------------|--------------------------------------------------------------------------------------------|--------------------------|
|                                     | Abbreviated Dialing Buttons                                                                |                          |
|                                     | Abbreviated Dial Program Buttons                                                           |                          |
|                                     | Abbreviated Dial Special Character Buttons                                                 |                          |
| Abbreviated Dialing - System List   | All                                                                                        | 5-11                     |
| Abbreviated Dialing - Group List    | All                                                                                        | 5-5                      |
| Abbreviated Dialing - Personal List | All                                                                                        | 5-8                      |
| Abbreviated Dialing - Enhanced List | All                                                                                        | 5-2                      |
| Abbreviated Dialing - 7103A         | All                                                                                        | 5-14                     |
| Data Line Data Module               | List1                                                                                      | 5-110                    |
| Feature-Related System-Parameters   | Off-Premises Tone Detect Timeout Interval<br>Abbreviated Dial-Programming by Assigned List | 5-178                    |

- Feature-Related System Parameters

- Administer the Abbreviated Dial Programming by Assigned Lists field to determine whether a group abbreviated dial list should be programmed.

- Feature Access Codes Form

- Verify that all feature access codes for accessing lists and programming entries in a personal list have been established in the “Abbreviated Dialing List 1, List 2, and List 3 Access Code and Program Access Codes” fields.
- To program a group list, provide the Abbreviated Dial Program Group List Access Code.

- Station Forms — Assign lists to a voice terminal's Abbreviated Dialing field. On multi-appearance voice terminals, assign optional buttons to access an Abbreviated Dialing list entry.

For example, if entry 1 on the System List is the number of a branch office in London, then this entry can be assigned to a button. The call can be placed by lifting the receiver and pressing the button. Similarly, entries from a group or personal list can be assigned to a button. Users can

program buttons which are assigned to an Abbreviated Dialing personal list entry or to a Group List if they are the Programming Extension assigned on the Abbreviated Dial Group from.

Some features have a button directly associated with them; others do not. To associate Priority Calling with a button, assign the Priority Calling feature access code to an Abbreviated Dialing list (normally the System List) and then assign that list entry to the button. This is the same procedure discussed in the preceding paragraph. The only difference is that the Abbreviated Dialing list entry is a feature access code instead of a telephone number.

Some voice terminals supported by the System are capable of storing numbers. Like Abbreviated Dialing, a stored number is automatically dialed when the associated button is pressed. This, however, is Repertory Dialing, not Abbreviated Dialing. In this case, the number is stored in the voice terminal, not in the System. Abbreviated Dialing only applies for numbers stored in the System.

- Console Parameters Form — Assign types and numbers in the Abbreviated Dialing field (needed for attendant's abbreviated dialing, not for stations).
- Attendant Console Form — Assign abbreviated dialing list button to an attendant console.
- Abbreviated Dialing Forms
  - Establish the desired System, Group, Personal, and Enhanced lists and complete all fields. If the System uses 7103A Fixed Feature Voice Terminals, complete all fields of the 7103A list.
  - Contact personnel who will use an Abbreviated Dialing Group List to determine the codes or numbers that should be entered on the various Group Lists. Blank lists can be established and codes or numbers can be added later. Also, specify if calls to numbers on this list should be privileged.
  - Specify the station with permission to program the group list in the Program Ext field.
  - Users can program their own Personal List once the list is in the System via the System's administration terminal.



**NOTE:**

The Abbreviated Dialing Enhanced List option must be enabled on the System-Parameters Customer-Options form before an Enhanced List can be administered.

- Data Line Data Module Form — Assign lists to Data Module List 1 field.
- Feature-Related System-Parameters Form

- Assign the Off-Premises Tone Detect Timeout Interval (5 to 25 seconds). The AD special “wait” character, when used in an AD string, will cause a delay in the continued dialing of numbers in the string until this interval has elapsed. This interval is the number of seconds that a Call Progress Tone Receiver (Detector) will wait to detect a tone from off-premises during dialing. Once the time-out interval occurs, any additional call progress tones will not be detected.
- Decide whether or not to change the “no” default in the Abbreviated Dial Programming by Assigned List? field. If you retain the default, a user cannot program a group list using the Program Access Code unless they have an abrv-dial button for the entry to be programmed. If you change the default to “yes” a user may use the Program Access Code feature button to program a group list.

### **Hardware Requirements**

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Additional TN748C Tone Detector circuit packs may be required if the AD special “wait” character is to be used frequently. Several “wait” characters in an AD string may tie up a Tone Detector for an extended period. See “Feature-Related System-Parameters” above.

TN2182 and TN744C circuit packs can also be used for dial tone detection.

## **Access Trunk Group**

---

An Access Trunk Group provides the System with the ability to communicate with another PBX as either a main or a tandem switch in an Electronic Tandem Network arrangement. Trunks in this group will not send or receive Traveling Class Marks.



**NOTE:**

An ISDN-PRI trunk group whose Service Type field is "access" can also function as an access trunk group.

### **Administration**

---

To implement this feature, the following form(s) or sections of the form(s) must be completed.

| <b>Form</b>        | <b>Field</b> | <b>Form<br/>Instructions<br/>(Page)</b> |
|--------------------|--------------|-----------------------------------------|
| Access Trunk Group | All          | 4-172                                   |

- Trunk Group (Access) Form — Complete all fields as required.

### **Hardware Requirements**

---

A port is required on a TN464D, TN722B, TN760C, or TN767 circuit pack for each trunk to be assigned in the Access Trunk Group. A TN464D provides 24 or 32 ports, a TN722B or TN767 provides 24 ports, and a TN760C provides four ports.

## Add/Remove Skills

---

This feature allows agents using Expert Agent Selection (EAS) to add or remove skills.

### Administration

---

To implement this feature, complete the following form(s) or sections of form(s).

| Form                       | Field                                                           | Form Instructions (Page) |
|----------------------------|-----------------------------------------------------------------|--------------------------|
| Class of Restriction (COR) | Add/Remove Agent Skills                                         | 5-88                     |
| Feature Access Codes       | Add Agent Skills Access Code<br>Remove Agent Skills Access Code | 5-170                    |
| Language Translations      | 41-44 on Page 5                                                 | 5-231                    |

- Class of Restriction (COR) — Enter "y" or "n" at the Add/Remove Agent Skills field to enable or disable users from accessing the FAC to add and remove skills.
- Feature Access Codes — Enter the FAC users enter to add and remove skills.
- If you are using user-defined display text (for your voice terminals with displays), you must administer the Add/Remove Skills display messages.

### Hardware Requirements

---

None.

## **Administered Connection/Access Endpoint**

---

The Administered Connection (AC) feature allows you to establish end-to-end connections between two access/data endpoints based on AC attributes. An AC is automatically established by the System whenever the AC is scheduled to become active. ACs provide capabilities such as: alarm notification, including an administrable alarm type and threshold; automatic restoration of connections established over a Software Defined Data Network (SDDN) ISDN-PRI trunk group [service may be referred to as ISDN-PRI (AC/AE) Service]; scheduled as well as continuous connections; and administrable retry interval for connection attempts that have failed.

The SDDN provides virtual private line connectivity using the AT&T Switched Network (via 4ESS switch). Access to the service is provided via an ISDN-PRI trunk group whose Service Type is "sddn." The Destination field entry on the Administered Connection form is used by the system to route the AC when it is due to be active, based on associated Authorized Time Of Day field entries.

The AC feature replaces the Permanent Switched Calls feature that was provided in previous releases of the System.

An AC can be established between two endpoints on the same switch; between two endpoints in the same private network, but on different switches; or between one endpoint on the controlling switch and another endpoint off the private network. In all configurations, the AC must be administered on the same Generic 3 switch which has the originating endpoint.

For an AC in a private network, if the two endpoints are on two different switches, normally the connection will be routed via AAR through tie trunks (that is, ISDN-PRI, DS1, or analog tie trunks) and possibly intermediate switches. However, if required, the connection can be routed via ARS and the Generalized Route Selection features through the public network. The call is routed over associated ISDN-PRI trunk group members (that is, trunks). When the far-end answers, a connection is "setup" between the far-end and the extension number entered in the Originator field on the AC form.

The Access Endpoints feature provides the ability to terminate ACs to non-signaling trunks (that is, trunks that neither generate nor respond to signaling) and thus use these trunks as endpoint facilities. This feature allows for the administration of a single trunk (that is, does not require an entire trunk group) providing the capability to assign an extension number to an individual trunk.

Access Endpoints are non-signaling trunk ports and therefore neither generate signaling to the far-end of the trunk nor respond to any signaling from the far-end. An Access Endpoint cannot be used as a trunking facility between switches and does not require the administration of a trunk group. It is used primarily to support devices, switches, or services which have a trunk interface but do not require signaling on the trunk.

An Access Endpoint may be designated as the originating (local) endpoint or destination endpoint in an AC. This provides a trunk-to-trunk cross-connect capability.

The following are typical Administered Connection applications:

- A local data endpoint connection to a local or remote access endpoint. Examples are: an MPDM ACCUNET. digital service connecting to a Software Defined Data Network via an ISDN-PRI trunk group DS1 port; an MPDM ACCUNET digital service connecting to an ACCUNET Switched 56 Service via a DS1 port.
- A local access endpoint connecting to a local or remote access endpoint. Examples are a DSO cross-connect and a 4-wire leased line modem to a 4-wire leased line modem connection via an analog tie trunk.
- A local data endpoint connecting to a local or remote data endpoint such as a connection between two 3270 data modules.



**NOTE:**

The following guidelines do not include AAR, ARS, or Generalized Route Selection administration information in support of routing AC calls over trunk groups. Refer to the respective feature coverage elsewhere in this chapter for that information.

## **Administration**

---

To implement this feature, the following form(s) or sections of form(s) must be completed:

| <b>Form</b>           | <b>Field</b>      | <b>Form<br/>Instructions<br/>(Page)</b> |
|-----------------------|-------------------|-----------------------------------------|
| Data Module           | All               | 5-106                                   |
| Circuit Pack (trunks) | All               | 5-83                                    |
| Access Endpoint       | All               | 5-16                                    |
| Trunk Group           | All               |                                         |
| ISDN-PRI              |                   | 4-212                                   |
| Tie                   |                   | 4-247                                   |
| COR                   | All               | 5-88                                    |
| COS                   | All               | 5-96                                    |
| Dial Plan             | Local Node Number | 5-155                                   |

*Continued on next page*



| Form                       | Field                                       | Form Instructions (Page) |
|----------------------------|---------------------------------------------|--------------------------|
| Administered Connection    | All                                         | 5-20                     |
| Station (multi-appearance) | Button/Feature Button Assignments -ac-alarm | 5-371                    |
| Attendant Console          | Feature Button Assignments -ac-alarm        | 5-34                     |

- Data Module Form — Complete the appropriate Data Module forms (MPDM or MTDM) if the AC involves one or two local data modules.
- Circuit Pack (Trunk) Form — Non-signaling DS1 or analog tie trunk ports, if required as access endpoints, may be administered as ports but not as members of trunk groups. Assign associated circuit packs using the Circuit Pack form instructions as provided in "Circuit Pack Administration" in Chapter 5 of this manual. These circuit packs must be assigned before the port field on the Access Endpoint form can be completed.
- Access Endpoint Form — Complete all fields as required. Complete a form for each Access Endpoint to be defined.
- Trunk Group Form — Complete the appropriate trunk group form for AC calls that are to be routed via AAR or ARS and Generalized Route Selection over associated trunk group members.
- COR Form (Optional) — Administer appropriate classes of restriction (CORs) so that only an AC endpoint can be connected to another AC endpoint. If a non-AC endpoint calls an AC endpoint, intercept treatment will be given the non-AC endpoint.
- COS Form — Administer class of service (COS) assignments so that the originating and destination endpoints are blocked from using the Call Forwarding All Calls feature.
- Dial Plan Form — The Auto Restoration field on the AC form cannot be set to "y" unless the Local Node Number field on the Dial Plan form is other than blank. Ensure that all far-end destinations as administered on the AC form are accounted for on the Dial Plan form.
- Administered Connection Form — Complete all fields as required. Complete a form for each AC to be established.

**➤ NOTE:**

The Originator (and Destination if local) fields must be administered and be a valid extension of an access or data endpoint before the AC form can be administered.

- Station/Attendant Console Forms — Administer "ac-alarm" feature buttons as required. The associated status lamp is used to indicate an AC alarm.

### **Hardware Requirements**

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- Trunk Circuit Packs — DS1 Interface circuit pack (TN767), Analog Tie Trunk (TN760C), or DS1 Interface (24/32) circuit pack (TN464C or later).
- TN754B Digital Line circuit pack connections including:
  - MPDM (700D), MTDM (700B, 700C, 700E)
  - 7400A, 7400B+ or 8400B+ Data Module
  - 7401D Voice Terminal with 7400B+ or 8400B+ Data Module
  - 7403D/7405D/7407D/7410D/7434D Voice Terminal with DTDM, 7400B+ or 8400B+ Data Module
  - 7404D or 7406D Voice Terminal
  - 7505D/7506D/7507D Voice Terminal with ADM
  - 510D Personal Terminal
  - 515 BCT
  - PC/PBX Connection
- TN556 or TN2198 ISDN-BRI Line circuit pack connections
- TN778 Packet Control circuit pack connections
- Other Circuit Packs — Data Line (TN726B), Pooled Modem (TN758).
- TN2181 2-Wire DCP
  - 8400B+ Data Module
- TN2224 2-Wire DCP
  - 8400B+ Data Module

## **Administrable Language Display**

---

The Administrable Language Display feature enables the system to display voice terminal messages in English, French, Italian, Spanish and one other "user-defined" language on attendant consoles and voice terminals equipped with 40-character displays.

To create the "user-defined" language, the English display message set must be translated into the desired language via the *change display-messages* command.

The display message language is then administered for each attendant console and properly equipped voice terminal (that is, voice terminals equipped with 40-character displays).

### **Administration**

---

To administer this feature, complete the following form(s) or sections of form(s).

| <b>Form</b>       | <b>Field</b>     | <b>Form Instructions (Page)</b> |
|-------------------|------------------|---------------------------------|
| Attendant Console | Display Language | 5-34                            |
| Station           | Display Language |                                 |
| 7404D             |                  | 5-430                           |
| 7405D             |                  | 5-443                           |
| 7406D             |                  | 5-456                           |
| 7406+             |                  | 5-456                           |
| 7407D             |                  | 5-456                           |
| 7407+             |                  | 5-456                           |
| 7410D             |                  | 5-430                           |
| 7410+             |                  | 5-430                           |
| 7506D             |                  | 5-477                           |
| 7507D             |                  | 5-477                           |

*Continued on next page*

| Form                                                                                                                                                                                               | Field | Form Instructions (Page) |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------|--------------------------|
| 8510D                                                                                                                                                                                              |       | 5-477                    |
| 8520D                                                                                                                                                                                              |       | 5-477                    |
| Language Translations<br>auto-wakeup-dn-dst<br>call-identifiers<br>date-time<br>leave-word-calling<br>malicious-call-trace<br>miscellaneous-features<br>property-management<br>time-of-day-routing | All   | 5-231                    |

- Attendant Console Form — Specify the language in which you want call display messages presented on the attendant console. Choices are English, French, Italian, Spanish and "user-defined". The default is English.
- Station — Specify the language in which you want call display messages presented on the voice terminal display. Choices are English, French, Italian, Spanish and "user-defined". The default is English.

**⇒ NOTE:**

The Display Language field will only be displayed if the voice terminal is equipped with a 40-character display.

- Language Translations (Optional) — Complete all fields on the associated forms to create a "user-defined" display language.

**⇒ NOTE:**

If "user-defined" is the display language selected and no translations have been entered via the *change display-messages* command, asterisks will be displayed.

## **Hardware Requirements**

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None.

## **Administrable Timers**

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The switch provides administrable timers to control both the System and its connected trunks. Timer defaults may need adjustment depending on the application.

The Administrable Timers feature allows control of the following:

### **Hardware Affecting Trunk Timers**

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- **Answer Send** — This timer will determine the length of the answer signal pulse. You can administer the Answer Send field only if the Trunk Signaling Type is "dis" and the trunk group direction is incoming or two-way.

- **Disconnect Signal Error** — Determines how long to wait for the far end to release a call after the System sends a disconnect signal, before logging the lack of release as an error.

Disconnect signal error times vary from country to country, and sometimes between trunks inside one country.

This timer begins timing when the System sends a disconnect signal over a Tie or Loop or ground start CO trunk, and ceases timing when the far end releases the trunk. If this timer expires, the System will log an error specifying the trunk involved.

You can administer the timer per Tie and Loop or ground start CO trunk group, from 1 to 255 seconds with granularity of 1 second. The default is 240 seconds.

- **End to End Signaling Tone** — Applied during end to end signaling. It specifies the length of a DTMF tone sent to the public network in response to a button depression at a hybrid station set.

If a hybrid set is used for end to end signaling, it does not send tones directly to the network, but rather signals the System when a button has been pushed. The System determines the length of the tone sent to the network via a timer, but recommended tone durations vary from country to country.

Hybrid sets are no longer being supplied, but this timer is provided to work with the installed base of hybrid sets.

The timer begins timing at the start of a dial pad button depression on a hybrid set, and the System sends out DTMF tone until the timer expires. There is a separate timer to handle this function for CPE trunks.

This timer is administered per non-CPE trunk group, from 20 ms to 2550 ms in increments of 10 ms.

- **End to End Signaling Pause** — Applied during end to end signaling. It specifies the minimum length of a pause between tones being sent in response to button depressions at a hybrid station set.

If a hybrid set is used for end to end signaling, it does not send tones directly to the network, but rather signals the System when a button has been pushed. The System determines the length of the tone sent to the network via a timer, but recommended tone duration times vary from country to country.

Hybrid sets are no longer being supplied, but this timer is provided to work with the installed base of hybrid sets.

This timer begins timing at the end of a dial pad button depression on hybrid sets during end to end signaling. The pauses between generation of DTMF tones by the System in response to button depressions will continue for the time specified by this timer. There is a separate timer to handle this function for CPE trunks.

This timer is administered per non-CPE trunk group, from 20 ms to 2550 ms in increments of 10 ms. The default is 150 ms.

- **Flash Length** — This timer specifies the length (in msec) of the flash signal to be generated toward the Central Office.

You can administer this timer for CO, FX, WATS, and DID trunk group types from 10 ms to 2550 ms in increments of 10ms. The default is 540 ms.

This field is only applied to TN436B, TN459B, TN464C (or later releases), TN2146 and TN2147 ports.

- **Frequency** — Appears if the PPM field is "yes". It tells the port what frequency(ies) to listen for to detect PPM pulses. Boards can listen for up to three different frequencies (12kHz, 16kHz, and 50Hz), plus two frequency combinations (50Hz/12kHz and 50Hz/16kHz). The default is 50Hz/12kHz.
- **Glare** — Defines the minimum time between sending an outgoing seizure and receiving a seizure acknowledgment. If seizure acknowledgment is received before expiration of the timer, a glare condition is assumed. You can administer the Glare field only if the Trunk Signaling Type is "cont" and the trunk group direction is two-way or outgoing.
- **Incoming Dial Guard** — Specifies the minimum time between detection of an incoming seizure and acceptance of the first digit on DID and Tie trunks.

Incoming dial guard values vary from country to country and between DID and Tie trunks.

This timer begins timing after an incoming seizure on DID and Tie trunks. The System will ignore any digits it receives before the timer expires.

You can administer the timer per DID and Tie trunk group, from 10 ms to 2550 ms in increments of 10 ms. The default is 70 ms.

- **Incoming Disconnect** — A disconnect signal on an incoming call is considered valid only if it continues at least for the time specified by this timer. Since it is being detected by the System, this signal would also be called "clear forward" for tie trunks.

This timer begins timing when an on-hook signal has been detected on an incoming call over a Loop or ground start CO, DID, or Tie trunk, and resets when the signal is no longer detected. If the timer times out, the call is dropped.

You can administer this timer per DID, CO and Tie trunk group, from 50 to 2550 ms in increments of 10 ms. The default is 500 ms.

- **Incoming Disconnect Send** — Calls may be cleared by either the calling switch (forward release) or the called switch (backward release). Backward release is signaled by the called switch by grounding the M-lead for the duration specified by this timer. You can administer the Incoming Disconnect Send field only if the Trunk Signaling Type is "dis" and the trunk group direction is incoming or two-way.

- **Incoming Glare Guard** — Specifies the minimum time between release of a trunk after an incoming call and seizure on the next outgoing call. This timer helps prevent seizure of the same two way trunk by both ends.

This timer begins timing when a two way CO or Tie trunk is released from an incoming call. The System may not re seize the trunk to place an outgoing call until after the timer expires. During this time, an incoming call may seize the trunk.

You can administer the timer on two way CO and Tie trunks, per trunk group. Its range is from 100 ms to 25500 ms with granularity of 100 ms. The default is 1500 ms.

- **Incoming Incomplete Dial Alarm** — Limits the time between seizure of a DID trunk and receipt of all digits.

This timer is supported in administration and hardware. Operation of the timer is implemented in localization for countries that use this timer.

An administration field, ranging from 1 second to 255 seconds in increments of 1 second is provided per DID and Tie trunk group. The default is 255 seconds.

- **Incoming Partial Dial** — Limits the time the System waits between incoming digits for calls over rotary DID and Tie trunks. ("Digit" includes traveling class marks, if any, over Tie trunks.) The incoming partial dial times vary between countries, and between dial pulse and DTMF trunks.

This field is only displayed when the Incoming Dial Type field (Page 1) is set to "rotary".

Italy requires that the System take one of two actions, depending on whether the CO is using a closed numbering plan, as do all COs in the USA, or an open numbering plan. Under an open numbering plan, the number of digits to be received from the CO varies, while under a closed numbering plan the number is fixed, typically at four. Under a closed numbering plan, the System will ignore the timer and wait, possibly forever, for sufficient digits, while under an open numbering plan the System will route the call to intercept treatment if this timer expires and the System has not received enough digits.

After the first digit has been received over a rotary DID or Tie trunk, this timer begins, and begins again after each digit is received. If the time specified by this timer is reached and not enough digits have been received to route the call, the System will apply intercept treatment. The timer ceases if all digits have been received or if the incoming incomplete dial alarm timer times out.

You can administer the timer per rotary DID and Tie trunk group from 5 seconds to 255 seconds in increments of 1 second. If a trunk is administered as "tone", the timer will not time out (automatically setting the trunk to 255 seconds satisfies this requirement). The default is 18 seconds.

- **Incoming Seizure** — An incoming seizure signal (for example, ringing for CO trunks) is considered valid only if it continues for the interval specified by this timer. This timer begins timing when a seizure signal is detected on a CO or Tie trunk, and ceases timing if the signal disappears. If the timer expires, the seizure signal is considered valid. The timer does not apply to DID trunks, as they do not have a ringing state.

You can administer this timer per CO or Tie trunk group, from 20 ms to 2550 ms in increments of 10 ms. The default is 500 ms.

- **Normal Outgoing Seize Send** — Outgoing seizure is signaled by the calling switch momentarily grounding the M-lead for the duration specified by this timer. You can administer Normal Outgoing Seize Send only if the Trunk Signaling Type is "dis" and the trunk group direction is two-way or outgoing. You can administer this timer per CO or Tie trunk group, from the 60 - 250 ms range to the 10 - 990 ms range (applies to the TN2140 circuit pack only).

- **Outgoing Dial Guard** — Specifies the minimum time between seizure acknowledgment of a CO or Tie trunk and the outpulsing of digits. For trunks which do not provide seizure acknowledgment, the timer specifies the minimum time between seizure and the outpulsing of digits.

It may be possible for the user to dial a digit after the System seizes a trunk, but before the user hears dial tone. If a user immediately dials the first digits of a number they have permission to call but the CO ignores the digits, it may be possible for the user to continue dialing and reach a number they do not have permission to dial. Typical timing varies from country to country, and in the United Kingdom, from switch to switch.

After an outgoing call, this timer specifies the minimum time between seizure of a CO or Tie trunk and outpulsing of digits. Any digits dialed by the station user after they lift the receiver but before the timer times out will be delayed until the timer expires before being outpulsed.

You can administer this timer per CO and Tie trunk group, from 100 ms to 25500 ms in increments of 100 ms. The default is 1600 ms.

- **Outgoing Disconnect** — A disconnect signal on an outgoing call is considered valid only if it continues at least for the time specified by this timer. Since it is being detected by the system, this signal would also be



called "clear back" for tie trunks. This timer begins timing when a disconnect signal has been detected on an outgoing call over Tie and Loop or ground start CO trunks, and resets when the signal is no longer detected. If the timer times out, the trunk is dropped.

You can administer this timer per Tie and Loop or ground start CO trunk group, from 50 to 2550 ms in increments of 10 ms. The default is 500 ms.

- **Outgoing Disconnect Send** — Forward release is signaled by the calling switch by grounding the M-lead for the duration specified by this timer. You can administer the Outgoing Disconnect Send field only if the Trunk Signaling Type is "dis" and the trunk group direction is two-way or outgoing.

You can administer this timer per Tie and Loop or ground start CO trunk group, from the 500 -1200 ms range to the 100 - 9900 ms range (applies to the TN2140 circuit pack only).

- **Outgoing Glare Guard** — Specifies the minimum time between release of a trunk after an outgoing call and seizure on the next outgoing call. Timing varies from country to country, and between trunk types.

This timer begins timing when an outgoing or a two way CO or Tie trunk is released from an previous call. The System will not resize the trunk to place an outgoing call until after the timer expires.

You can administer the timer per trunk group for two way or outgoing CO and Tie trunks. Its range is from 100 ms to 25500 ms with granularity of 100 ms. The default is 1500 ms.

- **Outgoing Rotary Dial Interdigit** — This timer gives the intervals between rotary digits being outpulsed by the System. Timing varies from country to country, and between COs inside some countries.

The interval between digits being outpulsed on an outgoing call over CO and Tie trunks will last for the duration of this timer. The timer applies to dial pulse signaling.

This field is only displayed when the Outgoing Dial Type field (Page 1) is set to "rotary".

You can administer this timer per Tie and CO trunk group, from 150 ms to 2550 ms in increments of 10 ms. The default is 800 ms.

- **Outpulsing Dial Break and Make** — Specify the duration of the make-and-break intervals while the System is outpulsing digits using dial pulse or DTMF signaling.

Timing varies from country to country, and from CO to CO inside some countries. For rotary signaling, the make and break timing always adds to 50 ms (for 20 pps signaling) or 100 ms (for 10 pps signaling), but the ratio break/(break + make) varies widely.

The make and break times used by Tie and CO trunks will last for the intervals specified by these timers. They apply while the System is outpulsing digits.

### *Rotary Signaling*

The ranges for these timers depend on the administered number of pulses per second for the trunk group: for 10 pps, the range is 20 to 80 ms in increments of 5 ms; and for 20 pps, the range is 10 to 40 ms in increments of 5 ms, since increments smaller than 5 ms affect board performance.

The sum of these two timers must be 50 ms for 20 pps or 100 ms for 10 pps, depending on the administered number of pulses per second, to help prevent user errors.

### *DTMF Signaling*

For both the make and break timers, the range is from 20 to 250 ms in increments of 5 ms, without other restrictions on the sum of the make and break timings.

- **Outgoing Seizure Response** — Monitors the time between seizure of a GS trunk and detection of proceed to dial indication (PDI, for example, tip ground return, delay dial signal, or wink). If there is no dial tone detector for a loop start trunk group, the timer monitors the time between seizure and sending of the first digit.

After the System waits for PDI, it can either clear the call or assume PDI should have been detected, and proceed with the call. In the first case, the period of time a typical System waits before assuming that the call has a seizure failure for lack of PDI varies from country to country. These times differ from that used for the second case (that is, assuming PDI has been detected), but timing for the two cases can be controlled by the same timer since the two cases are mutually exclusive.

This timer has two different modes of operation, depending on whether the System is using cut through or senderized outdialing. Under cut through operation, this timer begins timing at seizure of a CO or Tie trunk, and ceases when PDI detection occurs or the end user hears dial tone, assuming end users have heard dial tone if they begin dialing digits. If the timer expires the System will assume there has been a seizure failure. Under senderized outdialing, the timer begins at seizure of a CO or Tie trunk, and ceases when PDI detection occurs. If this timer expires, the call proceeds but the switch logs an error.

The timer is administered per CO or Tie trunk group, from 1 to 255 seconds with increments of 1 second. The default is 5 seconds. (This default value was chosen for Tie trunks. When the timer is used with CO trunks, the System is typically administered to about 240 seconds.)

- **Outgoing End of Dial** — Limits the time a CO or Tie trunk may wait for answer supervision after dialing an outgoing call.

Answer supervision is not expected in the USA or Canada, but is expected in Japan. Times vary depending on the country, and on whether answer supervision is expected.

During cut through operation, the timer begins timing after each outgoing digit is received from a station by the System and sent out over the trunk. The timer ceases timing when an interdigit dial timer times out, or when the far end sends answer supervision to signal that all digits have been received. If the timer expires and the far end is not expected to send answer supervision, the System acts as if it had received answer supervision when the timer expires.

During senderized operation, the timer begins after the last digit that was collected from the station set is sent by the System. The timer ceases timing when the far end signals that all digits have been received by sending answer supervision. If the timer expires and the far end is not expected to send answer supervision, the System acts as if it had received answer supervision.

This timer applies to CO and Tie trunks, and only when answer supervision is not expected.

You can administer the timer per outgoing and two-way CO or Tie trunk group, from 1 to 254 seconds in increments of 1 second. Setting this timer to a value outside this range will disable the timer. The default value is 10 seconds.

For tie trunks, whether answer supervision is expected is administrable per trunk group.

### **NOTE:**

This field controls the firmware answer-supervision timer on DS1 port circuits; the Answer Supervision Timeout field on Page 1 of the Trunk Group form controls answer supervision for analog port circuits. For DS1 port circuits, this field and the value administered in the Answer Supervision Timeout field on the Trunk Group form should be the same value.

- **PPM** — (Periodic Pulse Metering) — Pulses collected from the public network to determine call cost. When this field is “yes”, PPM pulses will be collected for the trunks in this group. This field will only appear if the outgoing trunk is an outgoing or two-way CO type trunk. If this field is “yes”, the Frequency field will appear.

- **Programmed Dial Pause** — Determines the length of a pause during abbreviated dialing, ARS outpulsing, and terminal dialing. Similarly the Programmed Dial Wait timer determines the length of a wait. This timer always times out, even if the System detects tone. This timer applies only to public network and tie trunk groups that are outgoing or two-way.

This timer ranges from 1 to 254 seconds in increments of 1 second. The default is 15 seconds.

- **PPS** — (Pulses per Second) — The number of pulses per second outpulsed during rotary signaling is administrable. Either 10 pps or 20 pps are acceptable inputs for this field. The default is 10 pps.

- **Ringling Monitor** — If ringing disappears for the time specified by this timer, the call is assumed disconnected by the far end. This timer begins timing when a ringing signal that has been validated by the incoming seizure timer ceases to be detected. The timer resets when ringing is detected or when the call is answered, but if this timer expires the call will be dropped. The timer does not apply to DID or Tie trunks, as they do not have a ringing state.

You can administer this timer per CO trunk group from 200 ms to 51000 ms with granularity of 200 ms. The default is 5200 ms.

- **Seize Ack Send** — Specifies the length of the seize acknowledge pulse. You can administer this field only if the Trunk Signaling Type is "dis" and the trunk group direction is incoming or two-way. You can administer this timer per CO trunk group from the 40 - 120 ms range to the 10 - 990 ms range (applies to the TN2140 circuit pack only).
- **Outgoing Last Digit** — Defines the maximum time to wait for the next digit dialed. After the timer expires, no more digits are accepted by the board. You can administer the Outgoing last Digit field only if the Trunk Signaling Type is "dis", "cont", or "tgu" and the trunk group direction is two-way or outgoing.
- **Release Ack Send** — After receiving a forward release signal, the called switch must send the forward release acknowledgment signal. This signal is sent by grounding the M-lead for the duration specified by this timer. You can administer this field only if the Trunk Signaling Type is "dis" and the trunk group direction is incoming or two-way.
- **Seize Ack Delay** — This timer specifies the maximum time between receiving a seizure and the sending of seizure acknowledgment by the called switch. You can administer this field only if the Trunk Signaling Type is "dis" and the trunk group direction is incoming or two-way.

### **Hardware Affecting System Timers**

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- **Programmed Dial Wait** — Determines the length of a wait during abbreviated dialing, ARS outputting, and terminal dialing. This timer is also known as the Off Premises Tone Detection Timeout.

The wait timer ceases timing if the System detects dial tone. The System will either clear the call or proceed to send digits, depending on a system administrable parameter.

The range of this timer is from 5 to 25 seconds in increments of 1 second. The default is 20.

## **Software Affecting System Timers**

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- **Attendant Alerting Interval** — Notifies the attendant, via primary or secondary alerting (selectable), of an unanswered call if the Attendant No Answer timer has expired. This feature increments the delay threshold counter and provides notification of all calls that have not been answered in an administrable period of time via primary alerting.

The timer associated with this feature is started at the end of the Attendant No Answer interval. If the Attendant No Answer timer has been disabled, the timer will begin timing whenever the Attendant Held Call timer expires or when an unanswered call is terminated at an attendant console. When the timer associated with this feature expires, the delay threshold count is incremented, the call is forwarded to the attendant group and the attendant is put into Position Busy Mode (if possible). If this is the last active daytime console and Night Service is administered, the system is placed into Night Service.

You can set the interval of this timer from 10 to 1024 seconds (or blank to disable) in 1 second intervals; the default is blank.

- **Attendant No Answer** — This timer begins timing when a call is directed to the attendant group. If the timer times out, the delay threshold count is incremented, the attendant lamp associated with call flashes faster and the ringing cadence increases, and the Attendant Alerting Interval Timer is started. The delay count is reported by the traffic feature.

When this timer is disabled, the Attendant Alerting Interval Timer is started in its place.

This range of this timer is from 10 to 1024 seconds (or blank to disable) in increments of 1 second. The default is blank.

- **Attendant Return Call** — Limits the amount of time that an unanswered attendant-extended call is allowed to ring at the extended station. This timer is activated whenever the attendant extends a call to an extension. If the extension does not answer the call before the expiration of this timer, the call returns to the attendant that extended the call. This timer is also activated whenever any station other than an attendant completes a call transfer before the transferred-to station answers. If the transferred-to extension or some other endpoint in its coverage path does not answer the call before the expiration of this timer, the call is redirected to the attendant queue.

You can administer this timer per System from 10 seconds to 1024 seconds (or blank to disable) in increments of 1 second. The default is 30 seconds.

- **Attendant Timed Reminder of Held Call** — Monitors how long a call has been held at an attendant console. If a call has been held too long the attendant is alerted of the call. On expiration of this timer the held call lamp flashes, the attendant gets ringing cadence, and the Attendant No Answer Timer is set.

You can administer this timer per System from 10 seconds to 1024 seconds in increments of 1 second. The default is 10 seconds.

- **Return Call Timeout** — This is an attendant console timer that controls the time it takes a call to return to the console when an attendant removes it to answer another call.

You can administer this timer from 10 seconds to 1024 seconds in intervals of 1 second. The default is 10 seconds. Set the timer to blank to disable it.

- **Time in Queue Warning** — This is an attendant console timer that controls the amount of time a call can remain in the attendant's queue before activating an alert.

Set the timer from 0 to 999 seconds, or set it to blank to disable it.

- **Line Intercept Tone** — Monitors how long an analog station user can wait after hearing warning tone without going on hook, before the station is placed in the lockout state. The analog intercept tone timer operates as the intercept timeout (30 seconds), but is administrable. It begins timing if the long interdigit timer times out, and ceases if the station goes on hook. If the Line Intercept Tone timer times out, the station is placed in the lockout state.

This timer does not apply to stations with the Off-Hook Alert class of service (digital stations). Those stations use the "Time Before Off Hook Alert" timer, which sends an emergency call to the attendant when it times out.

You can administer this timer per System from 2 to 60 seconds in increments of 1 second. The default is 30 seconds.

- **Night Service Disconnect** — This is the amount of time a trunk call can be unanswered during night service before being disconnected.

You can administer this timer from 10 seconds to 1024 seconds in increments of 1 second. The default is 180 seconds.

- **Wait Answer Supervision** — This is a 50 second timer that can be activated at an administration screen. When activated, the timer will drop calls to stations that have not been answered after 50 seconds of ringing.

You cannot change the time interval for this timer. However, you can disable it on a per System basis.

- **MFC Interdigit Time** — This timer controls the amount of time the switch will wait for the next digit in a dial string to arrive (applies to DID trunks using MFC signaling).
- **Flashhook Interval** — This interval is defined by a lower and upper bound of flash duration. An on-hook that lasts for an interval that lies between the two boundaries will be considered a flash by the switch.
- **Disconnect Timing** — This timer controls the number of seconds an on-hook must last for it to be considered a disconnect.

- **Short Interdigit** — Limits the time between digits collected from a station set by the System if digit processing predicts the digits already collected might form a complete dialed number (such as, after "0" in the USA).

When a timeout is needed to determine when the user has finished dialing, a short time is desirable if the digits already collected could form a complete dialed number (for example, after "0" in the USA). These times vary from country to country.

This timer begins timing after each digit is received from a station by the System, but only if the digits collected so far could form a valid extension number.

This timer ceases timing if answer supervision is received, and resets if another digit is received from a station. If the timer times out the call will be routed, if possible, otherwise the System waits for more digits until the long interdigit timer times out.

You can set the timer from 3 seconds to 9 seconds in increments of 1 second. The default is 3 seconds.

 **NOTE:**

This timer should always be administered to a value less than the long interdigit timer (less than 10 seconds).

- **Unanswered DID Call** — Limits how long a DID call can remain unanswered before it is routed to the attendant. This timer begins at original routing of a DID call, and continues timing through any coverage points, without being reset. When the timer expires, the call is routed to the attendant queue or to a recorded announcement. The timer ceases if the call is answered.

This timer is administered per System, ranging from 10 to 1024 seconds in increments of 1 second. The default is 60 seconds.

 **NOTE:**

Whether the call routes to the attendant queue or to a recorded announcement depends on an option you can set per System.

 **NOTE:**

You can disable this timer, so that an unanswered DID call will continue to ring at the called station, or following coverage station, forever.

- **Coverage — Caller Response Interval** — This timer controls the number of seconds that must elapse before unanswered internal calls are redirected to the first coverage point.
- **Off-Premises Tone Detect Timeout Interval** — This timer controls the number of seconds that must elapse before the switch ignores call progress tones on off-premises calls.

- **Time Before Off-Hook Alert** — This timer controls the number of seconds that a voice terminal with an off-hook alert class of service can remain off-hook before an emergency call is sent to an attendant.
- **Security Violation Timers** — These timers track the intervals within which security violations must occur.

## **Administration**

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To implement the timers, complete the following forms.

| <b>Form</b>                                     | <b>Field</b> | <b>Form Instructions (Page)</b> |
|-------------------------------------------------|--------------|---------------------------------|
| Trunk Group (Administrable Timers)              | All          |                                 |
| Access                                          |              | 4-175                           |
| CO                                              |              | 4-185                           |
| DID                                             |              | 4-199                           |
| DIOD                                            |              | 4-204                           |
| FX                                              |              | 4-208                           |
| PCOL                                            |              | 4-233                           |
| Tandem                                          |              | 4-243                           |
| Tie                                             |              | 4-249                           |
| WATS                                            |              | 4-256                           |
| Console Parameters (Attendant Timers)           | Timer fields | 5-99                            |
| Feature-Related System Parameters (Call Timers) | Timer fields | 5-178                           |

- **Trunk Group Form** — The Administrable Timers page for each trunk group will be displayed depending on the information entered on Page 1 of the form. If the information entered on Page 1 does not require administrable timers, this page will not be displayed. Assign timer values as outlined in the description for each timer above.
- **Console Parameters Form** — Complete the timer fields as required.
- **Feature-Related System Parameters Form** — Complete the timer fields as required.

## **Hardware Requirements**

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None.



## **Administration Without Hardware**

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Administration Without Hardware provides the ability to administer station forms without specifying a port location. Stations administered as such will not cause alarms or errors to be generated when the station is translated but not yet installed. These station types are referred to as "phantom" stations. The feature supports the following applications:

- Ability to administer station forms without specifying a port location.
- Ability to use a phantom extension to provide call coverage (including AUDIX coverage) for users who do not have stations physically located on the switch.
- Ability to use phantom extensions for ACD Dialed Number Identification Service (DNIS). This application allows a phantom extension to be administered on the switch for each call type that needs to be identified to ACD agents. The phantom extension is either "Call Forwarded" (via an attendant console) to an ACD split, or its coverage path is defined to include the ACD split. The Name field that is administered for the phantom extension will identify to the ACD agent which service the caller is attempting to reach, allowing the agent to properly address the caller.
- Ability to store station templates that can later be used with the *duplicate station* command when implementing many station forms of the same type in the System.
- Ability to administer phantom stations so, at a later time using Terminal Translation Initialization (TTI), users can connect themselves to the System by dialing a special digit sequence from the station.



**NOTE:**

Refer to "Terminal Translation Initialization" later in this chapter.

The primary use of the Administration Without Hardware feature is to streamline system initialization, major additions, and rearrangement/changes by allowing voice terminal translations to be entered before the actual ports are assigned. Port assignments can be done at a later time, as required.

Appropriate instructions are provided in each of the voice terminal administration instructions provided in Chapter 5, specifically the administration of the Port field on the station forms.

**Administration**

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To implement this feature, complete the following form(s) or sections of form(s).

| <b>Form</b>       | <b>Field</b>         | <b>Form<br/>Instructions<br/>(Page)</b> |
|-------------------|----------------------|-----------------------------------------|
| Attendant Console | Port                 | 5-34                                    |
| Data Module       | Port <b>or</b> Board | 5-106                                   |
| Hunt Group        | Calls Warning Port   | 5-207                                   |
|                   | Time Warning Port    |                                         |
| Station           | Port                 | 5-375                                   |
| Analog            |                      |                                         |
| Hybrid            |                      |                                         |
| DCP               |                      |                                         |
| BRI               |                      |                                         |

- Enter an "X" in the Port field of the applicable forms to indicate that there is no hardware associated with the station administration. Complete the remaining fields on the forms as required.

**Hardware Requirements**

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None.

## **Advanced Private Line Termination Trunk Group**

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An Advanced Private Line Termination (APLT) Trunk Group provides access to and termination from private line networks. The private network may be a Common Control Switching Arrangement (CCSA) network or an Enhanced Private Switched Communications Service (EPSCS) network. If the trunk group is assigned as external, incoming calls will have a 2-burst distinctive ringing signal.

### **Administration**

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To implement this feature, complete the following form(s) or sections of form(s).

| <b>Form</b>          | <b>Field</b> | <b>Form<br/>Instructions<br/>(Page)</b> |
|----------------------|--------------|-----------------------------------------|
| Class of Restriction | APLT         | 5-88                                    |
| Trunk Group          | All          |                                         |
| APLT                 |              | 4-177                                   |

- Class of Restriction Form — Enter "n" in the APLT field.
- Trunk Group (APLT) Form — Complete all fields as required.

### **Hardware Requirements**

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A port on a TN760C Tie Trunk circuit pack or TN464D, TN722B, or TN767 DS1 Tie Trunk circuit pack is required for each trunk to be assigned in the APLT Trunk Group. A TN760C provides four ports for 4-wire E&M lead signaling. A TN722B or TN767 provides 24 ports, and the TN464D provides either 24 or 32 ports, for tie trunks, release link trunks, and APLT trunks.

## Advice of Charge

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The Advice of Charge (AOC) feature allows you to collect charging information about a call. The default is "none" which means that you do not want to collect any charging information. If you choose to collect charging information, you have several options. In some countries you can receive information automatically by subscribing with the public network, or you can request information dynamically for every outgoing call over a particular ISDN-PRI trunk group. In both cases, the network may send the information during and at the end of each outgoing call, or only at the end of each call.

### Administration

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To implement this feature, complete the following form(s) or sections of form(s).

| Form                                     | Field(s)                                                                                                           | Form Instructions (Page) |
|------------------------------------------|--------------------------------------------------------------------------------------------------------------------|--------------------------|
| ISDN-PRI Trunk Group                     | Page 1 - CDR Reports<br>Page 1 - Supplementary Service Protocol<br>Page 1 - Charge Advice<br>Page 1 - Service Type | 4-211                    |
| DS1                                      | Country Protocol Version                                                                                           | 4-69                     |
| Call Detail Recordings System Parameters | All                                                                                                                | 5-69                     |

The **ISDN-PRI Trunk Group** form allows you to request CDR reports and to specify the type of charge advice that you want. The default is none, which means that no charging information is expected or recorded. The form also allows you to specify which supplementary service protocol you wish to use for calls over the trunk group. To use Advice of Charge, you must specify "public-ntwrk" as the Service Type and you must set the Supplementary Service Protocol according to the requirements of the public network.

- The **DS1** form allows you to specify the Primary Rate Interface (PRI) protocol that you wish to use and to further specify the Protocol Version if you select a country specific Country Protocol as the PRI protocol. The Protocol Version is used only for Country Protocols 1, 10, 12, 13 and "etsi".
- The **Call Detail Recording (CDR) System Parameters** form allows you to specify the information that you want on the CDR record which supports Advice of Charge.

### **Interaction with other Features**

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If Call Splitting is enabled on the CDR System Parameters form, you need to ask your network provider what information is available to you. You can then decide whether you want to specify "during-on-request" or "automatic." This will allow you to collect proper AOC information for each party that took part in the call. If Call Splitting is enabled when an outgoing call is transferred, a Call Detail Record (CDR) record is issued for the initial portion of the call and charge information is collected for that portion of the call. Attendant Call Recording, a form of Call Splitting, generates a CDR record when the attendant drops from the call.

 **NOTE:**

Remember that receiving charging information from every active call will impact system performance, because the increased message activity on the signaling channel will reduce the maximum call capacity.

## Agent Call Handling

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Agent Call Handling provides ACD agents with the capability required to answer and process ACD calls. When the Forced Entry option is enabled for a split, agents are required to complete a Stroke Count or Call Work Code entry for every call answered in the Manual-In mode.

### Administration

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To implement this feature, complete the following form(s) or sections of form(s). Also, refer to "Automatic Call Distribution" feature information in this chapter.

| Form                       | Field                                                       | Form Instructions (Page) |
|----------------------------|-------------------------------------------------------------|--------------------------|
| Feature Access Codes       | Complete Feature Access Codes for ACD Features              | 5-170                    |
| Hunt Groups                | Forced Stroke Count or Call Work Code<br>Timed ACW Interval | 5-207                    |
| Vector Directory Number    | VDN Timed ACW Interval                                      | 5-337                    |
| Station (multi-appearance) | Button/Feature Button Assignments                           | 5-371                    |
|                            | -manual-in                                                  |                          |
|                            | -auto-in                                                    |                          |
|                            | -aux-work                                                   |                          |
|                            | -after-call                                                 |                          |
|                            | -assist                                                     |                          |
|                            | -release                                                    |                          |
|                            | -work-code                                                  |                          |
|                            | -stroke-cnt                                                 |                          |
|                            | Active Station Ringing (DCP, Hybrid)                        |                          |
|                            | Idle/Active Ringing (CALLMASTER)                            |                          |
| Stations (all)             | Auto Answer                                                 | 5-371                    |
| Attendant Console          | Feature Button Assignments                                  | 5-34                     |
|                            | -after-call                                                 |                          |
|                            | -assist                                                     |                          |
|                            | -auto-in                                                    |                          |

*Continued on next page*

| Form | Field       | Form Instructions (Page) |
|------|-------------|--------------------------|
|      | -aux-work   |                          |
|      | -manual-in  |                          |
|      | -release    |                          |
|      | -work-code  |                          |
|      | -stroke-cnt |                          |
|      | Auto Answer |                          |

- Feature Access Codes Form — Assign ACD features as needed.
- Hunt Group Form — Enter "y" in the Forced Stroke Count or Call Work field if either a Stroke Count or Call Work Code must be entered for each call answered by an agent when in the Manual-In mode. In the Timed ACW Interval field, enter the number of seconds an agent in Auto-In mode should automatically remain in ACW following a call they received from this hunt group.
- Vector Directory Number Form — In the VDN Timed ACW Interval field, enter the number of seconds an agent in Auto-In mode should automatically remain in ACW following a call they received from this VDN.
- Station Forms — Assign Agent Call Handling feature buttons to multi-appearance stations as needed. Complete the Auto Answer field (all voice terminal types) based on the following: enter "all" to cause all calls to be automatically answered, enter "acd" to cause only ACD split/skill calls and direct agent calls to be automatically answered. Non-ACD calls terminating to an agent station with Auto Answer set to "acd" will ring audibly. If "none" is entered in the Auto Answer field, no calls will be automatically answered. Complete the Active Station Ringing or Idle/Active Ringing field as required.
- Attendant Console Form — Assign Agent Call Handling feature buttons to the Attendant Console as needed. Complete the Auto Answer field based on the following: enter "all" to cause all calls to be automatically answered, enter "acd" to cause only ACD split/skill calls and direct agent calls to be automatically answered. Non-ACD calls terminating to an agent station with Auto Answer set to "acd" will ring audibly. If "none" is entered in the Auto Answer field, no calls will be automatically answered.

---

### Hardware Requirements

None.

## Alphanumeric Dialing

---

Alphanumeric Dialing allows a terminal user to place a data call using the Data Call Setup feature and an alphanumeric string or alpha-name for the call destination address. For example, a user can type "abcdef" instead of "9+1-403-253-1234+%0000" to make a call. Users need only remember the alpha-name of the far-end terminating point instead of the actual digit string to complete a call. Alphanumeric names can be mixed in with normal digit dialing strings for data call setup.

Alphanumeric Dialing allows a system administrator to change a "mapped string" (actual digit dialing address) without having to inform all users of a changed dial address. Users simply dial the associated alpha name to complete calls.

Refer to the "Data Call Setup" feature coverage provided elsewhere in this chapter for a complete listing of functions available when using "Data Call Setup".

## Administration

---

To implement this feature, complete the following forms.

| Form                       | Field                         | Form Instructions (Page) |
|----------------------------|-------------------------------|--------------------------|
| Alphanumeric Dialing Table | -Alpha-name<br>-Mapped String | 5-30                     |

- Alphanumeric Dialing Table Form — Complete a "Alpha-name/Mapped String" dialing pair for each combination to be defined.

## Hardware Requirements

---

None.



## Alternate Facility Restriction Level

---

Alternate Facility Restriction Levels (AFRL) allow attendants, or stations with the "alt-frl" button administered, to change FRLs on originating facilities (lines or trunks) to a different set of FRLs. This feature allows or restricts access to trunking facilities not normally accessed with their current FRLs and Authorization Codes.

**CAUTION:**

*This feature impacts AAR/ARS call routing in that AFRLs may change the routing preferences used to route a call. Using AFRLs on tandem and tie trunk applications will affect entire networks. This means that a judicious use of this feature must be applied when engineering AFRLs as now calls which may be part of a cross-country private network may be blocked from completion due to the engineering of a restrictive AFRL arrangement.*

### Administration

---

To implement this feature, complete the following form(s) or sections of form(s).

**NOTE:**

See also "Authorization Codes", "Automatic Alternate Routing", and "Facility Restriction Levels and Traveling Class Marks" elsewhere in this chapter.

| Form                                 | Field                        | Form Instructions (Page) |
|--------------------------------------|------------------------------|--------------------------|
| Alternate Facility Restriction Level | Current Status Alternate FRL | 5-33                     |
| Station                              | Feature Button Assignments   | 5-371                    |
| Attendant Console                    | Feature Button Assignments   | 5-34                     |

- Alternate Facility Restriction Level Form — Enable the AFRL feature by assigning "active" in the Current Status field.  
Assign the alternate FRLs for each original FRL in the Alternate FRL field.
- Station Form — Assign an AFRL button to those stations that should be allowed to activate and deactivate the AFRL feature in the Feature Button Assignments field.
- Attendant Console Form — Assign an AFRL button to those attendants that should be allowed to activate and deactivate the AFRL feature in the Feature Button Assignments field.

## **AFRL Guidelines and Examples**

---

The examples given here are designed to help understand AFRLs and to illustrate some of their practical aspects. In reality, each System must be administered to meet individual needs.

### **AFRL Mapping**

Facility Restriction Levels (FRLs) are used to determine the privileges an originating party can have when making an outgoing trunk call. This originator can be either a line or a trunk. An FRL is assigned to all devices and/or device groups through its associate Class Of Restriction (COR). When a device originates an outgoing trunk call its FRL is compared to either the terminating trunk group's FRL or the FRL of the preference in the case of AAR/ARS routing. If the FRL of the originator is greater than or equal to the terminated to FRL, the call can proceed. If the FRL of the originator is less than that of the terminated to trunk, the call is blocked (unless an Authorization Code is used to override the blockage, this will be explained later). For example, if the FRL assigned to a particular trunk group is 3 (where 7 is least accessible and 0 most accessible from the perspective a someone wishing to access the trunk group) originators with an FRL of 3 or greater can use this trunk. FRLs are engineered within Generic 3 to allow or restrict outgoing calls according to their particular destination, due to tariffs applied on certain calls at certain times of day, or due to facility problems (trunk outages, for example).

AFRLs allow a remapping of the engineered FRLs for all originating devices and Authorization Codes to a new value. With the AFRL feature, a remapping of a FRL level can be established by the technician. For example, all FRLs less than 3 are assigned a value of 3 and FRLs greater than 3 are assigned a value of 7 as shown in Figure 3-1. The control of whether the original FRL value or the AFRL value is used is controlled through any attendant or station which has an AFRL feature button. By depressing the button, the user can control whether calls in the switch which require FRLs for determining access will be using FRLs or AFRLs.

---

| Original FRL Level | Alternate FRL Level |
|--------------------|---------------------|
| 0                  | 3                   |
| 1                  | 3                   |
| 2                  | 3                   |
| 3                  | 7                   |
| 4                  | 7                   |
| 5                  | 7                   |
| 6                  | 7                   |
| 7                  | 7                   |

---

**Figure 3-1. Example of Alternate FRL Mapping**

### **Authorization Codes**

Authorization Codes prevent unauthorized access to various facilities. They can be used to restrict access to certain trunk groups or to Remote Access trunk groups as examples. When a user dials an Authorization Code, it is validated by the System against all the engineered Auth Codes. If invalid, the call is routed to an assignable intercept. If the code is valid, an associated Class Of Restriction (COR) is determined. This COR has an FRL associated with it. If the AFRL feature is activated, it is this FRL level and not the originator's FRL that is used in the mapping of the AFRL. For example, a user whose FRL is 1 attempts a toll call. The AFRL feature is active and maps as shown in Figure 3-2. Since the trunk facility desired has an FRL of 7, the user is blocked even though the AFRL allows him greater calling privileges. If the Authorization code feature is engineered, the user is prompted to dial an authorization code to obtain greater calling privileges. As shown in Figure 3-2, an Auth Code of 1234567 has an FRL of 5. This would still not have access to the trunk the user desires except when an AFRL button is administered and pushed. Then the AFRL feature is active and maps the FRL of 5 to 7, thus allowing the call to complete.

| Authorization code to COR Table               |     | COR to FRL Table |     | FRL to AFRL Table |      |
|-----------------------------------------------|-----|------------------|-----|-------------------|------|
| Authorization Code                            | COR | COR              | FRL | FRL               | AFRL |
| 1234567                                       | 3   | 1                | 1   | 0                 | 3    |
| 1234568                                       | 2   | 2                | 3   | 1                 | 3    |
| 1234569                                       | 3   | 3                | 5   | 2                 | 3    |
| 2222222                                       | 3   | 4                | 7   | 3                 | 3    |
| Originator COR is 1<br>Trunk Desired COR is 4 |     |                  |     | 4                 | 7    |
|                                               |     |                  |     | 5                 | 7    |
|                                               |     |                  |     | 6                 | 7    |
|                                               |     |                  |     | 7                 | 7    |
|                                               |     |                  |     |                   |      |

---

**Figure 3-2. Example of Authorization Codes with AFRLs**

## Hardware Requirements

---

None.

## **Alternate Operations Support Sytem Alarm Number**

---

This feature allows you to administer a second number for the system to call when an alarmable event occurs.

### **Administration**

---

To implement this feature, complete the following form(s) or sections of form(s).

| <b>Form</b>                              | <b>Field</b>                                                    | <b>Form<br/>Instructions<br/>(Page)</b> |
|------------------------------------------|-----------------------------------------------------------------|-----------------------------------------|
| Maintenance-Related<br>System Parameters | Second OSS Telephone Number<br>Alarm Origination to OSS Numbers | 5-306                                   |

### **Hardware Requirements**

---

None.

## Attendant Auto-Manual Splitting

---

This feature allows the attendant to announce a call or consult privately with the called party without being heard by the other party on the call.

This feature is activated automatically when the attendant, active on a call, presses **Start**, a Group Select button and a Direct Extension Selection button (if provided), or a Trunk Group Select button. Any of these actions temporarily separates the party on the call from the connection and allows the attendant to call and talk privately with another party.

The connection is reestablished when the attendant presses one of the following buttons:

- **Cancel** — Cancels the call attempt and reconnects the attendant and the separated party.
- **Split** — Establishes a three-way conversation with the attendant, the separated party, and the called party.
- **Release** — Connects the separated party and the called party and disconnects the attendant.

 **NOTE:**

If "Auto Start" is enabled on the Feature-Related System Parameters form, the CAS attendant must use **Don't Split** to extend calls.

## Administration

---

To implement this feature, complete the following form(s) or sections of form(s).

| Form              | Field                                               | Form Instructions (Page) |
|-------------------|-----------------------------------------------------|--------------------------|
| Attendant Console | Feature Button Assignments<br>-split<br>-dont-split | 5-34                     |

- Attendant Console Form — One Split button must be assigned per console (this is a fixed button and cannot be changed). If Auto Start is enabled on the Feature-Related System Parameters form, assign one Don't Split button.

## Hardware Requirements

---

None.

## Attendant Automatic Start

---

Attendant Automatic Start simplifies attendant operation by eliminating one button push each time the attendant originates or extends a call.

With the Attendant Automatic Start feature disabled, attendants must always depress a Start button and obtain dial tone before dialing to originate or extend a call when using the dial pad. When enabled, the Start button on all consoles is disabled and attendants perform all operations without the first step of pressing Start and obtaining first dial tone.

### NOTE:

When Automatic Start is enabled, a Dont Split button must be administered on each console for use with End-to-End Signaling and Centralized Attendant Service.

## Administration

---

To implement this feature, complete the following form(s) or sections of form(s).

| Form                              | Field                      | Form Instructions (Page) |
|-----------------------------------|----------------------------|--------------------------|
| Feature-Related System Parameters | Auto Start                 | 5-178                    |
| Attendant Console                 | Feature Button Assignments | 5-34                     |
|                                   | -dont-split                |                          |

- Feature-Related System Parameters Form — Enter 'y' in the Auto Start field to enable Attendant Automatic Start.
- Attendant Console Form — Assign one Dont Split feature button on each Attendant console.

## Hardware Requirements

---

None.

## **Attendant Backup Alerting**

---

The Attendant Backup Alerting feature allows other system users to pick up attendant calls when the attendant is unavailable or busy.

You cannot use the Attendant Backup Alerting feature if Tenant Partitioning is enabled on the System Parameters Customer-Options form.

### **Administration**

---

To implement this feature, complete the following form(s) or sections of form(s).

| <b>Form</b>        | <b>Field</b>             | <b>Form<br/>Instructions<br/>(Page)</b> |
|--------------------|--------------------------|-----------------------------------------|
| Console Parameters | Backup Alerting          | 5-99                                    |
| COS                | Client Room              | 5-96                                    |
| Station            | atd-qcalls button        | 5-346                                   |
| FAC                | Trunk Answer Any Station | 5-170                                   |

- Console Parameters — Enter 'y' in the Backup Alerting field to use the feature.
- COS — The Client Room COS of the backup stations must be "n."
- Station — Assign an atd-qcalls button on each backup station.
- FAC — Administer the Trunk Answer Any Station FAC.

### **Hardware Requirements**

---

None.



## **Attendant Call Waiting**

---

Allows an attendant originated or extended call to a busy single-line voice terminal to wait at the called terminal. The attendant is free to handle other calls.

Attendant Call Waiting is activated for a single-line station whenever an attendant originates or extends a call to a busy single-line voice terminal. The attendant hears a Call Waiting ringback tone and the busy voice terminal user hears a call waiting tone. This burst tone is heard only by the called voice terminal user. You can change the number of bursts (one, two, or three bursts) in the Attendant Originated Calls field on the Feature-Related System Parameters form. The default is two.

When Attendant Call Waiting is activated the attendant may choose to cancel the call, release the call, or hold the call on the console. However, releasing an attendant-originated call results in the call being dropped completely.

If the attendant activates the Attendant Call Waiting feature, and the administered Return Call Time-Out or Timed Reminder on Hold interval expires without the call being answered, the call returns to the console.

The call in progress at the voice terminal can be placed on hold. In order to answer the waiting call, after receiving recall dial tone, the user then dials the answer call waiting access code. After answering the waiting call, the voice terminal user can use the Hold feature to return to the held call or toggle back and forth between the two calls.

### **NOTE:**

If Automatic Callback, Data Privacy, Data Restriction, Loudspeaker Paging Access, or Recorded Telephone Dictation Access are activated at the called voice terminal, Attendant Call Waiting is denied.

Attendant Call Waiting, as covered above, also applies to satellite PBX stations via TGU/TGE trunks.

## **Administration**

---

To implement this feature, the following form(s) or sections of the form(s) must be completed.

| <b>Form</b>                          | <b>Field</b>                 | <b>Form<br/>Instructions<br/>(Page)</b> |
|--------------------------------------|------------------------------|-----------------------------------------|
| Station (Single-Line)                | Att. Call Waiting Indication | 5-346                                   |
| Feature-Related<br>System Parameters | Attendant Originated Calls   | 5-178                                   |

- Station Forms — For single-line voice terminals (500, 2500, 7101A, 7103A, 7104A, and 8110), enter "y" in the Att. Call Waiting Indication field to enable the feature.
- Feature-Related System Parameters — Administer the Attendant Originated Calls field to specify the number of burst the called party will hear.

## **Hardware Requirements**

---

None.

## Attendant Calling of Inward Restricted Stations

---

A voice terminal with a Class of Restriction (COR) that is inward restricted can not receive public network, attendant-originated or attendant-extended calls.

The Attendant Calling of Inward Restricted Stations feature allows an attendant to override this restriction.

### Administration

---

To implement this feature, complete the following form(s) or sections of form(s).

| Form                 | Field                | Form Instructions (Page) |
|----------------------|----------------------|--------------------------|
| Class of Restriction | Restriction Override | 5-88                     |

- Class of Restriction — Enter "attendant" in the Restriction Override field for each COR as necessary.

### Hardware Requirements

---

None.

## Attendant Console

---

The attendant console is a digital call-handling position with push-button control used not only to answer incoming calls and place outgoing calls, but also to manage and monitor some of the System's operations.

Refer to Table C-1 in Appendix C, "System Capacity Limits" to determine the number of Attendant Consoles that you can administer in each System configuration.

### Administration

---

To implement this feature, complete the following form(s) or sections of the form(s).

| Form               | Field | Form<br>Instructions<br>(Page) |
|--------------------|-------|--------------------------------|
| Console Parameters | All   | 5-99                           |
| Attendant Console  | All   | 5-34                           |

- Console Parameters Form — Complete all fields as required. This provides the group parameters for all attendant consoles to be assigned in the System.
- Attendant Console Form — Complete all fields as required. This provides the unique parameters for each attendant console in the System. A completed form is required for each console to be assigned.

### Hardware Requirements

---

Requires a port on a TN754B or TN2181 Digital Line circuit pack for each attendant console to be assigned. For reliability, the attendant consoles should not be assigned to ports on the same TN754B circuit pack. For example, if three attendant consoles are to be provided, assign each console to a port on three different TN754Bs, if possible. However, if required, all attendant consoles may be assigned to ports on the same TN754B circuit pack.

## Attendant Control of Trunk Group Access

---

Attendant Control of Trunk Group Access allows the attendant to control trunk groups and prevents voice terminal users from directly accessing a controlled trunk group. Attendant consoles may be administered to control different trunk groups if required.

### Administration

---

To implement this feature, complete the following form(s) or sections of form(s).

| Form              | Field                      | Form Instructions (Page) |
|-------------------|----------------------------|--------------------------|
| Attendant Console | Feature Button Assignments | 5-34                     |
|                   | -act-tr-grp                |                          |
|                   | -deact-tr-g                |                          |
|                   | -local-tgs                 |                          |
|                   | -remote-tgs                |                          |
| Trunk Group       | Busy Threshold             | 4-139                    |
| Access            |                            | 4-173                    |
| APLT              |                            | 4-181                    |
| CO                |                            | 4-186                    |
| CPE               |                            | 4-190                    |
| DIOD              |                            | 4-204                    |
| DMI-BOS           |                            | 4-196                    |
| FX                |                            | 4-209                    |
| ISDN-PRI          |                            | 4-228                    |
| RLT               |                            | 4-238                    |
| Tandem            |                            | 4-244                    |
| Tie               |                            | 4-251                    |
| WATS              |                            | 4-257                    |

- Attendant Console Form — A Control Activate (act-tr-grp) and a Control Deactivate (deact-tr-g) button (one each) must be assigned to one of the 24 programmable feature buttons on the attendant console Feature Button Assignments field. Trunk groups to be controlled are assigned via Attendant Direct Trunk Group Selection. Trunk group select buttons (that is, local-tgs or remote-tgs) must be assigned for each of the trunk groups to be controlled.
- Trunk Group Forms — Assign Busy Threshold field for trunks controlled by this feature.

### **Hardware Requirements**

---

None.

## Attendant Direct Extension Selection with Busy Lamp Field

---

This feature allows the attendant to place or extend calls to up to 2000 extension numbers assigned in the system by pressing a Group Select button and a Direct Extension Selection (DXS) button instead of dialing the extension number.

 **NOTE:**

An associated DXS lamp for a Vector Directory Number (VDN) is always dark. The DXS button may be used to place a call to a VDN.

### Administration

---

To implement this feature, complete the following form(s) or sections of form(s).

| Form              | Field                                     | Form<br>Instructions<br>(Page) |
|-------------------|-------------------------------------------|--------------------------------|
| Attendant Console | Hundreds Select Button Assignments (1-20) | 5-34                           |

- Attendant Console Form — Assign up to 20 buttons in the Hundreds Select Button Assignments field. If the selector console has just eight Hundred Group Select buttons, assign just the first eight buttons on Page 1 of the form. If required, additional buttons can be assigned to Page 2 of the form.

### Hardware Requirements

---

A Selector Console is required. The 24A Selector Console is equipped with eight Hundred Group Select buttons and the 26A Selector Console is equipped with 20 Hundred Group Select buttons.

## Attendant Direct Trunk Group Selection

---

This feature allows the attendant direct access to an idle outgoing trunk by pressing the button assigned to the desired trunk group.

### Administration

---

To implement this feature, complete the following form(s) or sections of form(s).

| Form              | Field                                                       | Form Instructions (Page) |
|-------------------|-------------------------------------------------------------|--------------------------|
| Attendant Console | DTGS Button Assignments (1-12)<br>-DTGS Buttons (local-tgs) | 5-34                     |

- Attendant Console Form — Assign up to 12 buttons in the Direct Trunk Group Buttons (Access Code) field and up to 12 additional buttons, if required, on Page 2 of the form. If trunk groups are to be controlled via the Attendant Control Of Direct Trunk Group Access feature, they should only be assigned the first six DTGS Button Assignments (1 through 6) if using the Basic Attendant Console (301A1). Loudspeaker Paging zones may be assigned these buttons if required. In this case, the busy/idle lamp button indicates the busy/idle status of the associated paging zone.

This feature is closely related to the "Attendant Control of Trunk Group Access" and "Trunk Group Busy/Warning Indicators to Attendant" features. Refer to those features for additional information.

### Hardware Requirements

---

None.



## **Attendant Display**

---

The attendant display shows call-related information that helps the attendant to operate the console more efficiently. It also shows personal service and message information on the attendant console alphanumeric display.

### **Administration**

---

To implement this feature, complete the following form(s) or sections of form(s).

| <b>Form</b>       | <b>Field</b>                            | <b>Form<br/>Instructions<br/>(Page)</b> |
|-------------------|-----------------------------------------|-----------------------------------------|
| Attendant Console | Display Module Button Assignments (1-8) | 5-34                                    |
|                   | Display Language                        |                                         |
|                   | Miscellaneous-features                  |                                         |
|                   | Display-Messages                        |                                         |

- Attendant Console Form — Assign up to eight buttons in the Display Module Button Assignments fields. Use this form to change the default English displays. If you want to translate the English display, specify another language in the Display Language field. If you want to change the display information, specify "user-defined" in the Language Display field and modify the Display-Messages miscellaneous-features documented under Language Translations in this document.

### **Hardware Requirements**

---

None.

## Attendant Intrusion

---

Attendant Intrusion (Call Offer) allows an attendant to intrude on an existing call for the purpose of offering a new call or message to the intruded party. Upon releasing from the intruded call, the attendant's source party (if it exists) is Call Waiting at the intruded party (analog voice terminal) or sent to an available line appearance (digital voice terminal).

**⇒ NOTE:**

If there is already a Call Waiting call at the intruded party, the source party (split from the attendant) cannot wait at the intruded party since only one call can be call waiting at a time.

**⇒ NOTE:**

Call Intrusion is denied for Data Privacy or Data Restriction calls, on call forwarded stations, or when stations are talking to another attendant.

Attendant Intrusion, as covered above, also applies to satellite PBX stations via TGU/TGE trunks.

## Administration

---

To implement this feature, complete the following forms.

| Form              | Field                      | Form<br>Instructions<br>(Page) |
|-------------------|----------------------------|--------------------------------|
| Attendant Console | Feature Button Assignments | 5-34                           |

- Attendant Console Form — Assign an Intrusion button to those attendants who will access the Attendant Intrusion feature in the Feature Button Assignments field.

## Hardware Requirements

---

None.

## Attendant Override

---

Attendant Override allows an attendant, when originating a call to an internal station, to override call diversion features (such as, Call Forwarding, Send All Calls, and Call Coverage) invoked by or associated with the called station. An Override call terminates at the called station as if no diversion features of the station were activated.

Attendant Override is activated by pressing an optional Override button on the console and is active for one call attempt only.

## Administration

---

To implement this feature, complete the following forms.

| Form              | Field                      | Form<br>Instructions<br>(Page) |
|-------------------|----------------------------|--------------------------------|
| Attendant Console | Feature Button Assignments | 5-34                           |

- Attendant Console Form — Assign an Override button to those attendants who will access the Attendant Override feature in the Feature Button Assignments field.

## Hardware Requirements

---

None.

## Attendant Priority Queue

---

The Attendant Priority Queue allows attendant calls to be answered in order of call category, such as by trunk type. You can select one of two modes for an Attendant Priority Queue. You can elect to order calls in the order they were received into the priority level or you can elect to order calls by call type within priority level. Refer to *DEFINITY Enterprise Communications Server Release 5 Feature Description* for a complete description of this feature. an

### Administration

---

To implement this feature, complete the following form(s).

| Form                              | Field(s)                                                                            | Form Instructions (Page) |
|-----------------------------------|-------------------------------------------------------------------------------------|--------------------------|
| Console Parameters                | Page 2                                                                              | 5-99                     |
| Feature-Related System Parameters | All                                                                                 | 5-178                    |
| Language Translations             | Miscellaneous-Features Language Translation Form -<br>Page 5 - Number 46, Call Type | 5-231                    |

- The Console-Parameters Form — If you want to order calls by call type within a priority level, enter "n" in the Call-Type Ordering Within Priority Levels? field. If you want to order calls in the order they were received into the priority level enter a "y" in the Call-Type Ordering Within Priority Levels? field. Use this form to assign priority levels to any of the twelve call categories listed under QUEUE PRIORITIES on the form.
- The Feature-Related System Parameters Form — Lets you enter the following information:
  - Reserved Slots for Attendant Priority Queue Field — Enter the number of calls that can go into the emergency queue.
  - Time Before Off-Hook Alert Field— Enter the time that a voice terminal with an Off-Hood Alert Class of Service can remain off-hook before an emergency call is sent to the attendant.
  - Emergency Access Redirection Extension Field — Enter the extension number for emergency queue access.

### Hardware Requirements

---

None.

## **Attendant Room Status**

---

The Attendant Room Status feature is part of the Enhanced Hospitality capability, and allows the attendant to see whether a room is vacant or occupied and what each room's housekeeping status is without having to use a Property Management System (PMS).

 **NOTE:**

This feature is available only if you have Enhanced Hospitality enabled on the System-Parameters Customer-Options form. (See your Lucent Technologies support representative for assistance with this form.)

## **Check-In/Check-Out Status**

---

Check-In/Check-Out Status is available by pressing the occ-rooms button on the attendant console. Rooms are shown as either occupied or vacant.

 **NOTE:**

For this to work, the occ-rooms (occupied rooms) button must be administered on the Attendant Console form.

The occupancy status normally updates as guests are checked in and out. Lamps on the attendant console are updated for any rooms that change status. Also, a message is displayed indicating that the console is in the Check-In/Check-Out mode. As with other display messages, this message can be administered for a specific language.

## **Maid Status**

---

Maid status is available by pressing the Maid-Stat button on the attendant console. A room can be in one of six maid states (also known as housekeeping states). This function shows which rooms are in which maid state.

 **NOTE:**

For this to work, the maid-stat button must be administered on the Attendant Console form.

A room's cleaning status is updated when a maid or inspector dials from the room to change the status. When the console is in the Maid state, it automatically changes the lamps on the DXS module when a room's Maid state changes. That is, while the console and DXS lamps display rooms in one status, and a room changes to or from that status, the lamp for that room automatically changes.

If a console includes Hundreds buttons, the status of stations in hundreds groups can be viewed by pressing the appropriate Hundreds buttons.

The Maid status messages (which identify each of six states), are administered on the Hospitality form. As with other display messages, the prompts and status messages can be administered for a specific language.

## **Administration**

---

To implement this feature, complete the following form(s) or sections of form(s).

| <b>Form</b>                              | <b>Field</b>              | <b>Form Instructions (Page)</b> |
|------------------------------------------|---------------------------|---------------------------------|
| System-Parameters Customer-Options       | Enhanced Hospitality      | N/A                             |
| Attendant Console                        | Feature Button Assignment | 5-34                            |
| Hospitality                              | All of Page 3             | 5-199                           |
| Language Translation Property Management | 15-17 on Page 4           | 5-231                           |

- Attendant Console Form — Enter "occ-rooms" to enable the Check-In/Check-Out display mode. Enter "maid-stat" to enable maid status (housekeeping status) display mode.
- System-Parameters Customer-Options Form — Enter "y." See your Lucent Technologies support representative for assistance.
- System Parameters Hospitality Form — Enter display text for each of the six maid states on page 3 of the form.
- If necessary, enter translations for the following display messages on page 4 of the form:
  - "Occupied Rooms"
  - "Enter Desired Room State (1-6)"
  - "Undefined State, Enter number from 1-6"

## **Hardware Requirements**

---

You must have a 26A1 DXS module to use this feature.

## Attendant Serial Calling

---

This feature allows attendant-extended trunk calls to return to the same attendant position after the party to which the call was extended goes on-hook. The returned call may then be extended to another station within the System by this attendant. If the attendant is busy, the returned call is queued to the attendant group. The next attendant to answer then becomes the controller of all later call returns. An attendant may activate Attendant Serial Calling for:

- A trunk call originated or answered by the attendant
- A trunk call originated or answered by a station which is subsequently transferred to, or conferenced with, an attendant

Attendant Serial Calling is invoked or cancelled by pressing the Serial Call button on the attendant console.

### Administration

---

To implement this feature, complete the following form.

| Form              | Field                      | Form Instructions (Page) |
|-------------------|----------------------------|--------------------------|
| Attendant Console | Feature Button Assignments | 5-34                     |

- Attendant Console Form — Assign a Serial Call button to one of the attendant console feature buttons.

#### NOTE:

Only one Serial Call button may be assigned to an attendant console but this button may be assigned to every attendant console. Normally, the same button on all consoles is administered as the Serial Call button.

### Hardware Requirements

---

None.

## **Audible Message Waiting**

---

**⇒ NOTE:**

This feature may not be applicable in countries that restrict the characteristics of dial tones provided to users.

Audible Message Waiting is typically, but not necessarily, used on voice terminals without message waiting lights.

This feature places a stutter at the beginning of station dial tone on a station that has a message waiting for it. The message can be waiting in system memory (to be accessed via display or via the voice synthesizer), PMS, MSA, or AUDIX. Audible Message Waiting is particularly useful for visually impaired people who may not be able to see a message light.

**⇒ NOTE:**

The Audible Message Waiting feature must be enabled on the System-Parameters Customer-Options form before fields and associated fields on forms can be administered.

### **Administration**

---

To implement this feature, complete the following form(s) or sections of form(s).

| <b>Form</b> | <b>Field</b>            | <b>Form<br/>Instructions<br/>(Page)</b> |
|-------------|-------------------------|-----------------------------------------|
| Station     | Audible Message Waiting | 5-371                                   |

- Station Forms — Enter 'y' in the Audible Message Waiting field to activate this feature on a per voice terminal basis.

### **Hardware Requirements**

---

None.



## Audio Information Exchange (AUDIX) Interface

---

The AUDIX Interface provides a communications link between the System and AUDIX. AUDIX allows both System users and outside callers to record, edit, send, and forward voice messages to other users. In addition, System users can also receive and store incoming voice messages from others and transfer calls into AUDIX.

The following requires implementation:

- **AUDIX Interface to Switch** — The AUDIX analog connection to the System requires up to 16 (small AUDIX) or 32 (large AUDIX) 2500-type Voice Terminal forms to be completed to assign AUDIX voice ports. In addition, an associated data link from the System to AUDIX must be administered.
- **Call Transfer Into AUDIX** — A user who is an AUDIX subscriber or a covering user for a principal who is an AUDIX subscriber may transfer a call to AUDIX. This requires use of the Transfer Into AUDIX Feature Access Code or use of an abbreviated dialing button programmed with the access code.
- **Call Transfer Out of AUDIX** — Provides call progress feedback to the calling party in the form of call ringing and voiced messages if the called party is busy. In addition, a called party with a display-equipped terminal is informed of the call type (direct or redirected) and receives associated information about the call.



**NOTE:**

Administration for Call Transfer Out of AUDIX must be performed on the AUDIX machine. AUDIX machine administration is not covered in this manual. Refer to the appropriate AUDIX manual for additional information.

- **AUDIX in DCS via BX.25 Data Channels** — An AUDIX connected to the System can support other switches (remote) in a DCS network. One AUDIX can be used to support all switches in a DCS network or can serve a group of switches in a DCS. The remote switch does not have a direct data link connection to AUDIX. It passes its data to the host switch via a BX.25 data link and associated processor channels. The AUDIX machine on the host switch has separately administered DCS hop channels to each of the remote switches that it is supporting (that is, either all or a group of switches). The host switch then provides the AUDIX connection. All AUDIX features can be activated from a host or remote switch. An AUDIX in DCS with connectivity via BX.25 data channels is referred to as "Traditional DCS AUDIX" later in this section.

The remote AUDIX hunt group can be a coverage point in a call coverage path at a remote switch not connected directly to AUDIX. The remote switch must be in the DCS network.

- **AUDIX in a DCS via ISDN-PRI D-channel** — (May also be referred to as ISDN-PRI D-channel DCS AUDIX feature.) This feature still uses BX.25 connectivity between the AUDIX and host switch. The ISDN-PRI connectivity is utilized between the host switch and remote switches in the DCS network. The feature requires the same hardware as the DCS Over ISDN-PRI D-channel feature.

AUDIX messages are transported via administered Non-Call Associated Temporary Signaling Connections (NCA-TSCs) between nodes supporting the ISDN-PRI D-channel DCS AUDIX feature. An administered NCA-TSC is an NCA-TSC that is established between two administered NCA-TSC endpoints on two different PBXs and will be up or enabled for a period of time depending on administered translations. The connection may be administered on an "as-needed" or "permanent" basis. (Refer to the "DCS Over ISDN-PRI D-Channel" feature coverage in this chapter for additional information on NCA-TSCs and DCS over ISDN-PRI D-channel.)

- **AUDIX as an ACD Split** — An AUDIX hunt group may be administered as an ACD split by setting the ACD field on the hunt group to "y." This allows AUDIX traffic to be measured via the ACD's Call Management System (CMS). AUDIX requests for voice ports are recorded as logins and AUDIX requests to the switch to disable voice ports are recorded as logouts by the CMS.

This feature is for use by Systems currently equipped with CMS and ACD enabled on the System-Parameters Customer-Options form. For those Systems not equipped with ACD and CMS, AUDIX traffic measurements can be obtained using the System Measurements feature functionality.

- **AUDIX as a Listed Directory Number (LDN) Night Destination** — An AUDIX may be used to support LDN calls when the System is in the night service mode. The following steps are required to implement this service:
  1. Assign a night destination extension (must be an AUDIX subscriber extension) on the Listed Directory Numbers form. The extension can be assigned to a phantom analog station (see the "Administration Without Hardware" feature in this chapter).
  2. Assign a coverage path to the station and assign the associated Call Coverage Paths form with the AUDIX hunt group as the first coverage point. Set the "All" coverage criteria field for outside calls on the form to "y."
  3. Activate the "Call Forwarding — All Calls" feature for the night extension.



**NOTE:**

Refer to the AUDIX feature description in *DEFINITY Enterprise Communications Server Release 5 Feature Description*, for additional AUDIX information.

The following provides references to associated forms that must be completed to administer either a small or large AUDIX. Typical figures and examples of

completed forms, where necessary, are also shown. Information required to administer DCS tie trunks and data links is not given in this section. Refer to the DCS coverage for those instructions. The completed forms, where shown, are examples only. The actual data assigned on the forms will vary depending on System configuration and prior assignment of switch facilities.

The data link interface between the system and the AUDIX may be by the TN765 Processor Interface (PI) jack located on the back of the Control Cabinet (XE Simplex configurations). For R5r, the data link interface between the System and the AUDIX may be via an X.25 data module TN577 Packet Gateway (PGATE) circuit pack.

Figure 3-3 shows an example interface using either an MPDM or an MTDM. Figure 3-4 shows a typical interface using the Processor Interface jack located on the back of the Control Cabinet. Figure 3-5 shows an example interface using an X.25 data module.

### **Administration — AUDIX Interface**

---

**⇒ NOTE:**

Refer to the "Distributed Communications System" and "DCS and AUDIX Networking Examples" sections in this chapter for examples of administering AUDIX in various environments.

To implement the AUDIX interface in a non-DCS configuration, complete the following form(s).

| <b>Form</b>                           | <b>Field</b>             | <b>Form Instructions (Page)</b> |
|---------------------------------------|--------------------------|---------------------------------|
| Data Module                           | All (for one AUDIX link) |                                 |
| Processor Interface                   |                          | 5-135                           |
| MPDM                                  |                          | 5-131                           |
|                                       | or                       |                                 |
| MTDM                                  |                          | 5-126                           |
| X.25 (R5r only)                       |                          | 5-140                           |
| PGATE (R5r only)                      | All                      | 4-115                           |
| User Defined Adjunct Names (R5r only) | All                      | 4-265                           |
| Interface Links                       | All (for one AUDIX link) | 4-108                           |
| Processor Channel Assignment          | All (for one AUDIX link) | 4-117 or 4-121                  |

*Continued on next page*

| Form                                                     | Field                             | Form Instructions (Page) |
|----------------------------------------------------------|-----------------------------------|--------------------------|
| Station — 2500 Form                                      | All (for AUDIX voice port)        | 5-391                    |
| (up to 32 forms may be assigned depending on AUDIX size) |                                   |                          |
| Feature Access Codes                                     | Transfer Into AUDIX               | 5-170                    |
| Hunt Groups                                              | All (as required)                 | 5-207                    |
| Stations                                                 | All, including:                   | 5-346                    |
| (User stations as required)                              | COS                               |                          |
|                                                          | LWC Reception                     |                          |
|                                                          | LWC Activation                    |                          |
|                                                          | Data Restriction                  |                          |
|                                                          | Redirect Notification             |                          |
|                                                          | Call Waiting Indication           |                          |
|                                                          | Coverage Path                     |                          |
|                                                          | Button/Feature Button Assignments |                          |
|                                                          | -call-fwd                         |                          |
|                                                          | -goto-cover                       |                          |
|                                                          | -lwc-store                        |                          |
|                                                          | -send-calls                       |                          |
| Class of Service                                         | Call Fwd-All Calls                | 5-96                     |
| Call Coverage Paths                                      | All                               | 5-62                     |

**⇒ NOTE:**

AUDIX translations (not covered in this manual) and the System translations must be coordinated to ensure proper operation. It is recommended (but not required) that the Interface Channel number associated with each logical link match AUDIX port numbers on all forms. This helps in coordinating assignments and aids in troubleshooting.

- Data Module (Processor Interface) Form — Complete all fields as required. Assigns a link (interface channel) in the digital switch for the AUDIX interface. Eight links (01 through 08) are available for assignment in a multi-carrier cabinet System. A single-carrier cabinet has just four links (01 through 04).

If the Processor Interface jack (located on the back of the Control Cabinet) is to be used, Interface Link 1 (physical channel 01) must be assigned.

- Data Module (MPDM or MTDM) Form — Complete all fields as required. Complete an MTDM form when connecting to a large AUDIX or complete an MPDM form when connecting to a small AUDIX.

**⇒ NOTE:**

Instead of administering an MPDM or MTDM form, the AUDIX data link may be directly connected to the Processor Interface jack (XE Simplex configurations only) on the back of the Control Carrier (if not already in use) instead of via the MPDM or MTDM and a port on a Digital Line circuit pack. The Processor Interface jack utilizes Interface Link 01 which is administered using the Processor Interface Data Module form. It is advised not to use the Processor Interface jack in those Systems that have a duplicated control carrier. The connection is not designed so that it can be driven by either processing element in the duplicated System.

- Data Module (X.25) Form (R5r only) — Assign DTE/ DCE as "dte." Assign a Baud Rate of 9600.
- PGATE Form (R5r only) — Enter the board location and "rs232" as the cable type.
- User-Defined Adjunct Names Form (R5r only) — Assign a name to the AUDIX machine in the AUDIX Name field. (Up to eight AUDIXes are supported.)

**⇒ NOTE:**

Enter this same name in the Adjunct Name field on the Hunt Group, Station, and Processor Channel Assignment forms.

- Interface Links Form — Complete all fields on the form for one link, as required. Assign a link from the Processor Interface circuit pack for AUDIX.

For a R5r configuration, assign the extension of the X.25 data module to this link (from the Data Module form above). Mark the destination extension as "external."

**⇒ NOTE:**

When administering the Interface Links form using a *change communications-interface links* command, all fields may be initially entered except the Enable field, which must be set to "n." After completing and administering the Processor Channel assignment

form, recall the Interface Links form using the *change* command and then enable the appropriate links by entering "y" in the Enable fields.

- Processor Channel Assignment Form — Complete the required fields on the form for the AUDIX interface.

The entry in the Remote Processor Channel field must agree with an associated AUDIX port field (translated on AUDIX). The entry in the Machine ID field must agree with the AUDIX field entry as translated on the AUDIX Data Link form (typically with just one AUDIX this entry is 1).

If the Processor Interface jack (located on the back of the Control Cabinet) is to be used, Interface Link 1 (physical channel 01) must be assigned.

- Station Form (2500 Voice Terminal) — Complete up to 32 forms for a large AUDIX or up to 16 for a small AUDIX. This assigns AUDIX voice ports to the System. The associated extension numbers will then be administered in a hunt group as hunt group members. Assign COR field the same Class of Restriction (COR) as the AUDIX hunt group COR. Assign the Name field on each form as "audix." Assign the indicated values to the fields shown below:

| FIELD             | VALUE |
|-------------------|-------|
| LWC Reception     | none  |
| Tests?            | n     |
| Switchhook Flash? | y     |
| Data Restriction? | y     |

**NOTE:**

You can add one AUDIX Voice Port and then use the "duplicate station" command to add others.

- Recorded Announcements Form — Assign an announcement type to be associated with AUDIX, if required.
- Feature Access Codes Form — Enter the Transfer to AUDIX access code.
- Hunt Group Form — All fields including the following:
  - Enter the AUDIX extension number in the Group Extension field on Page 1 of the form.
  - Enter "ucd" in the Group Type field.
  - Enter "audix" in the Group Name field.
  - Enter "audix" in the Message Center field (R5r only).
  - Enter the AUDIX machine name in the AUDIX Name field (R5r only). (This is the same name defined on the User Defined Adjunct Names form.)

- Enter "y" in the ACD field if AUDIX is to be an ACD split.
- Enter the destination (extension, attendant) where calls to the ACD split will go when in the Night Service mode (optional).
- Enter "y" in the Queue field.
- Enter the number of users assigned as hunt group members in the Queue Length field. For example, if the hunt group has 10 members, then "10" must be entered in the field. These members are used for AUDIX voice retrieval.
- Enter a recorded announcement extension and associated delay. The associated announcement will be provided to a user after being in a call waiting queue for the specified delay interval.
- Enter the AUDIX machine name in the AUDIX Name field (R5r only). This is the same name defined on the User Defined Adjunct Names form.
- Enter "y" in the Primary field (R5r only) to assign this hunt group as the primary hunt group, or "n" to assign it as a secondary hunt group.

Generic 3 can have multiple hunt groups associated with a single AUDIX (in addition to supporting multiple AUDIXs). This allows partitioning of the voice ports into different hunt groups. Having different hunt groups, in turn, allows different coverage paths to be redirected to different voice ports. Thus, voice ports can be reserved for particular users or groups of users.

The following features do not follow coverage paths, but, instead, place a call directly to AUDIX. These calls go to the "Primary" AUDIX hunt group:

- Transfer into AUDIX with the feature access code.
  - Return call when a user is in message display mode and is displaying the message that says "Call AUDIX." The user presses the "call-disp" button in this case.
- Refer to the *DEFINITY Enterprise Communications Server Release 5 Feature Description* or the appropriate AUDIX documentation, for more information about multiple AUDIXs.
  - Enter "external" in the Measured field to transmit data for this hunt group to the Call Management System (CMS). Enter "internal" if the data is to be sent to the Basic Call Management System (BCMS). Enter "both" if data is to be transmitted to both CMS and BCMS. Enter "none" (default) if trunk group measurements are not required.
  - Assign up to 32 AUDIX voice ports as member numbers for a large AUDIX or 16 for a small AUDIX. Enter previously administered AUDIX voice port extensions (assigned using 2500 Station forms) in the Hunt Group Member Number Assignments Ext. fields.
- Station Forms (user stations)

- Assign correct Class of Service (COS) number so voice terminal can activate Call Forwarding All Calls feature.
  - Enter "y" in the LWC Activation field.
  - Enter "audix" in the LWC Reception field.
  - Enter "y" in the Redirection Notification field.
  - Enter "n" in the Data Restriction field.
  - Enter "n" in the Call Waiting Indication field.
  - Assign a coverage path number which has the AUDIX hunt group in a coverage point.
- Class of Service Form — Verify Call Forwarding All Calls feature is activated.
  - Call Coverage Paths Form — Assign a coverage path which includes the AUDIX hunt group number in a coverage point. It is recommended (but not required) that the AUDIX be the last point in a coverage path.

### **Administration — AUDIX in a DCS via BX.25 Data Channels**

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To implement the AUDIX interface via BX.25 Data Channels in a DCS configuration (traditional AUDIX in a DCS), refer to the "Distributed Communications System" section elsewhere in this chapter for a complete listing of forms needed and their explanations.

#### **NOTE:**

Refer to "Distributed Communications System" elsewhere in this chapter for examples of administering AUDIX in DCS environments. Instructions associated with implementing the DCS data links between switches and the associated DCS entries on Processor Channel Assignments forms, Interface Link forms, and so on, are also covered there.

### **Administration — AUDIX In a DCS via ISDN-PRI D-channel**

---

To implement the AUDIX interface via ISDN-PRI D-channel in a DCS configuration, refer to the "Distributed Communications System" section elsewhere in this chapter for a complete listing of forms needed and their explanations.

#### **NOTE:**

DCS is a prerequisite of administration of AUDIX. Refer to "Distributed Communications System" elsewhere in this chapter for examples of administering AUDIX in various environments. Instructions associated with implementing the DCS Over ISDN-PRI D-channel are covered in the DCS



Over ISDN-PRI D-channel feature coverage provided elsewhere in this chapter.

## Hardware Requirements

The AUDIX data link interface to the System requires either one port on a TN754B Digital Line circuit pack and an MPDM/MTDM or may be connected directly to DEFINITY ECS via the Processor Interface jack located on the back of the Control Cabinet (for Simplex TN790/TN786 processors).

For R5r configurations, a TN577 PGATE circuit pack is required.

Up to 32 ports (large AUDIX) or 16 ports (small AUDIX) on a TN742, TN746B, or TN769 Analog Line circuit pack are required for AUDIX voice port assignments. Any combination of these analog packs can be used. In addition, for an AUDIX in a DCS configuration, DCS hardware is required as covered in the DCS implementation instructions.

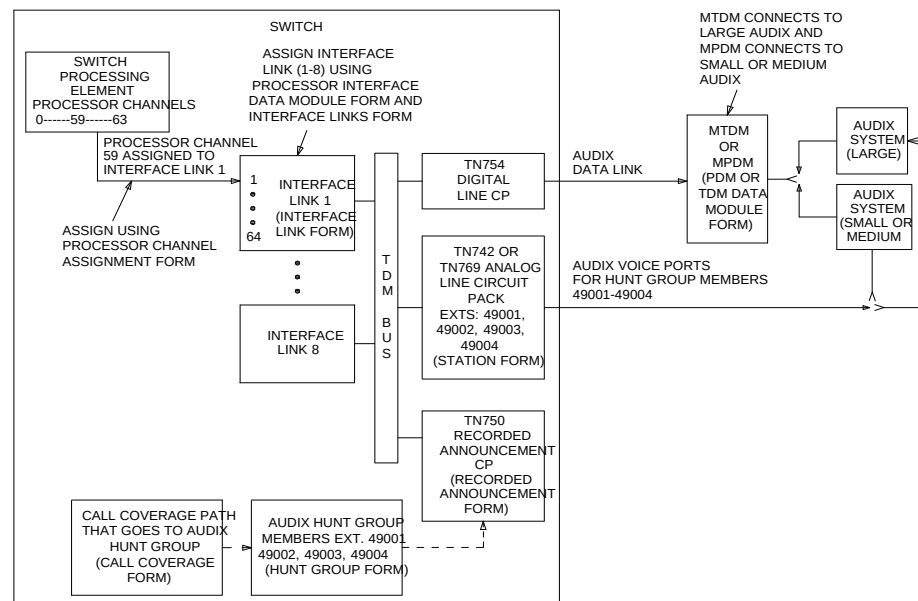


**Figure 3-3. Typical AUDIX Connections Using an MPDM or MTDM Interface (Release 5si)**

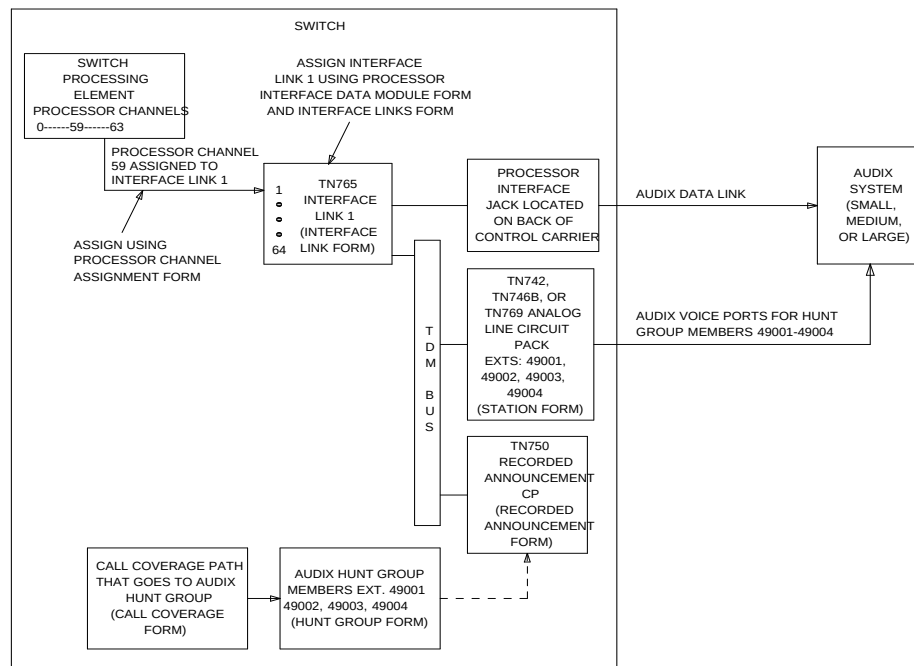


**Figure 3-4. Typical AUDIX Connections Using the Control Cabinet Processor Interface Jack (Simplex TN786, TN790 processors only)**

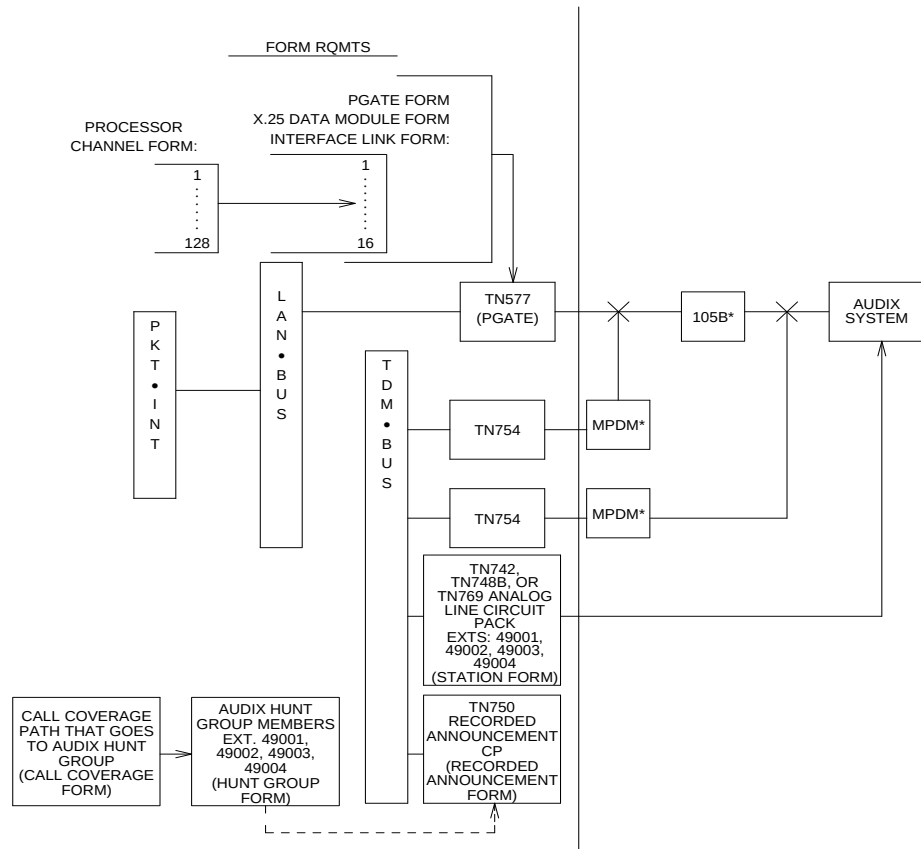


**Figure 3-5. Typical AUDIX Connections Using an X.25 Data Module (Release 5r)**

## AUDIX Interface

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The DEFINITY AUDIX system is a complete AUDIX system installed on an ED-1E546-70 assembly in a DEFINITY ECS carrier with port slots.



**NOTE:**

This assembly contains two circuit packs (TN566/TN567 and TN2169/TN2170), a tape drive, a disk drive, and associated cabling and assembly hardware.

The AUDIX TN566/TN567 circuit pack is recognized and supported by the switch software. Although the TN566 circuit pack physically connects to the switch through a single slot in the backplane, the complete assembly occupies five contiguous slots. Therefore, the *list configuration all* command (described in detail in *DEFINITY Enterprise Communications Server 5r Maintenance*) provides an accurate assessment of system configuration by displaying all five slots as being used by the assembly.

For details on how to administer a DEFINITY AUDIX installation, refer to *Switch Administration for DEFINITY AUDIX System R1.0*.

## Authorization Codes

---

Authorization codes provides the means for extending control of the System users calling privileges.

On an internally dialed outgoing call, the COR assigned the facility (station) being used to originate the call and its Partitioned Group Number (PGN), when assigned, is used to select a routing pattern. At this point in the call, a 4- to 7-digit authorization code may be required to override the COR's Facility Restriction Level (FRL) assignment. This allows users to override the FRL and users within a PGN to have access to up to seven FRL's, when assigned, and still remain partitioned. On a remote access incoming call, the authorization code may be required as part of the initial dialing sequence, and in this case, the authorization code selects the COR and associated PGN (when assigned) to be used in routing the call.

### NOTE:

The use of authorization codes with dialed Vector Directory Number (VDN) extensions is not allowed and will be blocked.

To maximize System security, the following should be considered:

1. Authorization Codes of at least seven digits should be administered and periodically changed.
2. Fraudulent use of authorization codes can be detected by checking CDR records.

## Administration

---

The Authorization Codes option must be enabled on the System-Parameters Customer-Options form before the associated forms and fields on forms can be administered.

To implement this feature, complete the following form(s) or sections of form(s).

| Form                              | Field                           | Form Instructions (Page) |
|-----------------------------------|---------------------------------|--------------------------|
| Authorization Codes               | AC, COR                         | 5-52                     |
| Feature-Related System Parameters | Authorization Code Enabled      | 5-178                    |
|                                   | Authorization Code Length       |                          |
|                                   | Authorization Code Cancellation |                          |

*Continued on next page*

| Form                 | Field                                      | Form Instructions (Page) |
|----------------------|--------------------------------------------|--------------------------|
|                      | Symbol                                     |                          |
|                      | Attendant Time Out Flag                    |                          |
| Station              | COR                                        | 5-371                    |
| Class of Restriction | FRL                                        | 5-88                     |
| Routing Patterns     | Trunk Group Number                         | 4-15                     |
|                      | FRL                                        |                          |
| Remote Access        | Authorization Code Remote Access Dial Tone | 5-286                    |
| Trunk Groups:        | Auth Code                                  | 4-139                    |
| Access               |                                            | 4-172                    |
| APLT                 |                                            | 4-177                    |
| CO                   |                                            | 4-182                    |
| FX                   |                                            | 4-206                    |
| ISDN-PRI             |                                            | 4-211                    |
| Tie                  |                                            | 4-246                    |
| WATS                 |                                            | 4-246                    |

- Authorization Codes Form — Assign 4- to 7-digit authorization codes (with CORs 0 through 95).
  - In the authorization code (AC) field, enter the 4- to 7-digit authorization code the user must dial. The number of digits entered must agree with the number assigned to the Authorization Code Length field on the Feature-Related System Parameters form.
  - In the Class of Restriction field, enter the desired COR (0 through 95.) This is the replacement COR to be used to modify the user's calling privileges and is effective after the corresponding authorization code has been dialed.
- Feature-Related System Parameters Form — Verify 'Y' is entered in the Authorization Code Enabled field so that Authorization Codes can be assigned on a System wide basis.
  - In the Authorization Code Length field, enter a number from 4 through 7 that defines the number of digits (length) in the authorization code. This is the number of digits that must be assigned to the AC field on the Authorization Codes form.

- In the Authorization Code Cancellation Symbol field, enter the type of symbol the caller must enter to cancel the partially entered authorization code or to skip authorization code entry.
- In the Attendant Time Out Flag field, define if the caller will be routed to the attendant should the caller not dial an authorization code within 10 seconds or dials an invalid authorization code.
- Station Forms — Assign CORs so a separate COR exists for users with different restrictions. If CORs are already established, they must be taken into account when adding and/or assigning new CORs.
- Class of Restriction Form — In the FRL field, assign originating Facility Restriction Levels for restricted and unrestricted users. The originating FRL can be a value of 0 through 7 where 0 is the most restrictive.
- Routing Patterns Form —
  - In the Group Number field, enter the desired trunk group number (1 through 99.)
  - In the FRL field, assign route FRLs for each trunk group in the Route Pattern. A route FRL of 7 is the most restrictive (that is, only users with an FRL of 7 can use the trunk group) and a route FRL of 0 (that is, users with FRLs from 0 to 7 can use the trunk group) is the least restrictive.

 **NOTE:**

Trunk groups must have been assigned previously on the Trunk Group form.

The first choice trunk group has the lowest FRL, the second choice trunk group (if there is one) has the next lowest FRL, and so on. The assigned FRL will be used for this pattern only. Trunk group FRLs are changeable from pattern to pattern. The FRL assigned to the trunk group when the COR is defined is not used on ARS calls.

- Remote Access Form —
  - In the Authorization Code Required field, enter "y" if an Authorization Code must be dialed to access the System features remotely; otherwise, enter "n."
  - In the Remote Access Dial Tone field, enter "y" if the user will receive a recall dial tone before dialing the authorization code. If Barrier Codes are assigned, the recall dial tone is heard after the Barrier Code has been dialed.
- Trunk Group Forms — In the Authorization Code field, enter a "y" if an Authorization Code must be dialed on incoming calls to access the trunks in this trunk group (that is, Auth Code field is used for incoming calls); otherwise, enter "n."

## Authorization Code Examples

---

The following provides three examples of typical Authorization Codes assignments.

### Example 1.

Establish a group of users who must dial an authorization code in order to make outside calls. The client has ARS and the Authorization Codes feature. The forms and fields are administered as follows:

- Feature-Related System Parameters Form

|                                          |   |
|------------------------------------------|---|
| - Authorization Codes Enabled            | y |
| - Authorization Code Length              | 7 |
| - Authorization Code Cancellation Symbol | # |
| - Attendant Timeout Flag                 | n |

- Voice Terminal Forms

Assign COR = 1 for all unrestricted users and COR = 49 for restricted users who must dial an authorization code to make outside calls.

- Authorization-Codes Form

Assign the restricted users a replacement COR = 1 and an authorization code the same as their 7-digit phone number.

- COR Form

Assign and/or change originating FRLs for restricted and unrestricted users. Assign an originating FRL of 7 to users with a COR of 1 and an originating FRL of 0 (zero) to users with a COR of 49.

- Routing Patterns Form

For route pattern 1, assign trunk group 40 (CO) as the first choice route with a route FRL = 1, NPA = 201, and Prefix Mark = 1 (that is, a "1" is outputted to indicate a toll call). Assign first, second, and third choice routes as follows:

| Grp No | FRL | NPA | Prefix Mark | Toll List | No. Del Digits | Inserted Digits |
|--------|-----|-----|-------------|-----------|----------------|-----------------|
| 40     | 1   | 201 | 1           |           |                |                 |
| 2      | 3   | 201 | 1           |           |                |                 |
| 32     | 3   | 201 | 1           |           |                | 9               |

**NOTE:**

FRLs do not need to be in ascending order.



For this example, trunk group 40 is a CO trunk, trunk group 2 is WATS, and trunk group 32 is a tie trunk to the System 85.

When a caller dials the ARS access code to call out, the FRL of the originating facility is compared with the FRL of the available outgoing facility. If the FRL of the originating facility is less than the FRL of the trunk group, the restricted user will be prompted (via recall dial tone) to enter an authorization code. After the authorization code is entered, the call is routed to the CO for completion. If the FRL is insufficient to seize any trunk group in the route pattern, the user gets intercept tone.

Restricted callers will be prompted for and be required to enter an authorization code (as previously described). Unrestricted users will simply dial the ARS code followed by the desired number.

Refer to *DEFINITY Enterprise Communications Server Release 5 Feature Description* for additional information on the use of AAR/ARS FRLs for control of call routing.

**Example 2.**

Set up remote access to the switch such that the remote user must enter a barrier code and an authorization code to access the System features from home. The forms and fields on forms are assigned as follows:

- Remote Access Form

|                               |       |
|-------------------------------|-------|
| - Remote Access Extension     | 71234 |
| - Barrier Code Length         | 4     |
| - Authorization Code Required | y     |
| - Remote Access Dial Tone     | y     |
| - Barrier Code                | 4444  |
| - COR                         | 1     |
| - COS                         | 1     |

- Remote Access using the DID Feature

To use remote access through the DID feature, dial the 7- to 10-digit Remote Access number (957-1234) followed by the barrier code (4444). After you hear recall dial tone, enter the authorization code, followed by the desired number, or dial the ARS access code (9) and the 7- or 10-digit number you are calling. The call will be routed through to completion.

- Remote Access using a dedicated CO, FX, or WATS Trunk

To implement the remote access feature via a dedicated CO, FX, or WATS trunk, the Remote Access form is administered as above. In addition, the Incoming Destination field is assigned the Remote Access Extension number on the Trunk Group form.

When the caller dials the Listed Directory Number (LDN) associated with the trunk group dedicated to Remote Access, the trunk group routes the call to the Remote Access Extension. The caller will hear a data tone followed by dial tone. The barrier code is then entered and, in this example, since Remote Access Dial Tone is set to "1," the caller will be prompted (via recall dial tone) to enter an authorization code. After the authorization code is entered, the caller will hear System dial tone. At this point, the desired number can be dialed and routed to completion.

**Example 3.**

On a System that does not use AAR or ARS for call routing, implement the Authorization Codes feature to allow a caller to override the originating COR assigned to a specific CO trunk group. On the trunk group form, enter 'y' in the Authorization Code field if an authorization code must be dialed to access the trunks in this trunk group. This is in addition to administering the parameters on the Feature-Related System Parameters form, the Station form, the Authorization Codes form, and the COR form as specified in the example provided.

**Hardware Requirements**

---

None.

## Automatic Alternate Routing

---

Automatic Alternate Routing provides alternate routing choices for private on-network calls. Also provides digit modification to allow on-network calls to route through the public network when on-network routes are not available.

### Administration

---

Either the Private Networking or Uniform Dialing Plan option must be enabled on the System-Parameters Customer-Options form before associated forms and fields on forms can be administered.

To implement this feature, complete the following form(s) or sections of form(s).

| Form                              | Field                                                   | Form Instructions (Page) |
|-----------------------------------|---------------------------------------------------------|--------------------------|
| Dial Plan                         | All                                                     | 5-155                    |
| Class of Restriction              | FRL Partitioned Group Number OR Time of Day Plan Number | 5-88                     |
| Feature Access Codes              | AAR Access Code                                         | 5-170                    |
| AAR Analysis                      | All                                                     | 4-8                      |
| AAR Digit Conversion              | All                                                     | 4-12                     |
| Node Number Routing               | All                                                     | 4-26                     |
| Routing Patterns                  | All                                                     | 4-15                     |
| Remote Home Number Plan Area      | All                                                     | 4-24                     |
| Time of Day Routing (optional)    | All                                                     | 4-28                     |
| Feature-Related System Parameters | AAR/ARS Dial Tone Required                              | 5-178                    |

- Dial Plan Form — Enter local area code. Complete digit identification and numbering.
- Class of Restriction Form — Assign FRLs for station CORs. The minimum FRLs required to access a route are assigned as part of the Routing Pattern form. Assignment of these values determines the calling privileges associated with calls placed from stations assigned the COR.

If required, assign an appropriate Partitioned Group Number (1 through 8) or a Time of Day Routing Plan Number (1 through 8) if the respective field is displayed on the form.

- Feature Access Codes Form — Assign "AAR Access Code."

- **AAR Analysis Form** — Complete all fields as required. The form allows for the mapping of customer dialed numbers to routing patterns and/or node numbers.
- **AAR Digit Conversion Form** — Complete all fields as required. The form is used to convert private network numbers to a public network number. The form may also be used to block or intercept certain private network calls to the attendant group.
- **Node Number Routing Form** — Complete all fields as required.
- **Remote Home Number Plan Area Form** — Complete all fields as required. The form is used for 3-digit translations in the range 000 through 999. The form is typically used for mapping CO codes to routing pattern numbers.
- **Routing Patterns Form** — Complete all fields as required. In addition to normal trunking data, this form provides subnetwork trunking information which extends a call through a chain of subtending switches (see "Subnet Trunking").
- **Time of Day (TOD) Routing** — Assign up to eight TOD charts. Each chart can have up to eight routing plans administered, each scheduled to change (based on the time of day entered on the form) up to six times a day for each of the seven days in a week. This is an optional form. The Private Networking, Automatic Route Selection Partitioning, and Time of Day Routing must be enabled on the System-Parameters Customer-Options form before this form can be implemented.
- **Feature-Related System Parameters Form** — Complete the AAR/ARS Dial Tone Required field. Enter "y" if second dial tone is required after the feature access code; otherwise enter "n."

### **AAR Guidelines and Examples**

The examples that follow are designed to illustrate some of the practical aspects of AAR. These are, however, only examples. In reality, each System must be administered to meet its individual needs.

### **Completing the Class of Restriction Form**

Make assignments as required for the following field:

- **FRL** — Assign a family Restriction Level (0 through 7) for each voice terminal user activating AAR. An FRL of 0 (zero) is the most restrictive and an FRL of 7 is the least restrictive. The FRL of the calling facility is compared against the FRL of the AAR pattern choices to select an allowed route.
- **Partitioned Group Number** — Only displayed if the ARS Partitioning option is enabled on the System-Parameters Customer-Options form and the Time of Day Routing option is not enabled. Enter an appropriate PGN (1 through 8).

- **Time of Day Plan Number** — Only displayed if the Time of Day Routing option is enabled on the System-Parameters Customer-Options form. Enter an appropriate Time of Day Routing Plan Number (1 through 8).

### Completing the Feature Access Codes Form

Make assignments as required for the following field:

- **Auto Alternate Routing (AAR) Access Code** — Assign an access code to AAR. The usual entry is "8."

### Completing the AAR Analysis Form

Complete one to eight AAR Analysis Tables. Each table is associated with a different Partitioned Group Number. Complete the Dialed String, and associated Minimum and Maximum, Route Pat (Routing Pattern) and Call Type fields for each dialed string to be given specific routing consideration.

#### ⇒ NOTE:

If the Route Pat and Node Num fields are both administered, calls are routed via the entered pattern. If there is only a Node Num entered, calls are routed via the entered Node Number.

#### ⇒ NOTE:

Only the Pattern Number may differ between partitions (changing the Node Number will effect a change in all Partitions).

### Completing the AAR Digit Conversion Form

Complete the Matching Pattern and associated Replacement String fields for each dialed string (matching pattern) to be modified (either in part or whole) to an alternative address. Calls will be routed based on the modified address.

### Completing the Node Number Routing Form

Complete this form if a routing pattern is not specified in the AAR Analysis form. This form specifies the routing pattern associated with each node in a private network. NNR is a required capability for Extension Number Portability (ENP) and is associated with the Uniform Dial Plan (UDP). UDP extensions can be routed to a specified node using its associated pattern and allows a UDP routing choice based on node numbers or on location codes.

### Completing the Routing Pattern Form

Make assignments as required for the following fields:

- **Pattern Number** — Enter a Pattern Number.
- **Grp No.** — Enter the desired trunk group number.

- **FRL** — Enter the Facility Restriction Level 0 through 7 (0 being the least restrictive and 7 being the most restrictive) for this trunk group as it will be used by this pattern only. Trunk group FRLs are changeable from pattern to pattern. The FRL assigned to the trunk group when the COR is defined is not used on AAR calls. The NPA, Prefix Mark, and Toll Table fields listed below are used by ARS and not AAR.
- **NPA** — Enter the NPA of the distant end.
- **Prefix Mark** — Enter a number 0 through 4 as indicated. This determines the outpulsing of the Prefix digit 1.

|   |                                                                                                                                                                                                                                                                                                                                                                                                                             |
|---|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 0 | Indicates that the Prefix digit 1 is never outpulsed for 10-digit user-dialed FNPA calls, but leaves a user-dialed Prefix digit 1 for 7-digit HNPA calls. Prefix Mark 0 also leaves 1's on 10-digit calls that are not administered as FNPA- or HNPA-types.<br><br> <b>NOTE:</b><br>FNPA and HNPA are North American Numbering Plan terms. |
| 1 | Indicates that the Prefix digit 1 is outpulsed if and only if the call is a 10-digit call. Prefix Mark 1 should be selected for those HNPAs that require users to dial 1 to indicate a toll call.                                                                                                                                                                                                                           |
| 2 | Indicates that the Prefix digit 1 is outpulsed for all toll calls, 7- and 10-digit.                                                                                                                                                                                                                                                                                                                                         |
| 3 | Indicates that the Prefix digit 1 is outpulsed for all toll calls. These calls are always outpulsed as 10-digit numbers, even those within the HNPA.                                                                                                                                                                                                                                                                        |
| 4 | Indicates that the user-dialed Prefix digit 1 is always suppressed.<br><br> <b>NOTE:</b><br>This capability is required, for example, when routing ISDN-PRI calls to a 4ESS switch. If the prefix digit 1 were not suppressed, then the 4ESS would reject such calls.                                                                    |

 **NOTE:**  
Prefix Marks 2 and 3 must refer to a Toll Table (see "Toll List" below).

- **BCC** — Required by the Generated Route Selection feature. Only administrable if the ISDN-PRI option is enabled on the System-Parameters Customers-Options form. Enter a value in the range of 0 through 4.
- **Toll List** — Enter a number, 1 through 32, that references the ARS Toll Table assigned to this trunk group. This field must be completed if the Prefix Mark is 2 or 3.
- **No. Del. Digits** — Enter the total number of digits (0 through 18) to be deleted from the dialed number when this trunk group is selected for use within this pattern.

- **Inserted Digits** — Enter the digits to be inserted before the dialed digits. Up to 52 digits may be outpulsed. This includes 36 digits which you enter here plus up to 18 digits originally dialed. The digits may be divided into groups separated by a wait (w) for dial tone separator. "Wait" takes two digit places.

### **Completing the Remote Home Number Plan Area (RHNPA) Form**

This form is used for the analysis of the last three digits in a dialed string. References from a Dialed String entry on the AAR Analysis Table (in the 'Route Pat' field) must be in the form "r1" through "r-32." This reference points to one of the 32 RHNPA Table forms available. Select the proper RHNPA Table form(s) and make assignments as required for the following fields:

- **RHNPA Table** — Enter the applicable Table Number (1 through 32).
- **Code** — Enter the significant digit (0 through 9) to identify the hundreds block of codes to be administered on the form.
- **Pattern Choice Assignments** — Enter the routing pattern number in each appropriate field starting with 1. Up to 12 different pattern choices may be assigned.
- **Code-Pattern Choice Assignments** — Enter a routing pattern number (1 through 12) from the above list beside each appropriate code that is required to provide additional 3-digit translations to that provided on the AAR Analysis form. These codes are the least two significant digits of the hundreds block of codes represented on the RHNPA form.

### **Hardware Requirements**

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Requires the use of tie trunk facilities if not already assigned and AAR/ARS Digit Conversion software.



## **Automatic Call Distribution**

---

Automatic Call Distribution (ACD) provides automatic connection of incoming calls to specific splits (hunt groups). Calls to a specific split are automatically distributed among the agents (hunt group members) assigned to that split. Automatic Call Distribution (ACD) data, transmitted from the switch to the Call Management System (CMS) or the Basic Call Management System (BCMS), is used to generate reports on the status of ACD agents, splits, and trunks.

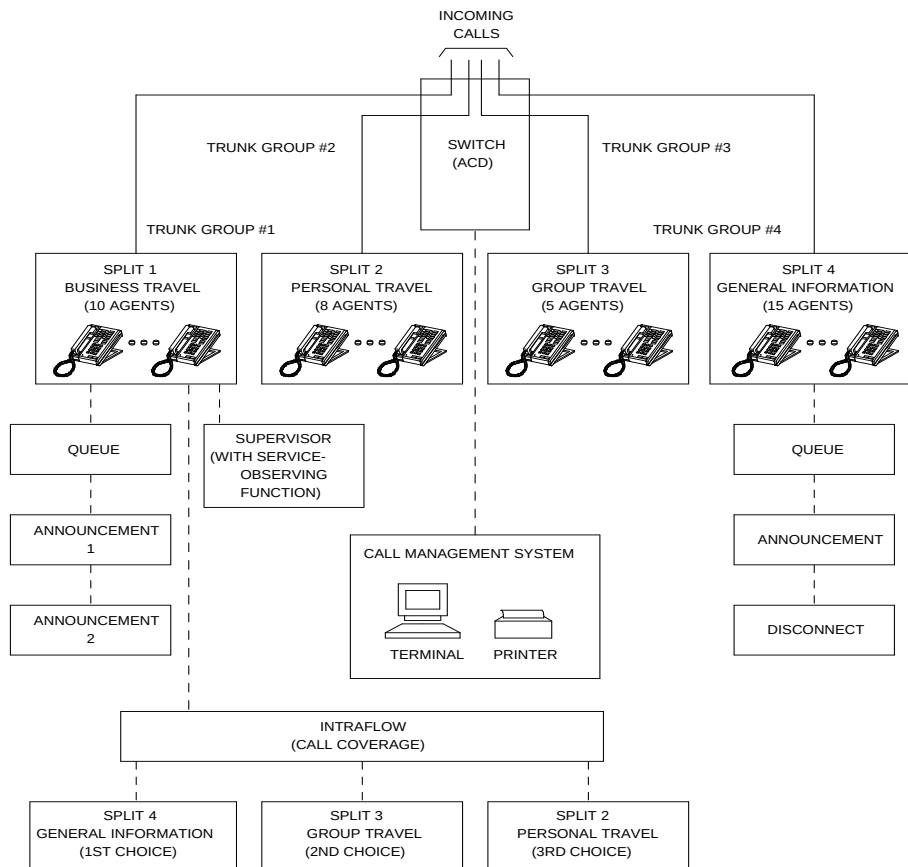
ACD is implemented using the features or functions listed below. These features can be used alone or in combination with each other.

- Abandoned Call Search
- Agent Call Handling
  - Forced Entry of Stroke Counts/Call Work Codes
- Attendant Console
- Basic Call Management System (BCMS)
- Call Management System
- Call Prompting
- Call Vectoring
- Call Work Codes
- CallVisor Adjunct-Switch Application Interface (ASAI)
- Central Office Trunk Group
- Class of Restriction
- Expert Agent Selection
- Foreign Exchange Trunk Group
- Hunting
- Intraflow and Interflow
- Lookahead Interflow
- Malicious Call Trace (MCT)
- Multiple Call Handling
- Queue Status Indications
- Reason Codes
- Recorded Announcements
- Service Observing
- Stations
- Stroke Counts

- VuStats
- Wide Area Telecommunications Service Trunk Group

An example of an ACD arrangement follows.

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---

**Figure 3-6. Typical Automatic Call Distribution Arrangement**

### **Administration**

---

The Automatic Call Distribution (ACD) option must be optioned on the System-Parameters Customer-Options form before you can administer the forms and fields listed below.

To implement Automatic Call Distribution, complete the following forms.

| <b>Form</b>                       | <b>Field</b>                                                                                                                                                                                         | <b>Form Instructions (Page)</b> |
|-----------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------|
| Trunk Groups:                     | Incoming Destination                                                                                                                                                                                 | 4-139                           |
| CO                                |                                                                                                                                                                                                      | 4-182                           |
| FX                                |                                                                                                                                                                                                      | 4-206                           |
| Tie                               |                                                                                                                                                                                                      | 4-246                           |
| WATS                              |                                                                                                                                                                                                      | 4-253                           |
| Attendant Console                 | Headset, Auto Answer                                                                                                                                                                                 | 5-34                            |
| Station                           | Headset, Auto Answer Queue Status<br>Call Info Buttons Feature Button<br>Assignments - work-mode                                                                                                     | 5-371                           |
| Hunt Group                        | All                                                                                                                                                                                                  | 5-207                           |
| Feature-Related System-Parameters | Service Observing<br>— Service Observing Warning Tone<br>Most Idle Agent<br>— MIA Across Splits or Skills<br>— ACW Agents on MIA List<br>Call Management System<br>— ACD Login Identification Length | 5-178                           |
| Feature Access Code               | Automatic Call Distribution Features<br>Announcement Access Code                                                                                                                                     | 5-170                           |
| Recorded Announcements            | All                                                                                                                                                                                                  | 5-278                           |

■ **Trunk Group Forms**

- Assign consecutive Group Numbers to trunk groups in the Group Number field when two or more trunk groups are to be used to support ACD applications.
- Enter ACD hunt group extension number in the Incoming Destination field.



**NOTE:**

The use of the Abandoned Call Search feature is not supported for tie trunks.

- **Attendant Console Form** — Make the appropriate entry in the Headset and Auto Answer fields.

- Station Forms — Make the appropriate entry in the Headset and Auto Answer fields. Assign the appropriate buttons for the Work Modes, Queue Status and Callr info. Assign voice terminals, as required, including the CALLMASTER digital voice terminal.
- Hunt Group Form — Complete fields that apply when the ACD field is “y”. Activate the Auto-Available Split feature by entering “y” in the AAS field where appropriate. (See “Auto-Available Split” in *DEFINITY Enterprise Communications Server Release 5 Feature Description*.)
- Feature-Related System-Parameters Form
  - Service Observing
    - Enter “y” in the Service Observing Warning Tone field to provide an audible tone when a voice terminal user is monitored by a service observer.
  - Most Idle Agent
    - Enter “y” in the MIA Across Splits or Skills field to remove an agent from the MIA queue for all the splits/skills/hunt groups that he or she is available in when the agent answers a call from any of his or her splits/skills/hunt groups.
    - Enter “y” in the ACW Agents on MIA List field to have agents who are in After Call Work included in the Most-Idle Agent queue. Enter “n” to exclude ACW agents from the queue.
  - Enter the number of digits (0 through 9) that must be dialed to identify an ACD agent to CMS in the ACD Log-In Identification field.



**CAUTION:**

*The use of Service Observing features may be subject to federal, state or local laws, rules or regulations; or require the consent of one or both of the parties to the conversation. Customers should familiarize themselves and comply with all applicable laws, rules and regulations before using these features.*

- Feature Access Code Form — Assign feature access codes (FACs) for Automatic Call Distribution features. Assign a FAC for announcements in the Announcement Access Code field.

## **Hardware Requirements**

---

Each auxiliary queue warning level lamp requires one port on a TN742, TN746B, or TN769 Analog Line circuit pack. Each delay announcement requires one port on a TN750 Integrated Announcement circuit pack or announcement equipment or one port on a TN742, TN746B, or TN769 Analog Line circuit pack. If music is to be heard after the first delay announcement, a music source and a port on a TN763C Auxiliary Trunk circuit pack is required. If a CMS is to be used, CMS software and hardware is required.

The following is a list of all stations which can be used by an ACD agent:

- 2500-type stations (not recommended)
- The following Multifunction stations (except the 7200 series):
  - CALLMASTER (602A)
  - Multibutton Electronic Telephone (MET) stations
  - Hybrid Sets (7300s)
  - Digital 7400 sets (except 7401 CDT) and 510 BCTs
  - Digital 8400 sets
- Attendant Consoles

## Automatic Callback

---

Automatic Callback allows internal users who place a call to a busy or unanswered internal voice terminal to be called back automatically when the called voice terminal becomes available.



**NOTE:**

Automatic Callback is not functional for calls placed to Vector Directory Numbers.

## Administration

---

To implement this feature, complete the following form(s) or sections of form(s).

| Form                              | Field                                                   | Form Instructions (Page) |
|-----------------------------------|---------------------------------------------------------|--------------------------|
| Feature-Related System Parameters | Automatic Callback — No Answer Timeout Interval (rings) | 5-178                    |
| Feature Access Codes              | Automatic Callback Activation/Deactivation              | 5-170                    |
| Station (multi-appearance)        | Button/Feature Button Assignments -auto-cback           | 5-371                    |
| Class of Service                  | Auto Callback (0-15)                                    | 5-96                     |

- Feature-Related System Parameters Form — Specify callback time-out interval in the Automatic Callback — No Answer Time-out Interval (rings) field.
- Feature Access Codes Form — Verify Automatic Callback Activation and Deactivation fields have been assigned.
- Station Forms — Assign Automatic Callback (auto-cback) buttons to multi-appearance voice terminals, as desired.
- Class of Service Form — Verify Automatic Callback field has the correct permission.

## Hardware Requirements

---

None.

## **Automatic Circuit Assurance**

---

Automatic Circuit Assurance assists users in identifying possible trunk malfunctions. The System maintains a record of the performance of individual trunks relative to short and long holding time calls. The System automatically initiates a referral call to an attendant or to a designated display-equipped voice terminal user when a possible failure is detected.

For the Wideband Switching feature, wideband trunk calls will be treated as a single trunk call. This way, if an ACA referral call is generated (for short or long holding time), the wideband call will only trigger a single referral call using the lowest B-channel trunk member associated with the wideband channel.

All ACA messages may be displayed in English, French, Italian, Spanish, or a "user-defined" language. Refer to the "Administrable Language Display" feature in this chapter for more information on display languages and administering a "user-defined" language.

Generic 3 also provides voice synthesis (either English or Italian) for the visually impaired. This feature will be activated by the presence of the appropriate voice synthesis circuit pack.

### **Administration**

---

To implement this feature, complete the following form(s) or sections of form(s).

| <b>Form</b>                          | <b>Field</b>                            | <b>Form<br/>Instructions<br/>(Page)</b> |
|--------------------------------------|-----------------------------------------|-----------------------------------------|
| Feature-Related<br>System Parameters | ACA Enabled                             | 5-178                                   |
|                                      | ACA Referral Calls                      |                                         |
|                                      | ACA Referral Destination                |                                         |
|                                      | ACA Short Holding Time                  |                                         |
|                                      | ACA Short Originating Extension         |                                         |
|                                      | ACA Long Holding Time                   |                                         |
|                                      | ACA Long Originating Extension          |                                         |
|                                      | ACA Remote Node Number                  |                                         |
| Attendant Console                    | Feature Button Assignments<br>-aca-call | 5-34                                    |
|                                      | Display Language                        |                                         |

*Continued on next page*

| Form                       | Field                                                                                  | Form Instructions (Page) |
|----------------------------|----------------------------------------------------------------------------------------|--------------------------|
| Trunk Groups (All)         | ACA Assignment Short Holding Time<br>Threshold Long Holding Time<br>Short Holding Time | 4-139                    |
| Station (multi-appearance) | Button/Feature Button Assignments<br>-aca-call                                         | 5-346                    |
|                            | Display Language                                                                       |                          |

- Feature-Related System Parameters Form — Verify ACA Enabled field is assigned and the following fields are completed:
  - ACA Referral Calls
  - ACA Referral Destination
  - ACA Short Holding Time Originating Extension
  - ACA Long Holding Time Originating Extension
  - ACA Remote Node Number, when ACA referral is specified as "remote."
- Attendant Console Form — Specify the language in which the display messages will be presented. Options are English, French, Italian, Spanish and "user-defined." Default is English. Assign aca-halt button.  
  
 **NOTE:**  
Only one aca-halt button can be assigned to the System. The button can be assigned to the attendant console or a voice terminal.
- Trunk Group Forms — Verify ACA Assignment field is completed and the Short Holding Time, Long Holding Time, and Short Holding Time Threshold fields are completed.



- Station Forms — Assign aca-halt button if one was not assigned to the attendant console. Specify the language in which the display messages will be presented. Options are English, French, Italian, Spanish and "user-defined." Default is English.



**NOTE:**

The Display Language field will only be displayed if the voice terminal is equipped with a 40-character display.

### **Hardware Requirements**

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Either a TN725B (American English), TN457 (British English), or TN433 (Italian) circuit pack is required for voice synthesis.

## **Automatic Route Selection**

---

The Automatic Route Selection feature routes calls over the public network based on the preferred (normally the least expensive) route available at the time the call is placed.

### **Administration**

---

The Automatic Route Selection (ARS) option must be enabled on the System-Parameters Customer-Options form before associated forms and fields on forms can be administered.

To implement this feature, complete the following form(s) or sections of form(s)

| <b>Form</b>           | <b>Field</b>                                | <b>Form Instructions (Page)</b> |
|-----------------------|---------------------------------------------|---------------------------------|
| Class of Restriction  | FRL                                         | 5-88                            |
|                       | Calling Party Restriction                   |                                 |
|                       | Restricted Call List                        |                                 |
|                       | Partitioned Group Number                    |                                 |
|                       | or                                          |                                 |
| Dial Plan             | Time of Day Plan Number                     |                                 |
|                       | Area Code                                   | 3-280                           |
| Feature Access Codes  | ARS Prefix 1 Required                       |                                 |
|                       | Automatic Route Selection (ARS) Access Code | 5-170                           |
| Toll Analysis         | Dialed String                               | 4-133                           |
|                       | Max/Min                                     |                                 |
|                       | RCL                                         |                                 |
|                       | UCL (1-10)                                  |                                 |
| ARS Analysis          | Toll List                                   |                                 |
|                       | All                                         | 4-44                            |
| ARS Digit Conversion  | All                                         | 4-49                            |
| Routing Patterns      | All                                         | 4-15                            |
| Remote Home Numbering | All                                         | 4-24                            |
| Plan Area (RHNP)      |                                             |                                 |

*Continued on next page*

| <b>Form</b>                          | <b>Field</b>                  | <b>Form<br/>Instructions<br/>(Page)</b> |
|--------------------------------------|-------------------------------|-----------------------------------------|
| ARS Toll Table                       | All                           | 4-53                                    |
| Time of Day Routing                  | All                           | 4-28                                    |
| Feature-Related System<br>Parameters | AAR/ARS Dial Tone<br>Required | 5-178                                   |

- Class of Restriction Forms — Assign Facility Restriction Levels (FRLs) for station CORs. The minimum FRLs required to access a route are assigned as part of the Routing Pattern. Assignment of these values determines the calling privileges associated with calls placed from stations assigned the COR.

Assign an appropriate PGN (1 through 8) or a Time of Day Routing Plan Number (1 through 8) if displayed on the form. (The Time of Day Plan Number field is displayed if the Time of Day Routing option is enabled on the System-Parameters Customer-Options form. The Partitioned Group Number field is displayed if the ARS Partitioning option is enabled and the Time of Day Routing option is not enabled.)

- Dial Plan Form — Enter the HNPA (Area Code) and complete the ARS Prefix 1 Required field.
- Feature Access Codes Form — Verify or assign ARS access codes (1 and 2).
- Toll Analysis — Complete the Dialed String, Min/Max, Toll List, RCL, and UCL fields as required to control outgoing call access.
- ARS Analysis Form — Complete all fields as required.
- ARS Digit Conversion Form — Complete all fields as required.
- Remote Home Numbering Plan Area (RHNPA) Form — Complete all fields as required. This form can be used for 3-digit translations in addition to that provided on the ARS Analysis form. Translations for digits in the range 000 through 999 can be provided.
- Routing Patterns Form — Complete all fields as required.
- ARS Toll Table Form — Complete all fields as required to determine which 10-digit numbers are toll numbers for the purpose of prefix mark digit manipulation.

- **Time of Day (TOD) Routing Form** — Assign up to eight TOD charts. Each chart can have up to eight routing plans administered, each scheduled to change (based on the time of day entered on the form) up to six times a day for each of the seven days in a week. This is an optional form. The Private Networking, Automatic Route Selection Partitioning, and Time of Day Routing must be enabled on the System-Parameters Customer-Options form before this form can be implemented.
- **Feature-Related System Parameters Form** — Complete the AAR/ARS Dial Tone Required field. Enter "y" if second dial tone is required after the feature access code; otherwise, enter "n."

### **ARS Guidelines and Examples**

---

The examples that follow are designed to illustrate some of the practical aspects of ARS. These are, however, only examples. In reality, each System must be administered to meet its individual needs.

### **Completing the Class of Restriction Forms**

Make assignments as required for the following fields on each station's COR form:

- **FRL** — Enter an originating FRL number from 0 through 7 to assign call privileges for calls placed from stations assigned the COR. An originating FRL of "0" has the least calling privileges and "7" the most.
- **Partitioned Group Number** — Only displayed when the ARS Partitioning option is enabled and the Time of Day Routing option is not enabled on the System-Parameters Customer-Options form. Enter the appropriate Partitioned Group Number (1 through 8).
- **Time of Day Plan #** — Only displayed when the Time of Day Routing option is enabled on the System-Parameters Customer-Options form. Enter the appropriate Time of Day Plan number (1 through 8).

### **Completing the Dial Plan Record**

Make assignments as required for the following fields:

- **Area Code** — Enter the Home Numbering Plan Area of the PBX.
- **ARS Prefix 1 Required** — Enter "y" if the user is required to dial 1 to indicate a 10-digit toll call.



**NOTE:**

This field applies to fnpa or hnpa call types as administered on the ARS Digit Analysis form.

This is required when the PBX is located within an area code that contains central office codes that resemble area codes. Several typical locations include: 201 in New Jersey, 212 in New York, and 312 in Chicago.

The following examples show how dialed numbers are interpreted by the System if "y" is assigned to the ARS Prefix 1 Required field. The number 9 represents the ARS Access Code. Note that the following assumes default ARS Analysis translations (see "ARS Analysis Table" in Chapter 4).

Changes to the default translations may alter the following:

1. *9+1+(212)-201-1234* infers a 10-digit toll call.
2. *9+(212)-201-1234* infers that 212 is a Central Office Code. The System accepts only the first seven digits following the ARS Access Code. The number 212-2011 is sent to the Central Office.
3. *9+201-1234* infers a 7-digit call within the HNPA.
4. *9+1+201-1234* infers the first seven digits of a 10-digit toll call and waits for the remaining three digits. The number being outpulsed is (201)-123-4xxx.

If the number being dialed is a toll call within the HNPA and the Central Office Code resembles an area code as in the preceding example, then the HNPA must also be included in the number dialed (refer to example number 1).

5. *9+922-1234* or *9+1+922-1234* infers a 7-digit call (or toll call) within the HNPA. This example differs from example number 4 in that the Central Office Code (922) does not resemble an area code.
- **First Digit Table** — Defines the PBX dial plan. For each dialable first digit (0-9, \* and #), this table contains an identifier associated with the first digit and the total number of digits to collect. The following identifiers can be assigned to first digits: extension, trunk access code, feature access code, miscellaneous (also requires entries in the Second Digit Table), attendant, and prefix extensions.

### Completing the Feature Access Codes Form

Make assignments as required for the following fields:

- **Auto Route Selection (ARS) Access Code** — Assign an access code to ARS. The usual entry is "9."

### Completing the ARS Routing Patterns Form

Make assignments as required for the following fields:

- **Grp No.** — Enter the desired trunk group number.
- **FRL** — Enter the Facility Restriction Level 0 through 7 (0 being the least restrictive and 7 being the most restrictive) for this trunk group as it will be used by this pattern only. Trunk group FRLs are changeable from pattern to pattern. The FRL assigned to the trunk group when the COR is defined is not used on AAR calls.
- **NPA** — Enter the NPA of the distant end. For WATS trunks, the term NPA is the same as the home NPA. For tie trunks, the NPA field is left blank.

- **Prefix Mark**—Enter a number 0 through 4 as indicated. This determines the outpulsing of the Prefix digit 1.

|   |                                                                                                                                                                                                                                                                        |
|---|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 0 | Indicates that the Prefix digit 1 is never outpulsed for 10-digit user-dialed FNPA calls, but leaves a user-dialed Prefix digit 1 for 7-digit HNPA calls. Prefix Mark 0 also leaves 1's on 10-digit calls that are not administered as FNPA- or HNPA-types.            |
| 1 | Indicates that the Prefix digit 1 is outpulsed if and only if the call is a 10-digit call. Prefix Mark 1 should be selected for those HNPAs that require users to dial 1 to indicate a toll call.                                                                      |
| 2 | Indicates that the Prefix digit 1 is outpulsed for all toll calls, 7- and 10-digit.                                                                                                                                                                                    |
| 3 | Indicates that the Prefix digit 1 is outpulsed for all toll calls. These calls are always outpulsed as 10-digit numbers, even those within the HNPA.4-17                                                                                                               |
| 4 | Indicates that the user-dialed Prefix digit 1 is always suppressed.<br><br><b>⇒ NOTE:</b><br>This capability is required, for example, when routing ISDN-PRI calls to a 4ESS switch. If the prefix digit 1 were not suppressed, then the 4ESS would reject such calls. |

**⇒ NOTE:**

Prefix Marks 2 and 3 must refer to a Toll Table (see "Toll List" below).

- **Toll List** — Enter a number, 1 through 32, that references the ARS Toll Table assigned to this trunk group. This field must be completed if the Prefix Mark is 2 or 3.
- **No. Del. Digits** — Enter the total number of digits to be deleted (0 through 23) when this trunk group is selected for use within this pattern.
- **Inserted Digits** — Enter the digits to be inserted before the dialed digits. Up to 52 digits may be outpulsed. This includes 36 digits which you enter here plus up to 18 digits originally dialed. Refer to page 4-17 for a list and description of the special characters you need.
- **IXC** — Displayed when ISDN-PRI is enabled on the System-Parameters Customers-Options form. Enter the last three to represent an equal access Inter-exchange Carrier code (such as, 10XXX). This field is used by all calls that route via an IXC, and is also used for Call Detail Recording (CDR). If an IXC is not specified, a call will be transmitted by the presubscribed common carrier.

**⇒ NOTE:**

The IXC value for non-ISDN trunk groups must be entered in the Inserted Digits field.

- **BCC Value** (required by Generalized Route Selection feature) — Displayed when ISDN-PRI is enabled on the System-Parameters Customer-Options form. Enter "y" (default) or "n" in the appropriate BCC column (0, 1, 2, 3, or 4) to specify whether or not the BCC (Bearer Capability Class) is valid for the associated route.

The following defines the BCC values:

| BCC VALUE | DESCRIPTION                      |
|-----------|----------------------------------|
| 0         | Voice-Grade Data and Voice       |
| 1         | 56-kbps Data (Mode 1)            |
| 2         | 64-kbps Data (Mode 2)            |
| 3         | 64-kbps Data (Mode 3)            |
| 4         | 64-kbps Data (Mode 0)            |
| W         | 128 to 1984-kbps Data (Wideband) |



**NOTE:**

Refer to "Generalized Route Selection" in *DEFINITY Enterprise Communications Server Release 5 Feature Description*. This document also provides a detailed description of Bearer Capability Classes (BCCs) and their use to provide specialized routing for various types of voice and data calls. The BCC value is used to determine compatibility when non-ISDN-PRI facilities are connected to ISDN facilities (ISDN-PRI Interworking feature).

- **TSC** — Enter "y" to allow incoming Non Call Associated TSC requests to be tandemed out and to allow the establishment of Call Associated TSCs associated with B-channel connections of that preference. To achieve feature transparency, DCS+ calls should be routed via a routing pattern that has an ISDN -PRI *Used for DCS* trunk group as a first preference.

- **CA-TSC Request** — Appears when the TSC field is "y." A CA-TSC uses the call reference value of the call control data packets to exchange user information messages associated with an ISDN B-channel connection. Valid entries are:

|           |                                                                                                                                                                                                                                                                 |
|-----------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| as-needed | No CA-TSC will be established along with the B-channel call. If a CA-TSC is needed due to feature activation somewhere in the lifetime of this B-channel call, then the CA-TSC will be established at that time and remain active for the duration of the call. |
| at-setup  | Causes a CA-TSC to be established at the same time the initial B-channel connection is established. In other words, a CA-TSC will be setup for each and every B-channel call <b>whether or not that CA-TSC will ever really be needed.</b>                      |
| none      | Disallows the establishment of CA-TSCs associated with B-channel connections of the current preference (tandeming of NCA-TSC setup requests however, are still permitted).                                                                                      |

 **NOTE:**

With "as-needed," the need to establish the CA-TSC causes a slight delay in the invocation of the Call Associated feature. This delay is not present with "at-setup" because the CA-TSC is already established at call setup and is ready to be used immediately upon feature invocation.

- **Service/Feature** — Specifies the ISDN-PRI Services/Features for an incoming/outgoing call type as specified in Table 4-9 on page 4-216.

As an example, assume that an FX trunk group from within the USA to North Carolina, USA, (Area Code 919) is being defined:

1. The ARS user dials 9+(919)-555-1349. (The first 9 represents the ARS Access Code.)
2. The System checks the ARS Analysis Table for the assigned Routing Pattern.
3. For the identified routing pattern, if a trunk is available on the first routing preference, then the call is allowed. If a trunk is not available, then the System will search the next routing preference for an available trunk on the next trunk group listed on the routing pattern.
4. Assume that on the routing pattern that the value assigned to No. Del. Digits field is 3. The System deletes the first three digits dialed (that is, the digits 919 are deleted).



Prefix Mark 2 is specified on the routing pattern and the associated Toll Table field is 3. As a result, Toll Table 3 is checked to determine if the call is a local or toll call with respect to the office at the distant end of the trunk. If local, the number 555-1349 is outpulsed; if toll, 1-555-1349 is outpulsed.

No digits are inserted for this example.

### **Completing the ARS Analysis Table**

Up to eight of these forms can be assigned. Each form can be associated with a different Partitioned Group Number (1 through 8). The form is used to associate dialed or modified strings to routing patterns. An associated Call Type field for each Dialed String entry is used to identify the call type (such as, international, operator assisted, FNPA, HNPA, and so on).

### **Completing the ARS Digit Conversion Table**

This form is used to modify dialed public network numbers to private network numbers so as to route associated calls by the private network (AAR). Its purpose is to save toll charges and to allow users to dial calls using public numbers. In addition, unauthorized public calls can be intercepted and routed to an attendant or given intercept treatment.

### **Completing the Node Number Routing Table**

Complete this form if a routing pattern is not specified in the AAR Analysis form. This form specifies the routing pattern associated with each node in a private network. NNR is a required capability for Extension Number Portability (ENP) and is associated with the Uniform Dialing Plan (UDP). UDP extensions can be routed to a specified node using its associated pattern and allows a UDP routing choice based on node numbers or on location codes.

### **Completing the Remote Home Numbering Plan Area**

The form is used for the translating of 3-digit codes in the range of 000 through 999. The form consists of 10 pages of 100 codes each: 000 through 099, 100 through 199,...800 through 899, 900 through 999. Up to 32 RHNPA Tables may be administered. Each screen form provides fields for the selection of up to 12 Routing Pattern choices. Each Code is assigned a Routing Pattern from the 12 routing pattern choices that can be assigned on the form. It is not necessary to assign all 12 choices.

The form can be used to translate 3-digit codes in addition to the translations provided by the ARS Analysis Table.

Enter a routing pattern number from the routing patterns listed (1 through 12) for each 3-digit code to receive additional translations. Ranking of Pattern choices is not pertinent, however, because the default value for each code is 1, the Routing Pattern assigned to Pattern Choice 1 should be the one used most frequently.

### **Completing the Automatic Route Selection Toll Table Form**

This form is used to specify whether calls to central office codes are toll or nontoll type calls.

This 800-entry table consists of eight screen forms of 100 office codes each: 200 through 299, 300 through 399,...800 through 899, 900 through 999. Up to 32 ARS Toll Tables may be completed. The default value for each office code is "y." This implies that all calls are toll calls. To identify those calls within the Table that are not toll calls, change the "y" to "n" beside the appropriate office codes.

Toll Tables are associated with the terminating NPA of a given trunk group. They are always required for those trunk groups assigned a Prefix Mark of 2 or 3 on the Routing Pattern form. Refer to Prefix Mark (described earlier under "Completing the ARS Routing Patterns Form") for additional information on Prefix Marks.

### **Hardware Requirements**

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None.

## **Automatic Transmission and Measurement System**

---

The Automatic Transmission and Measurement System (ATMS) is an integrated hardware- and software-based facility monitoring system that allows you to verify automatically that facilities (such as Tie, CO, FX, and WATS trunks) are providing satisfactory performance. ATMS allows for several measurements of noise and attenuation on trunk lines to help identify trunks that would otherwise have to be investigated manually. These tests can be initiated as either Demand and/or Scheduled tests.

Demand testing can be initiated and executed from the System Administration terminal. Refer to the commands section in the *DEFINITY Enterprise Communications Server 5r Maintenance* manual or the *DEFINITY Enterprise Communications Server 5vs/si Maintenance* manual for a complete description of this procedure.

Scheduled testing executes the tests at a predetermined time and is initiated via the ATMS Trunk Test Schedule form.

When a trunk fails an unacceptable threshold twice and the administered busyout limit is not exceeded, then this trunk is busied out. This limit may be administered to be 25, 50, 75, or 100 percent, and includes trunks busied out for any reason. For example, if the limit is 25 percent and 30 percent of the trunks are busied out because of hardware problems, then a failing trunk is not busied out by ATMS.

When a decision to busyout or not busyout a trunk is made, this trunk is not rechecked when other events cause the number of busied out trunks to change. This means that ATMS could take 25 percent of the trunks out of service, and a later hardware failure could take an additional 25 percent out of service. If the ATMS busyout limit is 25 percent, it will not be rechecked and the trunks will stay out of service.

Another example is that incorrect threshold values can cause trunks to be busied out unnecessarily. Changing thresholds to their correct values does not immediately affect the busied out state of a trunk. Putting the trunk back into service can be done immediately by either changing the thresholds and running a demand test or by using the release command on the entire trunk group.

### **Administration**

---

ATMS must be enabled on the System-Parameters Customer-Options form before associated fields on forms may be administered.

To implement this feature, complete the following form(s) or sections of form(s).

| Form                     | Field                          | Form Instructions (Page) |
|--------------------------|--------------------------------|--------------------------|
| Station                  | Extension                      | 5-346                    |
|                          | Port Number                    |                          |
| Class of Restriction     | Facility Access Trunk Test     | 5-88                     |
| Hunt Group               | All (optional)                 | 5-207                    |
| Trunk Groups             | All (ATMS Thresholds - Page 4) | 4-139                    |
| ATMS Trunk Test Schedule | All                            | 4-55                     |

- Station Form — Assign a Station Type of "105TL." Assign extension numbers of this station type to port 1 of the TN771C circuit pack.
- COR Form — Facility Access Trunk Test field - For each trunk group you want to be tested, enter "y" on the appropriate COR form, or enter "n" in this field so that trunk groups with this COR will not be tested.
- Hunt-Group Form (optional) — Enter the above extension numbers into a hunt group in the Extension field if this switch has more than one TN771C circuit pack used as a TTL. This step is only necessary when one number is to represent a pool of TTLs.
- Trunk Group Form — Initialize the analog trunk group threshold limits and parameters for the trunk groups to be tested on the ATMS Threshold page (Page 4).
- ATMS Trunk Test Schedule Form — Define test times for system facility test schedules and assign trunk groups to test schedules. Trunk group idle hour times are first defined to form a test schedule. Test times need to be set to off-peak hours to avoid trunk resource conflicts. Trunks are then assigned to these test times for automatic test generation.

## **Hardware Requirements**

---

The TN771C circuit pack is required.

## Automatic Wakeup

---

This feature allows attendants, front-desk users, and guests to request that a wakeup call be placed automatically to a specific extension number at a later time. Wakeup requests may be placed from 5 minutes to 23 hours and 55 minutes in advance of the wakeup call.

For the attendant console and display-equipped voice terminals, messages may be administered to display in either English, Italian, French, Spanish, or in a "user-defined" language. Refer to the "Administrable Language Display" feature in this chapter for more information on display languages and administering a "user-defined" language.

### **NOTE:**

A vector directory number (VDN) cannot be programmed to receive a wakeup call. However, a wakeup call can be from any valid extension on the PBX, including a VDN.

Automatic Wakeup calls can be set up in several ways:

- Using an external announcement source.

This method requires hardware that is not part of DEFINITY ECS (see "Hardware Requirements" at the end of this section).

- Using silence in place of a recorded announcement.
- Using an integrated announcement.

This method incorporates the system's announcement board (see "Hardware Requirements" at the end of this section).

- Using multiple integrated announcements.

This method also incorporates the system's announcement board. It allows you to have multiple wakeup announcements and to assign a default announcement. You may have a commonly used announcement and a number of other announcements that you are likely to require, such as wakeup announcements in other languages for the convenience of foreign visitors. You may have up to 128 (R5si), or 256 (R5r) different announcements for the entire system.

- Using Music-on-Hold.
- Using voice-synthesis (see "Hardware Requirements" at the end of this section).

### **NOTE:**

If you use an integrated, multiple-integrated, or external type of wakeup announcement, you may also administer the announcement to repeat and to allow barge-in as a queue type. The benefit of repeating announcements and barge-in queues is that you do not need a separate port for each wakeup announcement call. Guests, when they go off-hook to receive an

announcement at a particular time, will use only one port and the message repeats on that port until the last guest has gone on-hook.

### **Administration**

To implement this feature, the following form(s) or sections of form(s)

| <b>Form</b>                              | <b>Field</b>                                             | <b>Form<br/>Instructions<br/>(Page)</b> |
|------------------------------------------|----------------------------------------------------------|-----------------------------------------|
| Station<br>(multi-appearance)            | Button/Feature Button<br>Assignment                      | 5-346                                   |
|                                          | -Auto-wkup                                               |                                         |
|                                          | Display Language                                         |                                         |
| Attendant Console                        | Feature Button Assignments                               | 5-34                                    |
|                                          | -Auto-wkup                                               |                                         |
|                                          | Display Language                                         |                                         |
| Class of Service                         | Console Perms                                            | 5-96                                    |
| Feature Access Codes                     | Announcement Access Code                                 | 5-170                                   |
|                                          | Group Control Restrict<br>Activation/Deactivation        |                                         |
|                                          | Automatic Wakeup Call Access<br>Code                     |                                         |
|                                          | Voice Do Not Disturb Access<br>Code                      |                                         |
|                                          | Verify Wakeup Announcement<br>Code                       |                                         |
| Hospitality-Related<br>System-parameters | Announcement Type                                        | 5-199                                   |
|                                          | Length of Time to Remain<br>Connected to an Announcement |                                         |
|                                          | Announcement Ports                                       |                                         |
|                                          | Auxiliary Board for<br>Announcement                      |                                         |
|                                          | Extension of Journal/Schedule<br>Printer                 |                                         |
|                                          | Extension of PMS Log Printer                             |                                         |

*Continued on next page*

| Form | Field                                            | Form Instructions (Page) |
|------|--------------------------------------------------|--------------------------|
|      | Extension to Receive Failed Wakeup LWC Messages  |                          |
|      | Routing Extension on Unavailable Voice Synthesis |                          |
|      | Time of Scheduled Wakeup Activity Report         |                          |
|      | Time of Scheduled Wakeup Summary Report          |                          |

- Station Forms — Assign an "auto-wkup" button to 510, 515, 7400-series, and 8400-series voice terminals equipped with a display. Specify the language in which the display messages will be presented. Options are English, French, Italian, Spanish and "user-defined." Default is English.

**NOTE:**

The Display Language field will only be displayed if the voice terminal is equipped with a 40-character display.

- Attendant Console Form — Assign an "auto-wkup" button to the attendant console. Specify the language in which the display messages will be presented. Options are English, French, Italian, Spanish and "user-defined." Default is English.
- Class of Service Form — Assign the correct console permissions so the attendant console can place wakeup requests for voice terminals.
- Feature Access Codes Form — Assign Announcement Access Code.
- Feature Access Codes for Hospitality Features Form — Assign Automatic Wakeup Call Access Code used for voice prompting. Assign Voice Do Not Disturb field, and Verify Wakeup Announcement codes.
- Hospitality-Related System Parameters Form — Assign the type of automatic wakeup announcement the hotel guest will receive.
  - Assign the announcement ports if the voice synthesis was entered for the announcement type.
  - Assign an auxiliary board for announcement if external is used for announcement type.
  - Assign extension number to receive unsuccessful Wakeup LWC messages.
  - Assign extension number to the journal/schedule printer.

- Assign extension number to the PMS log printer.
- Assign time to receive the scheduled wakeup activity report.
- Assign time to receive scheduled wakeup summary report.
- Assign length of time to remain connected to announcement.
- Assign extension number (or the attendant access code) to which a call will be placed during voice synthesis entry of a wakeup message request when a voice synthesis port is not available.

If you are going to use the integrated or multiple-integrated announcement types, you must administer the following:

- The version Option field on the System-Parameters Customer-Options form (contact your Lucent Technologies support representative for assistance).
- The Enhanced Hospitality field on the System-Parameters Customer-Options form (contact your Lucent Technologies support representative for assistance).
- The extensions that will be used for the announcements, administered on the Recorded Announcements form.
- Repeating announcements and barge-in queues, administered on the Recorded Announcements form.

### **Hardware Requirements**

---

If voice prompting is used, a TN725B Speech Synthesizer circuit pack is required. Each circuit pack has four ports to provide voice prompting. If speech synthesis is selected for wakeup call announcements, two ports must be reserved for wakeup announcements.

If recorded announcements using an external adjunct are used, you must have a model HQD614B recorder/announcer manufactured by the Audichron Company. For internally-recorded announcements, you must have the TN750B or TN750C circuit pack. Each recorder/announcer requires four trunk ports that must be on the same TN763C auxiliary circuit pack.



## **Basic Call Management System**

---

Basic Call Management System (BCMS) provides a subset of the external Call Management System (CMS) applications within the System's digital switch. BCMS provides real-time and historical reports that help you to manage individual agents, Automatic Call Distribution (ACD) splits, and members of measured hunt groups, trunk groups, and vector directory numbers (VDNs).

BCMS reports can be accessed and displayed on the Administration terminal and can be scheduled to print on a dedicated asynchronous printer associated with the system's report scheduler. Printout intervals and associated schedules are assigned using report scheduler administration commands on the Administration terminal. (Refer to "Report Scheduler and System Printer" for administration information associated with the report scheduler and its dedicated system printer interface.)

**⇒ NOTE:**

ACD and BCMS options must be set to "y" to have BCMS function. If you want BCMS to track service levels, you must enable service levels. If you want BCMS to track agents by login IDs, you must enable Login IDs. Vectoring and Vectoring features are optional. If you are using EAS, you must enter "y" in the Login ID field on the Agent Login ID form.

**⇒ NOTE:**

If the BCMS/VuStats Login ID is set to "y" on the System-Parameters Customer-Options form, both BCMS and CMS use the same login ID for an agent. The login IDs are restricted to up to five digits if you are using EAS and up to nine digits if you are not using EAS.

To implement this feature, the following form(s) or sections of the form(s) must be completed.

| <b>Form</b>                       | <b>Field</b>                                                                     | <b>Form Instructions (Page)</b> |
|-----------------------------------|----------------------------------------------------------------------------------|---------------------------------|
| Agent Login ID                    | All                                                                              | 5-24                            |
| BCMS/VuStats Login ID             | Login ID, Name                                                                   | 5-55                            |
| Feature-Related System Parameters | BCMS Parameters<br>-Measurement Interval<br>BCMS/VuStats Abandoned<br>Call Timer | 5-178                           |
| Hunt Groups                       | Measured<br>BCMS Acceptable Service                                              | 5-178                           |

*Continued on next page*

| Form                                  | Field                                                                            | Form Instructions (Page) |
|---------------------------------------|----------------------------------------------------------------------------------|--------------------------|
|                                       | Level                                                                            |                          |
| System-Parameters<br>Customer-Options | Version<br>BCMS<br>BCMS Service Level<br>ACD<br>VuStats<br>BCMS/VuStats Login ID | N/A                      |
| Trunk Groups                          | Measured                                                                         | 4-139                    |
| VDN                                   | Measured                                                                         | 5-337                    |
|                                       | BCMS Acceptable Service Level                                                    |                          |

- Agent Login ID Form — If you are using EAS and BCMS, enter each agent's login ID and name.
- BCMS/VuStats ID Form — If you are not using EAS, enter the login ID and name of each agent to be tracked by BCMS. If you are using EAS (whether you use BCMS or not), enter the login IDs and names on the EAS login form instead of the BCMS/VuStats ID form.
- Feature-Related System Parameters Form — Assign either "hour" or "half-hour" in the Measurement Interval field associated with the BCMS Parameters to indicate the interval to be used in polling and reporting measurement data. Assign the extension of the system printer in the System Printer field. Assign the number of lines printed on each page by the system printer in the Lines Per Page field. At the BCMS/VuStats Abandon Call Timer field, enter a number (or leave the field blank to accept the default of 0) to specify the maximum number of seconds of talk time for a call to be considered abandoned as an abandoned call in the BCMS report.
- Hunt Group, Trunk Group, and VDN Forms — Assign the Measured field on the Hunt Group, Trunk Group, and VDN forms as one of the following:
  - internal — Measured by BCMS only (internal to the system)
  - external — Measured by CMS adjunct only (external to the system)

- both — Measured by both BCMS and the CMS adjunct
- none — Not measured (system default).

- If Measured is "internal" or "both" on the Hunt Group or VDN forms, enter the number of seconds within which calls should be answered in the BCMS Acceptable Service Level field.
- System-Parameters Customer-Options Form — If you want BCMS to track agents based on login IDs, "y" must be entered in the BCMS/VuStat Login ID field. Contact an authorized Lucent Technologies representative to change the System Parameters Customer-Options Form.

**⇒ NOTE:**

It is recommended that all agents log off before any changes are made to the BCMS/VuStats Login ID field. This field cannot be accessed with CMS release 2 administered or if the ACD Login Length field on the Feature-Related System Parameters form is administered as "0" (zero).

**⇒ NOTE:**

Turning off login IDs can have unexpected results.

## **Hardware Requirements**

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None. Refer to "Report Scheduler and System Printer" for associated printer interface requirements.

## **Bridged Call Appearance — Multi-Appearance Voice Terminal**

---

Allows multi-appearance voice terminal users to have an appearance of another user's primary extension number. The bridged call appearance can be used to originate, answer, and bridge onto calls to or from the other user's primary extension number.

### **Administration**

---

To implement this feature, the following form(s) or sections of the form(s) must be completed.

| <b>Form</b>                       | <b>Field</b>                                                                                                                   | <b>Form<br/>Instructions<br/>(Page)</b> |
|-----------------------------------|--------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------|
| Coverage Path                     | Terminate Coverage Pts. with Bridged Appearance?                                                                               | 5-62                                    |
| Feature-Related System-Parameters | Prohibit Bridging with Data Privacy                                                                                            | 5-178                                   |
| Station (multi-appearance)        | Auto Select Any Idle Appearance Onto Calls<br><br>Bridged Call Alerting<br><br>Button/Feature Button Assignments<br>-brdg-appr | 5-346                                   |
| Station                           | Message Lamp Ext                                                                                                               |                                         |

- To enable bridging:
  - Enter “y” or “n” in the Bridged Call Alerting field on the Station form to enable or disable the audible signal on bridged call appearances. One button must be assigned for each bridged appearance. If the principal has three call appearances, the bridging extension must have three bridged appearances assigned in order to emulate the principal's extension. Less than a full complement of bridged extensions can be assigned, but call appearance emulation (tracking) is on a one-for-one basis.
  - Assign “brdg-appr” to a 2-lamp button. In the Btn field, enter the button number of the call appearance on the principal voice terminal that is being bridged. Enter the principal's extension in the “Ext.” field.

- To allow a call to appear as both bridged and redirected:
  - Set the Terminate to Coverage Pts. with Bridged Appearances field on the Coverage Path form to “y.”
- To prevent bridging onto calls with data privacy or data restrictions:
  - Set the Prohibit Bridging When Data Privacy Enabled? field on the Feature-Related System-Parameters form to “y.”
- To use automatic selection of any idle appearance for a transferred or conferenced call:
  - Set the Auto Select Any Idle Appearance Onto Calls field to “y” on the Station form.
- To track the message waiting status of another extension:
  - Enter the extension number to be tracked in the Message Lamp Ext field of the Station form.
- To administer Send All Calls, Call Forward — All Calls, and Call Forward Busy/Don't Answer for another station:
  - Enter the station's extension in the call-fwd, cfwd-busyda, and send-calls buttons.
- To administer Abbreviated and Delayed Ringing:
  - Set Per Button Ring Control to yes on the Station form.
  - Set Ring to yes, no, abbreviated, or delayed for each call appearance on the Station form.
  - Define “abrv-ring” buttons as needed on the Station form.

### **Hardware Requirements**

---

None.

## **Bridged Call Appearance — Single-Line Voice Terminal**

---

Allows a multi-appearance voice terminal to have an appearance of a single-line voice terminal's extension number. The appearance of the single-line terminal's extension number at a multi-appearance terminal is called a bridged call appearance.

The bridged call appearance can be used to originate, answer, or bridge onto an existing call to or from the single-line user's extension number.

### **Administration**

---

To implement this feature, the following form(s) or sections of the form(s) must be completed.

| <b>Form</b>                          | <b>Field</b>                                                                                  | <b>Form<br/>Instruction<br/>(Page)</b> |
|--------------------------------------|-----------------------------------------------------------------------------------------------|----------------------------------------|
| Coverage Path                        | Terminate Coverage Pts. with Bridged Appearances?                                             | 5-62                                   |
| Feature-Related<br>System-Parameters | Prohibit Bridging with Data Privacy                                                           | 5-178                                  |
| Station (multi-appearance)           | Bridged Call Alerting<br>Button/Feature Button Assignments<br>-abrdg-appr<br>Message Lamp Ext | 5-346                                  |
| Station (single-line)                | Line Appearance<br>Message Lamp Ext                                                           | 5-346                                  |

- Station Forms — Assign “abrdg-appr” to a 2-lamp feature button. Enter the principal's extension in the dynamic field, “Ext.” Enter “y” or “n” in the Bridged Call Alerting field to enable or disable the audible signal on bridged call appearances. One button must be assigned for each bridged appearance to a single-line voice terminal.
- To enable bridging:
  - Enter “y” or “n” in the Bridged Call Alerting field on the Station form to enable or disable the audible signal on bridged call appearances. One button must be assigned to the bridged appearance. If the principal has three call appearances, the bridging extension must have three bridged appearances assigned in order to emulate the principal's extension. Less than a full complement of bridged extensions can be assigned, but call appearance emulation (tracking) is on a one-for-one basis.

- Assign “brdg-appr” to a 2-lamp button. In the Btn field, enter the button number of the call appearance on the principal voice terminal that is being bridged. Enter the principal’s extension in the “Ext.” field.
- To allow a call to appear as both bridged and redirected:
  - Set the Terminate to Coverage Pts. with Bridged Appearances field on the Coverage Path form to “y.”
- To prevent bridging onto a call with data privacy or data restriction:
  - Set the Prohibit Bridging When Data Privacy? field on the Feature-Related System-Parameters form to “y.”
- To track the message waiting status of another extension:
  - Enter the extension number to be tracked in the Message Lamp Ext field of the Station form.
- To administer Send All Calls, Call Forward — All Calls, and Call Forward Busy/Don’t Answer for another station:
  - Enter the station’s extension in the call-fwd, cfwd-bsyda, and send-calls buttons.
- To administer Abbreviated and Delayed Ringing:
  - Set Per Button Ring Control to yes on the Station form.
  - Set Ring to yes, no, abbreviated, or delayed for each call appearance on the Station form.
  - Define “abrv-ring” buttons as needed on the Station form.

### **Hardware Requirements**

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None.

## **Business Communications/Personal Terminals**

---

The System supports the following special-purpose terminals:

- Lucent Technologies Personal Terminal 510D
- 515 Business Communications Terminal (BCT)

The 510D integrates voice and data transmission into a single terminal. It has an integral data module and provides a Digital Communications Protocol (DCP) channel interface to the digital switch. The 510D can serve as a remote on-premises administration terminal.

The 515 BCT integrates voice and data into a single terminal. It has an integral data module and provides a DCP channel interface to the digital switch. The 515 BCT provides a standard EIA 232C interface and can serve as a remote on-premises administration terminal or as a standard data terminal.

### **Administration**

---

To implement this feature, the following form(s) or sections of the form(s) must be completed.

| <b>Form</b>        | <b>Field</b> | <b>Form<br/>Instructions<br/>(Page)</b> |
|--------------------|--------------|-----------------------------------------|
| Station            | All          |                                         |
| 510D               |              | 5-400                                   |
| 515 BCT            |              | 5-400                                   |
| Data Module (DLDM) | All          | 5-110                                   |

- Station Forms — Verify or complete all fields as required.
- Data Module (DLDM) Form — Verify or complete all fields as required.

### **Hardware Requirements**

---

510D — Requires a port on a TN754B Digital Line circuit pack.

515 BCT — Requires a port on a TN754B Digital Line circuit pack.

Data Line Data Module — Requires an ADU and a port on a TN726B Data Line circuit pack when the terminal is used as a remote on-premises administration terminal or as a standard data terminal.



## Busy Verification of Terminals and Trunks

---

Allows attendants and specified multi-appearance voice terminal users to make test calls to trunks, voice terminals, and hunt groups [Direct Department Calling (DDC) and Uniform Call Distribution (UCD) groups]. These test calls check the status of an apparently busy resource.



### NOTE:

Busy Verification of Vector Directory Numbers will be denied.

## Administration

---

To implement this feature, the following form(s) or sections of the form(s) must be completed.

| Form                                                                                           | Field                                                            | Form Instructions (Page) |
|------------------------------------------------------------------------------------------------|------------------------------------------------------------------|--------------------------|
| Attendant Console                                                                              | Feature Button Assignments<br>-verify<br>Display Language        | 5-34                     |
| Station (multi-appearance)<br>(this feature is best used on a display-equipped voice terminal) | Button/Feature Button Assignments<br>-verify<br>Display Language | 5-346                    |

- Attendant Console Form — Assign a "Verify" button. Enter the desired display language (English, French, Italian, Spanish, or "user-defined"). Refer to "Administrable Language Display" in this chapter for information on administering the "user-defined" language.
- Station Forms — Assign one "Verify" button per multi-appearance voice terminal. Enter the desired display language (English, French, Italian, Spanish, or "user-defined"). Refer to "Administrable Language Display" in this chapter for information on administering the "user-defined" language.

## Hardware Requirements

---

None.

## Call-by-Call Service Selection

---

Allows you to set up, on a call-by-call basis, various voice and data services and/or features for a particular call. Call-By-Call Service Selection uses the same routing tables and routing preferences that are used by AAR, ARS, and GRS. You can allocate a minimum and maximum number of channels for incoming and outgoing called numbers, privileged users, and voice/data calls.

In the United States (Country Protocol 1), services and/or features such as MEGACOM service, ACCUNET digital service, and INWATS can be integrated onto a single transmission facility (ISDN-PRI trunk group) with flexible assignment of trunks to the service and/or feature being used. Calls such as an incoming 800 Service call requiring through switching as an Outgoing WATS call can be routed via the same facility.

With DEFINITY ECS, the Usage Allocation aspect of this feature can be used regardless of the Country Protocol option. Facility Type 2 allows you to classify incoming calls to an ISDN-PRI Call-By-Call trunk group. Facility Type 3 allows you to classify outgoing calls on an ISDN-PRI Call-By-Call trunk group. On the System-Parameters Customer-Options form, the release version must be 5 or later, ISDN-PRI must be enabled, and Usage Allocation Enhancements must be enabled.

### Administration

---

To implement the Call-By-Call Service Selection feature, complete the following form(s).

| Form                                    | Field                                            | Form Instruction (Page) |
|-----------------------------------------|--------------------------------------------------|-------------------------|
| System-Parameters Customer-Options      | Version, ISDN-PRI, Usage Allocation Enhancements | N/A                     |
| Trunk Group (ISDN-PRI)                  | Service Type<br>Usage Alloc                      | 4-211                   |
| Incoming Call Handling Treatment (ICHT) | All                                              | 4-15                    |
| Routing Patterns                        | IXC                                              |                         |
|                                         | Service/Feature<br>Band                          |                         |

- Trunk Group (ISDN-PRI) form — Enter "cbc" in the Service Type field (With R5vs and R5si, up to 10 ISDN-PRI trunk groups can be assigned with a Service Type of "cbc." With R5r, up to 200 ISDN-PRI trunk groups can be assigned with a Service Type of "cbc.") Complete all associated fields on the form as required.



**NOTE:**

The ICHT table form is not displayed if the Overlap Receiving field is enabled on an ISDN CBC Trunk Group form.

- Routing Patterns Form — Complete all fields including the following:
  - IXC — Enter three digits to represent the Inter-Exchange Carrier (IXC) which will be used to carry an associated call. If no entry is provided, calls will be carried by the presubscribed carrier.
  - Service/Feature — Enter the network provided Service/Feature for establishing an associated call. Refer to the Network Facilities form for a list of valid Services/Features (MEGACOM service, ACCUNET digital service, INWATS, and so on.)
  - Band — If the Service/Feature field is administered as "outwats-bnd", the Band field will be displayed. Enter the WATS band to be used for carrying the call.

To administer Usage Allocation for multiple called numbers within a given Service/Feature, or for incoming or outgoing calls independent of Service/Feature, both the ISDN-PRI field and the Usage Allocation Enhancements fields must be enabled.

| Form                                  | Field                                                  | Form Instruction (Page) |
|---------------------------------------|--------------------------------------------------------|-------------------------|
| System-Parameters<br>Customer-Options | Version, ISDN-PRI,<br>Usage Allocation<br>Enhancements | N/A                     |
| ISDN Network-Facilities               | All                                                    | 4-112                   |

- System-Parameters Customer-Options — Ensure that the ISDN-PRI field is enabled and the Usage Allocation field is enabled.
- ISDN Network-Facilities — Enter user-defined services/features. If the Service/Feature is not relevant, you specify Facility Type 2 for incoming calls and Facility Type 3 for outgoing calls.

## Hardware Requirements

None. Refer to "Integrated Services Digital Network — Primary Rate Interface" in this chapter for trunk group hardware requirements.

## Call Coverage

---

Call Coverage provides automatic redirection of calls meeting specified criteria to alternate answering positions in a Call Coverage path. the alternate answering positions may be on-net, off-net, or DCS.

The system can monitor the disposition of an off-net call and bring it back for further call coverage processing under some conditions. This right-to-use feature is enabled on the Coverage of Calls Redirected Off-Net field on the System Parameters Customer-Options form. You can display this information, but only an authorized Lucent Technologies representative can administer the field. If the feature is enabled on the System Parameters Customer-Options form, you can activate the feature by setting the Coverage of Calls Redirected Off-Net Enabled field on the Feature-Related System Parameters form to yes.

You can still redirect calls off-net if the Coverage of Calls Redirected Off-Net field on the Feature-Related System Parameters form is not set to yes. However, the call will terminate off-net if the extension is busy or does not answer. In this situation, an off-net extension functions as the last point in a coverage path.

### **NOTE:**

A Vector Directory Number may be administered as the last point in a Coverage Path. Refer to "VDN in a Coverage Path" in this chapter for more information.

Two system reports provide Call Coverage measurement information.

- The Coverage Path Measurement Report describes coverage path activity.
- The Principal Coverage Measurement Report describes principal extension coverage activity.

Each report has a related selection form that lists the specific coverage paths or principal extensions to be measured. For more detailed information on these reports and their associated commands, refer to *DEFINITY ECS System Monitoring and Reporting*.

## Administration

---

To implement this feature, complete the following form(s) or sections of the form(s).

**Table 3-2. Call Coverage**

| <b>Form</b>                                                                             | <b>Field</b>                                                                                                                                                                             | <b>Form Instructions (Page)</b> |
|-----------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------|
| Call Coverage Answer Group                                                              | All                                                                                                                                                                                      | 5-60                            |
| Call Coverage Paths                                                                     | All                                                                                                                                                                                      | 5-62                            |
| Time of Day Coverage Table                                                              | All                                                                                                                                                                                      | 5-335                           |
| Feature-Related System Parameters                                                       | Coverage Subsequent Redirection/CFWD No Answer Interval Coverage — Caller Response Interval (seconds)<br>Keep Held SBA at Coverage Point<br>Coverage of Calls Redirected Off-Net Enabled | 5-178                           |
| Feature Access Codes                                                                    | Send All Calls Activation and Deactivation Transfer into AUDIX                                                                                                                           | 5-170                           |
| Hunt Groups                                                                             | All                                                                                                                                                                                      | 5-207                           |
| Terminating Extension Group                                                             | All                                                                                                                                                                                      | 5-332                           |
| Station (principals — the one to whom the call is first directed)                       | Coverage Path Redirect Notification Coverage<br>Msg Retrieval Permission Button/Feature Button Assignments -goto-cover -send-calls (Type: __Grp: __)                                     | 5-346                           |
| Station (multi-appearance) (covering user — the one to whom the call redirects)         | Button/Feature Button Assignments -consult -cov-cback -send-calls (Type: __Grp: __)                                                                                                      | 5-346                           |
| Station (multi-appearance) (where users will place calls that can redirect to coverage) | Button/Feature Button Assignments -goto-cover                                                                                                                                            | 5-346                           |
| Trunk Group                                                                             | Internal Alert                                                                                                                                                                           |                                 |
| APLT                                                                                    |                                                                                                                                                                                          | 4-177                           |
| ISDN-PRI                                                                                |                                                                                                                                                                                          | 4-211                           |
| Tie                                                                                     |                                                                                                                                                                                          | 4-246                           |

- Call Coverage Answer Group Form — Establish coverage answer groups.
- Call Coverage Paths Form — Establish desired coverage paths.
- Time of Day Coverage Table — Establish desired Time of Day Coverage Tables.

- Feature-Related System Parameters Form — Verify or administer the Coverage Subsequent Redirection/CFWD No Answer Interval, Keep Held SBA at Coverage Point, Coverage-Caller Response Interval (secs), and the Coverage of Calls Redirected Off-Net Enabled fields.
- Feature Access Codes Form — Verify or assign a "Send All Calls Activation and Deactivation" code, if desired. If required, enter the digits that must be dialed (1 to 3 digits) to have the caller transferred to the called party's AUDIX mail.
- Hunt Groups Form — Assign coverage path to groups, as desired.
- Terminating Extension Group Form — Assign coverage paths to groups as desired.
- On principal's Station Form — (The principal is the station to which the call was first directed):
  - Assign a Call Coverage Path.
  - Complete Redirect Notification field (which causes the principal's voice terminal to receive a half ring on calls that redirect to coverage). This field is common to Call Coverage and Call Forwarding.
  - Complete Coverage Msg Retrieval Permission field (which allows any user in the principal's call coverage path to retrieve the principal's Leave Word Calling messages).
  - Assign a Go to Cover (goto-cover) button, if desired.
  - Assign a Send All Calls (send-calls) button, if desired.
- On covering user's Station Form — (the one to whom a call redirects) Assign the following buttons, as desired:
  - Consult
  - Coverage Answer Group Numbers (in-call-id field)
  - Coverage Call Back ("cov-cback")
  - Send All Calls
- Station Form — On voice terminals where users will place calls that can redirect to Coverage, assign a Go to Coverage (goto-cover) button, if desired.
- APLT, ISDN-PRI, and Tie Trunk Group Forms — Assign "y" to the Internal Alert field if you want internal ringing and call coverage to be used for incoming calls on these trunk groups.

## **Hardware Requirements**

---

TN744/TN2182 boards are required to use the Coverage of Calls Redirected Off-Net feature; the boards monitor call progress.

Optimal feature performance requires the TN744v3 and the TN2182v4. Earlier versions of these boards will work, but Coverage of Calls Redirected Off-Net works best with these boards.

## Call Detail Recording

---

### NOTE:

This section deals with Call Detail Recording (CDR). For information on measuring internal calls, refer to the "Intra-switch CDR" section in this chapter.

CDR records detailed call information on all incoming and outgoing calls on specified trunk groups and sends this information to a CDR output device. The CDR output device provides a detailed printout that can be used by the System Manager to compute call costs, allocate charges, analyze calling patterns, and keep track of unnecessary calls.

The DEFINITY system knows of one set of system access ports (Release 5r) or Netcon channels (Release 5vs/si) for both incoming and outgoing features. The following list includes features that use these access methods. The number of ports or Netcon channels that can be used by the feature is in brackets [ ]. For more information, see the section on "Data Modules" later in this chapter.

#### Incoming

- Remote Administration [5-system access ports; 3 Netcon channels]
  - temporary — used for the duration of the remote administration section. I.E., until the administrator logs out.

#### Outgoing

- CDR [2]
  - primary and secondary
  - permanent — established at system restart and never taken down
- Property Management System Interface [3]
  - PMS adjunct: permanent — established at system restart and never taken down
  - PMS log printer, Wakeup journal printer: temporary — only needed while printing
- Recorded Announcements [1]
  - (For announcement circuit pack save and restore to mass storage)
  - temporary — only used while announcement circuit pack is uploading or downloading announcements
- Report Scheduler and System Printer [1]
  - temporary — Only used while report is printing



**Administration**

---

Complete the System forms listed in the Table 3-3 below to assign CDR. You may also need to complete the system forms listed in the tables that follow, depending on how the CDR output device connects to the system.

**Table 3-3. Call Detail Recording**

| <b>Form</b>                                | <b>Field</b>                 | <b>Form Instructions (Page)</b> |
|--------------------------------------------|------------------------------|---------------------------------|
| Trunk Groups                               | CDR Reports                  | 4-139                           |
| Access                                     | Answer Supervision Timeout   | 4-172                           |
| APLT                                       | Disconnect Supervision       | 4-177                           |
| CO                                         | PPM                          | 4-182                           |
| CPE                                        | Frequency                    | 4-188                           |
| DMI-BOS                                    |                              | 4-192                           |
| DID                                        |                              | 4-197                           |
| FX                                         |                              | 4-206                           |
| RLT                                        |                              | 4-234                           |
| Tandem                                     |                              | 4-240                           |
| Tie                                        |                              | 4-246                           |
| WATS                                       |                              | 4-253                           |
| PCOL                                       | CDR Reports                  | 4-230                           |
| Loudspeaker Paging and Code Calling Access | CDR                          | 5-247                           |
| System Parameters CDR                      | All                          | 5-69                            |
| System-Parameters Customer-Options         | VDN Return Destination       | N/A                             |
| Inter-Exchange Carrier (IXC) Codes         | All                          | 5-226                           |
| Feature Access Codes                       | CDR Account Code Access Code | 5-170                           |

**⇒ NOTE:**

If you want CDR to track VDNs with Return Destination, you must have VDN Return Destination enabled on the System-Parameters Customer-Options form. VDN Return Destination also requires administration on the Feature-Related System-Parameters and VDN forms. Refer to "VDN in a Coverage Path" for information on administering VDN Return Destination.

**CDR Output Device Connected to MPDM/MTDM**

| <b>Form</b>                              | <b>Field</b> | <b>Form Instructions (Page)</b> |
|------------------------------------------|--------------|---------------------------------|
| Netcon Data Module - Release 5si/vs only | All          | 5-131                           |
| SAP Data Module - Release 5r only        | All          | 5-138                           |
| MPDM/MTDM Data Module                    | All          | 5-126                           |

**CDR Output Device Connected to DCE Jack on the Control Carrier (R5vs/si only)**

| <b>Form</b>           | <b>Field</b> | <b>Form Instructions (Page)</b> |
|-----------------------|--------------|---------------------------------|
| System Parameters CDR | All          | 5-69                            |

**CDR Output Device Connected to Data Line  
Circuit Pack and Asynchronous Data Unit (ADU)**

| <b>Form</b>                                 | <b>Field</b> | <b>Form<br/>Instructions<br/>(Page)</b> |
|---------------------------------------------|--------------|-----------------------------------------|
| Data Line Data Module                       | All          | 5-110                                   |
| Netcon Data Module -<br>Release 5si/vs only | All          | 5-131                                   |
| SAP Data Module - Release<br>5r only        | All          | 5-138                                   |

- Trunk Group Forms — Complete CDR Reports field. Enter a number (0 to 250) in the Answer Supervision Timeout field. This field specifies the amount of time in seconds at which the System will assume it received answer supervision for a call. This interval begins as soon as the outgoing trunk is seized. Make entries in the Disconnect Supervision, PPM, and Frequency fields as required.
- PCOL Groups Form — Complete CDR Reports field.
- Loudspeaker Paging and Code Calling Access Form — Complete CDR field.
- System Parameters CDR Form — Complete all CDR Parameters fields as required.
- Inter-Exchange Carrier (IXC) Codes Form — Assign IXC codes where applicable to allow identification of the IXC on the CDR report. If no carriers are specified, the CDR record will contain an "0" in the IXC code field on the CDR printout.
- Feature Access Codes Form — Complete CDR Account Code access Code field.
- System-Parameters Customer-Options Form — The VDN Return Destination field must contain "y" before you can use VDN Return Destination with CDR.

Complete the following forms if the CDR output device is connected to MPDM/MTDM:

- Netcon Data Module Form (Release 5si/vs only) — Complete all fields as required. This form activates a physical channel on the TN777 Network Control circuit pack. An associated MPDM/MTDM Data Module form must also be completed to assign the associated MTDM interface from the CDR output device to the switch.

- System Access Port Data Module Form (Release 5r, only) — Complete all fields as required. This form activates a physical channel on the TN726B that connects via software to the TN553 (packet bus). The system chooses one of the free SAPs to use to connect the data module connected directly to the CDRU. The SAP chosen is unpredictable.
- MPDM/MTDM Data Module Form — Complete all fields.
- System Parameters CDR Form — Complete all fields.

Complete the following forms if the CDR output device is connected to a Messaging Server Adjunct:

- Processor Interface Data Module — Complete all fields as required.
- MPDM/MTDM Data Module Form — Complete all fields if a 700B modular trunk data module is to be used. The 700B-MTDM can be used to connect the CDR output device to a port on a TN754B Digital Line circuit pack.
- Processor Channel Assignment Form — Complete the required fields to assign a processor channel for the CDR output device.
- Interface Links Form — Complete required fields to assign the CDR device output device interface link.

Complete the following form if the CDR output device is connected to the DCE jack on the back of the control carrier (Release 5vs/si only).

- System Parameters CDR Form — Complete all fields.

Complete the following forms if the CDR output device is connected to a TN726B Data Line circuit pack via a Z3A ADU.

- Netcon Data Module (Release 5si/vs, only) — Complete all required fields.
- System Access Port Data Module (Release 5r, only) — Complete all required fields.
- Data Line Data Module Form — Complete all fields as required. The Data Line circuit pack provides an alternative to MPDM and 212A-type modems for interconnection to CDR output devices and is the preferred method. A Data Line circuit pack must be assigned using the Circuit Pack Administration form as described in "Circuit Pack Administration" in Chapter 5 of this manual. Up to eight ports are provided. A Z3A asynchronous data unit (ADU) is required at the CDR output device.

Complete the following forms if the CDR output device is connected to an integrated modem pool.

- Modem Pool Group Form — Complete all fields. Do not fill out this form if the CDR output device is connect to an MPDM. This is used with the TN758 Pooled Modem circuit pack.

- Station Form — Complete the required fields for a 2500-type voice terminal. This is used with the TN742, TN746B, or TN769 Analog Line circuit pack and provides a dial-up extension for the associated 212-type modem.
- System Parameters CDR Form — Complete all fields.

### **Hardware Requirements**

---

The type of data module required depends on how the CDR output device is connected to the digital switch.

- A modular processor data module (MPDM) must be connected to a port on a TN754B Digital Line circuit pack if the CDR output device is any RS-232 device, for example a printer .
- A modular trunk data module (MTDM) must be connected to a port on a TN554B Digital Line circuit pack if the CDR output device is a host computer or a 94A local storage unit (LSU).
- If the CDR output device is connected to a conventional modem, a TN758 Pooled Modem circuit pack and a TN742, TN746B, or TN769 Analog Line circuit pack must be installed.
- If the CDR output device is connected to a data line data module, a TN726B Data Line circuit pack is required. If the CDR output device is connected to the DCE jack on the back of the control carrier (Release 5vs/si only), the appropriate cable is required.
- A TN726B and TN553 are required to equip the SAPs.

## Call Detail Recording — Account Code Dialing

---

Allows certain calls to be associated with a particular project or account number by dialing a Call Detail Recording (CDR) Account Code feature access code and then the appropriate account code before making outgoing calls. This information is recorded by the CDR feature and can be used later for accounting and/or billing purposes.



**NOTE:**

The "Forced Entry of Account Codes" feature is covered elsewhere in this chapter.

### Administration

---

To implement this feature, the following form(s) or sections of the form(s) must be completed.

| Form                  | Field                        | Form Instructions (Page) |
|-----------------------|------------------------------|--------------------------|
| Feature Access Codes  | CDR Account Code Access Code | 5-170                    |
| System Parameters CDR | CDR Account Code Length      | 5-69                     |

- Feature Access Codes Form — Assign an appropriate access code to the CDR Account Code Access Code field.
- System Parameters CDR Form — Complete CDR Account Code Length field.

### Hardware Requirements

---

None.

## Call Detail Recording — Periodic Pulse Metering

---

### Analog PPM

---

Analog Periodic Pulse Metering (PPM) uses pulses transmitted over the trunk line from the serving CO at periodic intervals during the course of the outgoing public network call to determine call charges. Each pulse has an intrinsic value; at the end of the call, the total number of pulses collected is the basis used for determining its charges. The more expensive the call, the faster the sending rate of the pulses becomes.

The table below lists the circuit packs capable of detecting Analog PPM pulses and the frequencies they can detect.

| Circuit Pack | PPM Frequency (KHz) |
|--------------|---------------------|
| TN438B       | 12/16               |
| TN447        | 50                  |
| TN465        | 16                  |
| TN465B       | 12/16               |
| TN2138       | 12/16               |
| TN2148       | 12/16               |

The pulses can occur at a maximum of once every 1.4 seconds during the call, or if the CO accumulates the total PPM count, they can occur up to three to five seconds after the call is dropped. To ensure that delayed PPM data is received, the Outgoing Glare Guard Timer on the trunk group should be adjusted accordingly.

### Digital PPM

---

Digital PPM is also a method of determining call charges by sending periodic pulses on the trunk line, and is performed by the TN464D UDS1 circuit pack on digital CO trunks.

Digital PPM is performed by the local CO by pulsing one of the backwards bits (A, B, or C) from 0 to 1 or vice versa for a particular length of time. These pulse durations vary with each country.

The country code, which is specified on the DS1 form, controls the PPM-bit /country relationship shown in the table below. The table lists the PPM backwards bit for some countries.

| Digital PPM Metering Bit |                |         |
|--------------------------|----------------|---------|
| A-bit                    | B-bit          | C-bit   |
| Italy                    | Czechoslovakia | Belgium |
|                          | Netherlands    | Chile   |
|                          | Norway         |         |
|                          | Poland         |         |
|                          | Spain          |         |
|                          | Sweden         |         |

### CDR Output

---

For both Analog and Digital PPM, once the trunk circuit has collected the PPM count, the CDR output may be any of the following records: int-process, int-direct, int-ISDN. Each of the records has a format to include PPM pulse count information.

### Administration

---

To implement this feature, the following form(s) or sections of the form(s) must be completed.

| Form         | Field | Form Instructions (Page) |
|--------------|-------|--------------------------|
| Trunk Groups | PPM   |                          |
| CO           |       | 4-182                    |
| DIOD         |       | 4-201                    |
| FX           |       | 4-206                    |
| PCOL         |       | 4-230                    |
| WATS         |       | 4-253                    |



### **Hardware Requirements**

---

TN465, TN2138, TN447, and TN438B CO Loop Start Trunk circuit packs support Analog PPM pulse detection over associated trunks assigned to CO, FX, WATS, and PCOL Groups.

For Digital PPM pulse detection, the TN464C or later DS1 Interface circuit pack is required.

## Call Detail Recording — Privacy

---

Allows digits in the called number field of an outgoing call to be blanked on a per-station basis.



**NOTE:**

When an adjunct originated call is made on behalf of a hunt group and the CDR system parameter "record hunt group or member extension" option is set to group, then CDR privacy does not apply. If this field is set to member, privacy does apply.

### Administration

---

To implement this feature, the following form(s) or sections of the form(s) must be completed.

| Form                  | Field                    | Form<br>Instructions<br>(Page) |
|-----------------------|--------------------------|--------------------------------|
| Station (All)         | CDR Privacy              | 5-371                          |
| System Parameters CDR | Privacy — Digits to Hide | 5-69                           |

- Station Forms — Complete the CDR Privacy field as required.
- System Parameters CDR Form — Enter the number of digits (1 through 7) that are to be blanked from the Digits Dialed field of the CDR record in the Privacy - Digits to Hide field.

### Hardware Requirements

---

None.

## Call Forwarding — All Calls

---

Allows all calls to an extension number to be forwarded to a selected internal extension number (may be a VDN), external (off-net) number, the attendant group, or a specific attendant. This feature is activated or deactivated by dial access codes or by a Call Forwarding button.

The Call Forward Override feature allows the user at the forwarded-to station to override Call Forwarding and initiate a call or transfer a call to the forwarded-from station.

The system can monitor the disposition of an off-net call and bring it back for further call coverage processing under some conditions. This right-to-use feature is enabled on the Coverage of Calls Redirected Off-Net field on the System Parameters Customer-Options form. You can display this information, but only an authorized Lucent Technologies representative can administer the field. The feature is activated on the Feature-Related System Parameters form.

The system allows you to use the List Call-Forwarding command to see the forwarded-from and forwarded-to pairs.

### Administration

---

To implement this feature, the following form(s) or sections of the form(s) must be completed.

| Form                              | Field                                                                 | Form Instructions (Page) |
|-----------------------------------|-----------------------------------------------------------------------|--------------------------|
| Feature Access Codes              | Call Forwarding Activation and Deactivation                           | 5-170                    |
| Station                           | Redirection Notification Button/Feature Button Assignments - call-fwd | 5-346                    |
| Class of Service                  | Call Forwarding (0-15)<br>Call Forwarding Offnet                      | 5-96                     |
| Feature-Related System-Parameters | Call Forward Override<br>Coverage of Calls Redirected Off-Net Enabled | 5-178                    |

- Feature Access Codes Form — Verify Call Forwarding Activation and Deactivation field access codes have been assigned.
- Station Forms
  - Complete Redirect Notification field (which causes the forwarding terminal to receive a half ring on calls that forward). This field is common to Call Coverage and Call Forwarding.

- If Per Button Ring Control is set to “y” for a Principal or Bridged station, (ring-ping) notification will only be given if the “ring” sub-field for the first call appearance (or its bridge) is set to “a” or “r”.
- Assign a Call Forwarding (call-fwd) button, if desired.
- Class of Service Form — Verify that Call Forwarding and Call Forwarding Offnet fields have the correct permissions.
- Feature-Related System-Parameters Form
  - Set the Call Forward Override field to allow/disallow override for Call Forwarding — All Calls.
  - Administer the Coverage of Calls Redirected Off-Net Enabled field to allow calls to be redirected off-net.

### **Hardware Requirements**

---

TN744/TN2182 boards are required to use the Coverage of Calls Redirected Off-Net feature; the boards monitor call progress.

Optimal feature performance requires the TN744v3 and the TN2182v4. Earlier versions of these boards will work, but Coverage of Calls Redirected Off-Net works best with these boards.

## **Call Forward Busy/Don't Answer**

---

The Call Forward Busy/Don't Answer with Call Forward Override allows a user to forward calls to another destination when the user is busy on a call or when the user chooses not to answer the incoming call.

The Call Forward Override feature allows the user at the forwarded-to station to override Forwarding and initiate a call or transfer a call to the forwarded-from station.

The system can monitor the disposition of an off-net call and bring it back for further call coverage processing under some conditions. This right-to-use feature is enabled on the Coverage of Calls Redirected Off-Net field on the System Parameters Customer-Options form. You can display this information, but only an authorized Lucent Technologies representative can administer the field. The feature is activated on the Feature-Related System Parameters form.

The system also provides a List Call-Forwarding command which shows forwarded-from and forwarded-to extensions.

### **Administration**

---

To administer Call Forward/Busy Don't Answer with Call Forward Override complete the following form(s) or section of the form(s).

| <b>Form</b>                       | <b>Field</b>                                                                                                    | <b>Form Instructions (Page)</b> |
|-----------------------------------|-----------------------------------------------------------------------------------------------------------------|---------------------------------|
| Class of Service                  | Call Forward Busy/Don't Answer                                                                                  | 5-96                            |
| Feature-Related System-Parameters | Page 1, Coverage Subsequent Redirection/CFWD No answer Interval<br>Coverage of Calls Redirected Off-Net Enabled | 5-162                           |
| Feature Access Code               | Activation, Deactivation                                                                                        | 5-170                           |
| Station                           | Button/Feature Button Assignment - cfwd-bsyda<br>COS<br>Redirection Notification                                | 5-346                           |

- Class of Service Form — Verify that Call Forwarding and Call Forwarding Offnet fields have the correct permissions.
- Feature-Related System-Parameters Form —
  - Ensure that the Coverage Subsequent Redirection/CFWD No Answer Interval field on Page 1 of the Feature-Related System-Parameters form is set to the desired number of rings.

- Set the Call Forward Override field to allow/disallow override for Call Forwarding — All Calls.
  - Administer the Coverage of Calls Redirected Off-Net Enabled field.
- Feature Access Code form—Enter activation and deactivation codes for Call Forwarding Activation Busy/DA.
- Station Form
  - Create a cfwd-bsyda button on Page X. Enter the extension associated with the button for feature status and deactivation in the Ext field.
  - Set COS.
  - Set Redirection Notification to yes.

### **Hardware Requirements**

---

TN744/TN2182 boards are required to use the Coverage of Calls Redirected Off-Net feature; the boards monitor call progress.

Optimal feature performance requires the TN744v3 and the TN2182v4. Earlier versions of these boards will work, but Coverage of Calls Redirected Off-Net works best with these boards.

## **Call Management System Interface**

---

The Call Management System Interface (CMS) is an adjunct to the System and is used to collect and process Automatic Call Distribution (ACD), trunk and call vectoring data where applicable. The CMS uses this data to generate various reports on the status of agents, splits, and trunks. These reports can be stored for later use or can be displayed on a terminal for real-time information. Refer to Figure 3-7 for a typical ACD CMS arrangement.

Also, refer to "Automatic Call Distribution" for a listing of associated forms that must be administered to implement the ACD feature.

To implement CMS features, refer to the following features in this chapter:

- Abandoned Call Search
- Agent Call Handling
- Intraflow and Interflow
- Queue Status Indications
- Recorded Announcement
- Service Observing

### **Administration**

---

To implement the CMS interface, the following form(s) or sections of the form(s) must be completed.

| <b>Form</b>                       | <b>Field</b>                                                                                                                                        | <b>Form<br/>Instructions<br/>(Page)</b> |
|-----------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------|
| Feature-Related System Parameters | Adjunct CMS Release<br><br>Automatic Call Distribution<br><br>ACD Log-in Identification Length<br><br>Minimum Agent Login ID<br><br>Password Length | 5-178                                   |
| Data Module                       | All (for one CMS link)                                                                                                                              |                                         |
| Processor Interface (R5si only)   |                                                                                                                                                     | 5-135                                   |
| Processor Data Module (PDM)       |                                                                                                                                                     | 5-126                                   |
| X.25 (R5r only)                   |                                                                                                                                                     | 5-140                                   |

*Continued on next page*

| Form                         | Field                  | Form Instructions (Page) |
|------------------------------|------------------------|--------------------------|
| Processor Channel            | All (for one CMS link) | 4-117 or 4-121           |
| Communication Interface Link | All (for one CMS link) | 4-108                    |
| Hunt Groups                  | Measured               | 5-207                    |
| Trunk Group (All)            | Measured               | 4-139                    |
| VDN                          | Measured               | 5-337                    |
| PGATE (R5r only)             | All                    | 4-115                    |

- Feature-Related System Parameters — Enter the number of digits the agent must dial to log into the ACD split in the ACD log-in identification length field.

**NOTE:**

For CMS, this field cannot be "0".

Enter the appropriate "Adjunct CMS Release".

**NOTE:**

For CMS, this field cannot be blank.

- Data Module Forms — Complete all fields as required. For the Processor Interface Data Module, assign a "physical channel" and "maintenance extension". For the PDM Data Module, assign a digital line port. For the X.25 Data Module, assign DTE/DCE as "dte" and Baud Rate as "9600".
- Processor Channel Form — Complete the required fields on the form for CMS interface. Enter the CMS link number from the Interface Links Form. Enter the appropriate "Interface Channel" and "Remote Proc Chan". Leave the Machine ID field blank.
- Communication Interface Link Form — Complete all fields on the form for one link. The Destination Digits field will be the extension assigned to the PDM data module. Ensure the "Prot" field is set to "bx25" and the "DTE/DCE" field is set to "dte".
- Hunt Group, Trunk Group, and VDN Forms — Complete the form that applies when Measured is answered either "external" or "both". Refer to the Capacity Table, Table C-1 in Appendix C, "System Capacity Limits", for the maximum number of Hunt Groups, Trunk Groups, Agents, and VDNs that can be measured.
- Packet Gateway (PGATE) Form (R5r only) — Enter the board location and "rs232" as the Cable Type.



### **Hardware Requirements**

---

The CMS interface requires one port on a TN577 PGATE pack. Each auxiliary queue warning lamp requires one port on a TN742, TN746B, or TN769 Analog Line circuit pack.

## Call Park

---

Allows users to put a call on hold and then retrieve the call from any other voice terminal within the system.

With Call Vectoring operation, calls cannot be parked to a VDN extension or be parked while in vector processing. However, a call can be parked to a destination that could go to coverage after ring timeout. With "VDN in a Coverage Path" administered, that coverage point could be a VDN extension.

## Administration

---

To implement these feature, complete the following form(s) or sections of the form(s).

| Form                              | Field                                                                                     | Form Instructions (Page) |
|-----------------------------------|-------------------------------------------------------------------------------------------|--------------------------|
| Feature Access Codes              | Call Park Access Code                                                                     | 5-170                    |
|                                   | Answer Back Access Code                                                                   |                          |
| Feature-Related System Parameters | Call Park Timeout Interval (minutes)<br>Deluxe Paging and Call Park Timeout to Originator | 5-178                    |
| Station (multi-appearance)        | Button/Feature Button Assignments<br>-call-park                                           | 5-346                    |
| Console Parameters                | Common Shared Extensions-(all fields)                                                     | 5-99                     |

- Feature Access Codes Form — Verify Call Park Access Code and Answer Back Access Code fields are completed.
- Feature-Related System Parameters Form — Complete Call Park Timeout Interval (minutes) and Deluxe Paging and Call Park Timeout to Originator fields.
- Station Forms — Assign Call Park button to voice terminal, if desired.
- Console Parameters Form — Complete Common Shared Extension fields.

## Hardware Requirements

---

None.

## Call Pickup

---

Call Pickup and Directed Call Pickup allow voice terminal users to answer alerting calls at other extension numbers. Call Pickup allows a voice terminal user to pickup calls within the user's specified Call Pickup group. Directed Call Pickup allows a voice terminal user to pick up any call on the DEFINITY ECS.

### Administration

---

To implement this feature, the following form(s) or sections of the form(s) must be completed.

| Form                              | Field                                                                                                                        | Form Instructions (Page) |
|-----------------------------------|------------------------------------------------------------------------------------------------------------------------------|--------------------------|
| Feature-Related System Parameters | Call Pickup Alerting<br>Temporary Bridged Appearance on Call Pickup<br>Call Pickup on Intercom Calls<br>Directed Call Pickup | 5-178                    |
| Feature Access Codes              | Call Pickup Access Code<br>Directed Call Pickup Access Code                                                                  | 5-170                    |
| COR                               | Can Be Picked Up by Directed Call Pickup<br>Can Use Directed Call Pickup                                                     | 5-88                     |
| Pickup Groups                     | All                                                                                                                          | 5-272                    |
| Station (multi-appearance)        | Button/Feature Button Assignments<br>-call-pkup                                                                              | 5-346                    |

- Enable or disable the options as appropriate.
- Feature Access Codes Form
  - Assign a call pickup access code in the Call Pickup Access Code field (used for voice terminals that do not have a Call Pickup button assigned on the Station form).
  - Assign a directed call pickup access code in the Directed Call Pickup Access Code field (used for voice terminals that do not have a Directed Call Pickup button assigned on the Station form).
- Set the COR for the station, attendant, or EAS Agent LoginID to allow/disallow Directed Call Pickup, and to allow/disallow calls to be picked up using Directed Call Pickup.

- Pickup Groups Form — Establish pickup groups.
- Station Forms — Assign Call Pickup (call-pkup) buttons to voice terminals, if desired.

### **Hardware Requirements**

---

None.

## Call Pickup Alerting

---

Provides a visual indication, via the Call Pickup status lamp, to pickup group members as to the eligibility of a call to be answered via Call Pickup.

No indication will be received by pickup group members not equipped with a Call Pickup button and status lamp. Call Pickup Alerting does not provide an audible notification.

### Administration

---

The Call Pickup feature must be implemented before Call Pickup Alerting can be enabled.

To implement this feature, the following form(s) or sections of the form(s) must be completed.

| Form                              | Field                | Form Instructions (Page) |
|-----------------------------------|----------------------|--------------------------|
| Feature-Related System Parameters | Call Pickup Alerting | 5-178                    |

- Feature-Related System Parameters Form — Enter "y" in the Call Pickup Alerting field to enable Call Pickup Alerting. Default is "n."

### Hardware Requirements

---

None.

## Call Prompting

---

Call Prompting provides flexible call handling based on information (such as, Touch-Tone digits) collected from a calling party or from an ISDN-PRI message.

Call Prompting is administered using a set of specialized Call Vector commands. Refer to the *DEFINITY Enterprise Communications Server Call Vectoring/ Expert Agent Selection (EAS) Guide* for detailed information on the Call Prompting and Call Vector features.

Also refer to "Call Vectoring" in this chapter for additional administration information.

## Administration

---

The Vectoring (Prompting) option must be enabled on the System-Parameters Customer-Options form before associated Call Vector forms and fields on forms can be administered. In addition, to collect customer database provided digits (cdpd) or caller entered digits (ced) from the network, Vectoring (CINFO) also must be enabled on the System-Parameters Customer-Options form. CINFO requires the AT&T Intelligent Call Processing (ICP) service, ISDN-PRI, and Vectoring (Prompting).

To implement this feature, the following form(s) or section(s) of forms must be completed.

| Form                       | Field                                          | Form Instructions (Page) |
|----------------------------|------------------------------------------------|--------------------------|
| Vector Directory Number    | All                                            | 5-337                    |
| Announcements              | All                                            | 5-278                    |
| Hunt Groups                | Vector                                         | 5-207                    |
| Call Vector                | All                                            | 5-77                     |
| Station (multi-appearance) | Button/Feature Button Assignments - callr-info | 5-346                    |
| Attendant Console          | Feature Button Assignments -callr-info         | 5-34                     |

- Vector Directory Number Form — Complete a VDN form for each Call Vector to be defined.
- Announcement Form — Enter the extensions that will provide the appropriate prompts to the callers.
- Hunt Group Form — Enter "y" in the Vector field in each Hunt Group and Split (that is, ACD Hunt Group) to be controlled.

- Call Vector Form — Complete a Call Vector form for each Call Vector to be defined.
- Station Forms — Assign Caller Information (callr-info) buttons to multi-appearance voice terminals equipped with a display, as desired.
- Attendant Console Forms — Assign Caller Information (callr-info) buttons to attendant consoles as required.

### **Hardware Requirements**

---

The announcement capabilities of the Call Prompting feature will require:

- A TN750 Integrated Announcement circuit pack
- An external announcement facility (analog announcements).



**NOTE:**

Each analog announcement requires a port on a TN742, TN746B, or TN769 Analog Line circuit pack.

- An external announcement facility on Aux Trunk. Each Aux Trunk announcement requires a port on a TN763C.

The TN744C Call Classifier circuit pack or a TN2182 Tone-Clock board is required to provide Touch-Tone Receivers (TTRs) for the Call Prompting feature. Each TN2182 or TN744C provides eight touch-tone receivers.



**NOTE:**

If the system contains a TN2182 Tone-Clock circuit pack, the system does *not* require a TN744 Call Classifier circuit pack for the Call Prompting feature to operate.



**NOTE:**

The TN744Bs are not to be used as general TTRs. TN744Cs (or later), however, can be used as TTRs. If you are using only TN744Bs, other TTRs (TN420C or TN748C vintage 5 or later) must be used for normal call processing and maintenance-related features.

## Call Vectoring

---

Refer to the *DEFINITY Enterprise Communications Server Call Vectoring/EAS Guide*, for a complete description of Call Vectoring and associated features.

### NOTE:

Do not change a vector while it is processing calls since calls already in the vector could experience problems. Instead, add a new vector and change the VDN to point to the new vector.

## Call Vectoring Options

---

Several different Call Vectoring customer options are available. The following list describes the features that are available with each selection on the System-Parameters Customer-Options form. The system administrator can view this form. However, it can only be changed by Lucent Technologies personnel.

### Basic Call Vectoring

Allows the vector to place calls in a queue for a split and to check the size of a queue for a particular split so that a call can be directed to the split where it will receive the quickest response. To use Basic Call Vectoring ensure that the following field is set:

- System-Parameters Customer-Options form:
  - the Vectoring (Basic) field must be set to yes.

### Call Prompting

Allows the vector to collect digits from a caller and use these digits for routing the call. See "Call Prompting" for instructions for administering the Call Prompting feature.

### Vectoring (G3V4 Enhanced)

Allows for the use of enhanced comparators, wildcards, Vector Routing Tables, and alternative audio/music sources for the *wait-time* step. To use these features, ensure that the following fields are set:

- Feature-Related System-Parameters form:
  - The Adjunct CMS Release field must be blank or contain a release number equal to or greater than R3V1.
- System-Parameters Customer-Options form:
  - Either the Vectoring (Basic) or Vectoring (Prompting) fields must be set to yes.
  - The Vectoring (G3V4 Enhanced) field must be set to yes.



### **Vectoring (G3V4 Advanced Routing)**

Allows for the use of the Average Speed of Answer, VDN Calls, and Expected Wait Time conditionals. To use G3V4 Advanced Vector Routing, ensure that the following fields are set:

- The Adjunct CMS Release field on the Feature-Related System-Parameters form must be blank or contain a release number equal to or greater than R3V4.
- The Vectoring (G3V4 Advanced Routing) field on the System-Parameters Customer-Options form is set to yes.
- The Vectoring (G3V4 Enhanced) field on the System-Parameters Customer-Options form is set to yes.
- Either the Vectoring (Basic) or Vectoring (Prompting) fields on the System-Parameters Customer-Options form must be set to yes.

### **Vectoring (ANI/II-Digits)**

Allows for the use of ANI and II-Digits for conditional routing. To use ANI/II Digits Vector Routing, ensure that the following fields are set:

- The Adjunct CMS Release field on the Feature-Related System-Parameters form must be blank or contain a release number equal to or greater than R3V1.
- The Vectoring (ANI/II-Digits Routing) field on the System-Parameters Customer-Options form must be set to yes.
- The Vectoring (G3V4 Enhanced) field on the System-Parameters Customer-Options form must be set to yes.
- Either the Vectoring (Basic) or Vectoring (Prompting) fields on the System-Parameters Customer-Options form must be set to yes.

### **Vectoring (CINFO)**

Allows a collect digit step to collect customer database provided digits (cdpd) or caller entered digits (ced) provided by the network in ISDN messages. CINFO vectoring requires the following:

- The Vectoring (Prompting) field on the System-Parameters Customer-Options form must be set to yes.
- The Vectoring (CINFO) field on the System-Parameters Customer-Options form must be set to yes.
- The ISDN-PRI field on the System-Parameters Customer-Options form must be set to yes.

In addition, CINFO requires the AT&T Intelligent Call Processing (ICP) service.

For a complete description of the commands and features available with each customer option, see the *DEFINITY Enterprise Communications Server Call Vector/Expert Agent Selection (EAS) Guide*.

## **Call Vectoring Administration**

---

To implement Call Vectoring, complete the following form(s) or section(s) of the forms.

| <b>Form</b>                       | <b>Field</b>                                                                                                                | <b>Form Instructions (Page)</b> |
|-----------------------------------|-----------------------------------------------------------------------------------------------------------------------------|---------------------------------|
| Vector Directory Number           | All                                                                                                                         | 5-337                           |
| Announcements/Audio Sources       | All                                                                                                                         | 5-278                           |
| Hunt Group                        | Vector<br>ACD                                                                                                               | 5-207                           |
| Call Vector                       | All                                                                                                                         | 5-77                            |
| Feature-Related System-Parameters | Music (or Silence) On Transferred Trunk Calls<br>Music-On-Hold-Port<br>Adjunct CMS Release<br>Vector Disconnect Timer (min) | 5-178                           |
| Vector Routing Table              | All                                                                                                                         | 5-344                           |

- Vector Directory Number Form — Complete a VDN form for each Call Vector to be defined.
- Announcement/Audio Sources Form — Enter the extension that will provide “announcement in queue” treatment for the vector.
- Hunt Group Form — Enter “y” in the Vector field in each Hunt Group and Split (that is, ACD Hunt Group) to be vector controlled. For calls being redirected to a split, make sure to assign a queue length greater than zero.
- Call Vector Form — Complete a Call Vector form for each Call Vector to be defined.
- Feature-Related System-Parameters Form
  - Enter a port number for Music-On-Hold Port field. This is required for the “Wait \_\_\_ Seconds Hearing Music” Call Vector command. Enter a port number for the Music (or Silence) On Transferred Trunk Calls field.

**⇒ NOTE:**

If you use equipment that rebroadcasts music or other copyrighted materials, you may be required to obtain a copyright license from, or pay fees to, a third party such as the American Society of Composers, Artists, and Producers (ASCAP) or Broadcast Music Incorporated (BMI). You can purchase a Magic Hold® system, which does not require such a license, from AT&T.

- You must set the Adjunct CMS Release field to blank or to a release equal to or greater than R3V1 to enable the G3V4 Vector Enhancements, or Vectoring (ANI/II-Digits Routing), or to R3V4 to enable the Vectoring (G3V4 Advanced Routing) options. All of these fields are located on the System-Parameters Customer-Options form.
- If you want to control the number of minutes that a trunk will remain connected to vector before being disconnected by the System, enter a value from 1 to 240 in the Vector Disconnect Timer (min) field. If you do not want the System to disconnect the trunk from the vector, enter blank.
- Vector Routing Table — Use these tables to store the “ani” or “digits” referred to in your “goto” vector command steps.

## **Hardware Requirements**

---

The announcement capabilities of the Call Vectoring feature require:

- A TN750 Integrated Announcement circuit pack
- An external announcement facility (analog announcements).

**⇒ NOTE:**

Each analog announcement requires a port on a TN742, TN746B, or TN769 Analog Line circuit pack. Each announcement may also require a port on an analog line circuit pack for remote recording capability.

- An external announcement facility on Aux Trunk . Each Aux Trunk announcement requires a port on a TN763C.
- Music source connected to a port on a TN763C Auxiliary Trunk circuit pack.

See also "Call Prompting" hardware requirements elsewhere in this chapter.

## CallVisor Adjunct-Switch Application Interface Link

---

This feature provides “building blocks” for implementing adjunct-based features such as Inbound Call Management. Specifically, the interface allows adjunct applications to access switch features and to supply routing information to the switch.

The CallVisor Adjunct/Switch Application Interface is supported by two transport options. One is an Integrated Services Digital Network (ISDN) Basic Rate Interface (BRI) link between the switch and associated adjuncts. The second is an Ethernet Transmission Control Protocol/Internet Protocol (TCP/IP) interface between the switch and associated adjuncts. Refer to Figure 3-7, “ASAI Switch Interface Link - LAN Transport”.

### NOTE:

For more detailed information on CallVisor ASAI, refer to *DEFINITY Enterprise Communications Server CallVisor ASAI Protocol Reference*, *DEFINITY Enterprise Communications Server CallVisor ASAI Technical Reference*, *DEFINITY Enterprise Communications Server Installation, Administration, and Maintenance of CallVisor ASAI Over the DEFINITY LAN Gateway*, *DEFINITY Enterprise Communications Server Feature Description*.

The following functionality between associated adjuncts and the switch is supported:

- The adjunct can make requests to the switch for call originations and dropping calls to local endpoints. With each call, call progress information and event reporting are transmitted across the interface.
- The adjunct can manipulate active calls in which the adjunct is not a party on the calls (that is, third party). It can place calls on hold, reconnect calls, transfer calls, conference calls, and drop selected parties from a call.
- The adjunct has the ability to activate certain switch features (such as Call Forwarding, Send all Calls, Agent Login, and Agent Logout).
- The adjunct can query the switch for information associated with a particular item. For example, the adjunct can request the number of agents logged into a split.
- The adjunct can supply routing information for an “adjunct-route” step in a VDN.

When the System is configured with an Expansion Cabinet (with or without duplication), it is recommended that the ASAI resources home on the switch's Processor Cabinet.

## CallVisor ASAI Feature Administration

To use any CallVisor ASAI capability, the ASAI Interface option must first be enabled on the System-Parameters Customer-Options form. This action causes the ASAI Capability Groups page of the form to be displayed.

change system-parameters customer-options
Page 5 of 5

ASAI CAPABILITY GROUPS

Adjunct Call Control? y

Adjunct Routing? y

Domain Control? y

Event Notification? y

Request Feature? y

Set Value? y

ASAI OPTIONAL FEATURES

Answering Machine Detection? n

Internally Measured Data? n

Selective Listening? n

Switch Classified Outbound Calls? n

### ASAI Capabilities Group

The above capability groups are defaulted to "y," but can be disabled by entering "n." The optional features default to "n." A brief explanation of each of the capability groups follows:

- **Adjunct Call Control** — Allows the associated adjunct to invoke Third Party Call Control capabilities, such as Third Party Selective Hold, Third Party Reconnect, Third Party Merge, Redirect Call, Send DTMF Signals etc. These capabilities can be used in either of the Third Party Call Control cluster subsets: Call Control and Domain Control and they enable the adjunct to place, monitor, control, and end calls as they move through the switch.
- **Adjunct Routing** — Allows the associated adjunct to provide adjunct routing information to the switch for incoming calls.
- **Domain Control** — Allows an adjunct to control calls and receive event reports for station sets and to receive login and logout event reports for adjuncts in a given ACD split.
- **Event Notification** — Allows the associated adjunct to request incoming call notification and enables the switch to send event reports about such calls.
- **Request Feature** — Allows the associated adjunct to request features such as "change work modes," "login," "logout," "sac," and "fwd."

- Set Value — Allows the adjunct to request status changes for Message Waiting lamps (that is, control of the on/off state of the lamps) and billing changes for 900 type within the Flexible Billing feature.

**NOTE:**

To request status changes to flexible billing, the Flexible Billing field on page 1 of the System-Parameters Customer-Options must be set to "y."

- The following table shows which capabilities are automatically enabled when ASAI is selected on the System-Parameters Customer-Options form.

**Table 3-4. Automatically Enabled CallVisor ASAI Capabilities**

| Capability Group               | Call Control | Adjunct Routing | Domain Control | Event Notif. | Request Feature | Adjunct Set Value |
|--------------------------------|--------------|-----------------|----------------|--------------|-----------------|-------------------|
| Event Reports                  | X            |                 | X              | X            |                 |                   |
| Agent Login                    |              |                 | X              |              |                 |                   |
| Agent Logout                   |              |                 | X              |              |                 |                   |
| Alerting                       | X            |                 | X              | X            |                 |                   |
| Answered                       | X            |                 | X              |              |                 |                   |
| Busy                           | X            |                 | X              | X            |                 |                   |
| Call Ended Event (FAC message) |              |                 |                | X            |                 |                   |
| Call Initiated                 |              |                 | X              |              |                 |                   |
| Call Offered to Domain         |              |                 |                | X            |                 |                   |
| Call Originated                |              |                 | X              |              |                 |                   |
| Call Redirected                |              |                 | X              | X            |                 |                   |
| Call Conferenced               | X            |                 | X              | X            |                 |                   |
| Collected Digits               |              | X               |                | X            |                 |                   |
| Connected                      | X            |                 | X              | X            |                 |                   |
| Cut-Through                    | X            |                 | X              | X            |                 |                   |
| Denial/Reorder                 | X            |                 | X              | X            |                 |                   |
| Dropped                        | X            |                 | X              | X            |                 |                   |
| Hold                           | X            |                 | X              | X            |                 |                   |
| Queued                         | X            |                 | X              | X            |                 |                   |
| Reconnected                    | X            |                 | X              | X            |                 |                   |

*Continued on next page*

**Table 3-4. Automatically Enabled CallVisor ASAI Capabilities — Continued**

| <b>Capability Group</b>          | <b>Call Control</b> | <b>Adjunct Routing</b> | <b>Domain Control</b> | <b>Event Notif.</b> | <b>Request Feature</b> | <b>Adjunct Set Value</b> |
|----------------------------------|---------------------|------------------------|-----------------------|---------------------|------------------------|--------------------------|
| Call Transferred                 | X                   |                        | X                     | X                   |                        |                          |
| Send DTMF Signals                | X                   |                        | X                     |                     |                        |                          |
| Trunk Seized                     | X                   |                        | X                     | X                   |                        |                          |
| Notification Request             |                     |                        |                       | X                   |                        |                          |
| Notification Cancel              |                     |                        |                       | X                   |                        |                          |
| Notification Ended               |                     |                        |                       | X                   |                        |                          |
| Request Feature                  |                     |                        |                       |                     | X                      |                          |
| Route End                        |                     | X                      |                       |                     |                        |                          |
| Route Request                    |                     | X                      |                       |                     |                        |                          |
| Route Select                     |                     | X                      |                       |                     |                        |                          |
| Set Value                        |                     |                        |                       |                     |                        | X                        |
| Stop Call Notification           |                     |                        |                       | X                   |                        |                          |
| Third Party Answer               |                     |                        | X                     |                     |                        |                          |
| Third Party Auto Dial            |                     |                        | X                     |                     |                        |                          |
| Third Party Call Ended           | X                   |                        |                       |                     |                        |                          |
| Third Party Clear Call           | X                   |                        |                       |                     |                        |                          |
| Third Party Domain Control       |                     |                        | X                     |                     |                        |                          |
| Third Party Domain Control Ended |                     |                        | X                     |                     |                        |                          |
| Third Party Listen - Disconnect  | X                   |                        |                       |                     |                        |                          |
| Third Party Listen - Reconnect   | X                   |                        |                       |                     |                        |                          |
| Third Party Make Call            | X                   |                        |                       |                     |                        |                          |
| Third Party Merge                | X                   |                        | X                     |                     |                        |                          |
| Third Party Reconnect            | X                   |                        | X                     |                     |                        |                          |
| Third Party Relinquish Control   | X                   |                        | X                     |                     |                        |                          |
| Third Party Selective Hold       | X                   |                        | X                     |                     |                        |                          |
| Third Party Selective Drop       | X                   |                        | X                     |                     |                        |                          |

*Continued on next page*

**Table 3-4. Automatically Enabled CallVisor ASAI Capabilities — Continued**

| <b>Capability Group</b>          | <b>Call Control</b> | <b>Adjunct Routing</b> | <b>Domain Control</b> | <b>Event Notif.</b> | <b>Request Feature</b> | <b>Adjunct Set Value</b> |
|----------------------------------|---------------------|------------------------|-----------------------|---------------------|------------------------|--------------------------|
| Third Party Take Control         | X                   |                        |                       |                     |                        |                          |
| Third Party Selective Disconnect | X                   |                        |                       |                     |                        |                          |
| Third Party Selective Reconnect  | X                   |                        |                       |                     |                        |                          |

**NOTE:**

By enabling the CallVisor ASAI Interface option(s) on Page 1 of the form, the following capabilities are automatically enabled as well, regardless of the groups selected on Page 2: Value Query (includes Response Continued Capability, Abort, Heart Beat, Restart Procedure, and Suspend/Resume Alarm).

The capabilities shown here correspond to the operation values given in the "Operation Value/Error Value Coding" table of *DEFINITY Enterprise Communications Server CallVisor ASAI Protocol Reference*.

For CallVisor ASAI adjuncts, an alarm severity option can be assigned via the *set options* command to each of the following categories:

- Major on-board ASAI adjunct alarms
- Major off-board ASAI adjunct alarms
- Minor on-board ASAI adjunct alarms
- Minor off-board ASAI adjunct alarms

The set options command is documented in the *DEFINITY Enterprise Communications Server Maintenance manual*.

The Hunt Group, Call Vector, Special Information Tones, Class of Service, and Trunk Group forms may also require administration when implementing CallVisor ASAI. In addition, for international Outbound Call Management applications it may be necessary to complete the System Parameters OCM Call Classification form.



### CallVisor ASAI Optional Features

In addition to the ASAI capability groups shown on the System-Parameters Customer-Options form and previously described in this section, this form also lists the ASAI optional features which are described below. With the exception of the Switch Classified Outbound feature, all the options default to "n."

- Answering Machine Detection: Used by the adjunct for predictive Outbound Call Management.
- Selective Listening: this feature consists of two capabilities, Third Party Listen Disconnect and Third Party Listen Reconnect. Listen Disconnect allows the adjunct to disconnect selected listening-paths on an active call. Listen Reconnect provides the capability of reconnecting disconnected listening paths.
- Switch Classified Outbound Calls: enter either "y" or "n" on the form (depending on the current state.) This feature either enables or disables predictive dialing in the switch.

### CallVisor ASAI Link Administration

The Packet Bus option must be enabled on the Maintenance-Related System-Parameters form before other forms and fields on forms associated with CallVisor ASAI implementation can be administered. Details regarding the use of this form are provided in *DEFINITY Enterprise Communications Server Installation and Test*.

To implement the CallVisor ASAI link, the following form must be completed:

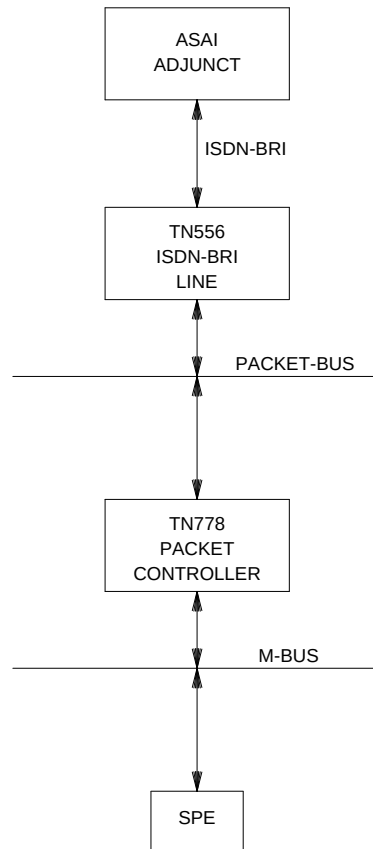
| Form    | Field                                                                                                                     | Form Instructions (Page) |
|---------|---------------------------------------------------------------------------------------------------------------------------|--------------------------|
| Station | Extension<br>Type (always asai)<br>XID<br>Fixed TEI<br>TEI<br>MIM Support (always no)<br>CRV Length<br>Event Minimization | 5-346                    |

## **Hardware Requirements**

---

### **BRI Transport**

A port on both a TN556 ISDN-BRI circuit pack (12 ports) and a TN778 Packet Control (R5s/R5i) is required for each ASAI link to be assigned. Up to eight ports (maximum) may be assigned.



GLOSSARY:

- ASAI - ADJUNCT SWITCH APPLICATIONS INTERFACE
- ISDN-BRI - INTEGRATED SERVICES DIGITAL NETWORK-BASIC RATE INTERFACE
- M-BUS - MEMORY BUS
- SPE - SWITCH PROCESSING ELEMENT

---

**Figure 3-7. ASAI Switch Interface Link - LAN Transport**

**LAN Transport**

The TN778 or TN655 Packet Control circuit pack and an ED-1E546-76 DEFINITY LAN Gateway assembly (TN2208/TN2170) is required for ASAI applications. As noted above, the Packet Bus option must be enabled on the Maintenance-Related System-Parameters form.

## **Call Waiting Termination**

---

Provides for calls to busy single-line voice terminals to wait and sends a distinctive call waiting tone to the called party.

### **Administration**

---

To implement this feature, the following form(s) or sections of the form(s) must be completed.

| <b>Form</b>           | <b>Field</b>            | <b>Form<br/>Instructions<br/>(Page)</b> |
|-----------------------|-------------------------|-----------------------------------------|
| Station (single-line) | Call Waiting Indication | 5-346                                   |

- Station Forms — Complete Call Waiting Indication field for single-line voice terminals.

### **Hardware Requirements**

---

None.

## **Calling Party Number/Billing Number**

---

Calling Party Number/Billing Number provides for the transmission of Calling Party Number/Billing Number (CPN/BN) from the System to an ISDN-PRI trunk group.

The CPN is the calling party's telephone number and BN is the billing number of the calling party. The CPN/BN may also contain international country codes, where applicable.

### **Administration**

---

The CPN/BN Adjunct feature must be enabled on the System-Parameters Customer-Options form before associated fields on forms can be administered.

All ISDN-PRI and ACD related forms must be administered as described in the "Integrated Services Digital Network — Primary Rate Interface" and "Automatic Call Distribution" sections in this chapter.

To implement this feature, the following form(s) or sections of the form(s) must be completed. Trunk Group (ISDN-PRI) — Assign all fields as required to provide an ISDN-PRI between the System and a far-end node. In the Per Call CPN/BN field, enter either "cpn-only", "cpn-pref", "bn-only", or "bn-pref" as required. The corresponding information will be sent with a call offered event report to the adjunct. If the field is blank, no CPN/BN information is sent to the adjunct.

| <b>Form</b>            | <b>Field</b>                           | <b>Form Instructions (Page)</b> |
|------------------------|----------------------------------------|---------------------------------|
| Trunk Group (ISDN-PRI) | All fields including "Per Call CPN/BN" | 4-211                           |
| CPN Prefix Table       | All                                    | 4-65                            |
| Processor Channel      | All                                    | 4-117<br>4-121                  |

- CPN Prefix Table Form — Complete all fields on the form as required.
- Processor Channel Form — Assign all fields for one data link. Only one interface can be supported by the System.

### **Hardware Requirements**

---

None.

## **Calling Line Identification Prefix**

---

The Calling Line Identification (CLI) Prefix feature allows the DEFINITY System to modify calling party number information for ISDN/PRI calls that come in to the switch and are either terminated locally or tandemed out to other private switches or central offices. This feature only applies to incoming calls, and is applied to all calls on a given trunk group when this feature is administered. Any or all of the incoming calling party number (CPN) information may be deleted or appended to indicate the source of the call.

This feature may be used to modify incoming CPN information to indicate the trunk group of origin. This feature is primarily useful for call routing, call detail recording and call accounting purposes.

### **Administration**

---

To administer this feature, the trunk group type must be isdn-pri.

To implement this feature, the following form(s) or sections of the form(s) must be completed.

| <b>Form</b>            | <b>Field</b>                                                                                      | <b>Form<br/>Instructions<br/>(Page)</b> |
|------------------------|---------------------------------------------------------------------------------------------------|-----------------------------------------|
| Trunk Group (ISDN-PRI) | Calling Number- Delete, Insert,<br>Numbering Format (page 1);<br>Send Calling Number = y (page 2) | 4-211                                   |

Trunk Group (ISDN-PRI) — Assign all fields as required to provide calling line identification information as pertains to calls incoming or outgoing on this trunk.

### **Hardware Requirements**

---

None.

## Central Office Trunk Group

---

A Central Office Trunk Group provides access from the System to the public network through the local Central Office (CO).

### Administration

---

To assign a CO Trunk Group, the following forms must be completed.

| Form               | Field | Form<br>Instructions<br>(Page) |
|--------------------|-------|--------------------------------|
| Trunk Group (CO)   | All   | 4-182                          |
| Digit Absorption   | All   |                                |
| DS1                | All   | 4-69                           |
| ARS Analysis Table | All   | 4-44                           |

- Trunk Group (CO) Form — Complete all fields as required.
- Digit Absorption Form — If required, complete this form when the central office is a step-by-step office. The Digit Absorption List field on the Central Office trunk group form must reference the Digit Absorption List Number entered on the form.
- DS1 Circuit Pack form — Complete all fields as required if the DS1 circuit pack is used.
- ARS Analysis Table form — Complete all fields as required. The table controls the dialing patterns that can be used with Central Office Trunk Groups.

### Hardware Requirements

---

A port on a TN747B Central Office Trunk, or TN767 or TN464D DS1 Interface circuit pack is required for each CO trunk to be assigned. A TN747B provides eight ports, a TN767 provides 24 ports, and a TN464D provides either 24 or 32 ports.

## Centralized Attendant Service

---

Allows services performed by attendants in a private network of switching systems to be concentrated at a central, or main, location. Each branch in a Centralized Attendant Service (CAS) has its own Listed Directory Number (LDN) or other type of access from the public network. Incoming trunk calls to the branch, as well as attendant-seeking voice terminal calls, are routed to the centralized attendants over Release Link Trunks (RLTs).

### Administration

---

The Centralized Attendant Service (CAS) Branch or the Centralized Attendant Service (CAS) Main options (depending on your location) must be enabled on the System-Parameters Customer-Options form before associated forms and fields on forms can be administered.

To implement this feature, the following form(s) or sections of the form(s) must be completed.

| Form                       | Field                                                                                                   | Form Instructions (Page) |
|----------------------------|---------------------------------------------------------------------------------------------------------|--------------------------|
| Attendant Console          | Feature Button Assignments<br>-cas-backup -trunk-name                                                   | 5-34                     |
| Console Parameters         | CAS<br>RLT Trunk Group Number<br>CAS Back-Up Ext<br>Timed Reminder on Hold<br>Return Call Timeout (sec) | 5-99                     |
| Station (multi-appearance) | Button/Feature Button Assignments<br>-cas-backup<br>-flash<br>-trunk name<br>-night serv                | 5-371                    |
| Trunk Group (RLT)          | All                                                                                                     | 4-234                    |
| Feature Access Codes       | CAS Remote Hold Access Code                                                                             | 5-170                    |



- Attendant Console Form — Assign "cas-backup" to a designated button lamp if an attendant console is available at a branch. Assign "trunk-name" feature button to identify the RLT name.
- Console Parameters Form — Verify CAS is administered as either main or branch and RLT Trunk Number and CAS Back-Up Ext fields are completed as required. Administer the Timed Reminder on Hold and Return Call time-out (sec) the same on all switches.



**NOTE:**

The CAS and IAS (Inter PBX Attendant service) Branch fields cannot both be administered as 'y.'

- Station Forms — Assign "cas backup" to a designated button lamp (an attendant console will probably not be available at a branch). It is a good idea to assign a "night-serv" button to one station when operating without an attendant console. Assign "flash" and "trunk-name" feature buttons as required to stations that may be handling CAS calls. Administer "trunk name" buttons to display-equipped voice terminals only.
- Trunk Group (RLT) Form — Complete all fields. Enter "incoming" in the Direction field if this is a CAS main location or enter "outgoing" if this is a CAS branch location. Assign Queue Length field to other than 0 when the direction field is "outgoing."
- Feature Access Codes Form — Complete the CAS Remote Hold Access Code field. Administer the same code on all switches.

### **Hardware Requirements**

---

Requires a TN760B Tie Trunk circuit pack or TN722B, TN767 DS1, or TN464 circuit pack to assign a Release Link Trunk Group.

## **Class of Restriction**

---

All System users have an assigned Class of Restriction (COR) to define their calling privileges. Restrictions can be assigned to facilities as listed in Table 3-5.

The COR specifies up to 96 different classes of call origination and termination privileges, and Systems may have a single COR, one with no restrictions, or may have as many CORs (up to 96) as necessary to effect the desired restrictions.

A unique COR must be defined for each combination of FRLs, calling party restrictions, called party restrictions, miscellaneous restrictions, and CCSA/EPSCS off-network restrictions.

## **Administration**

---

To implement this feature, the following form(s) or sections of the form(s) must be completed.

**Table 3-5. Class of Restriction**

| <b>Form</b>                     | <b>Field</b>   | <b>Form Instructions (Page)</b> |
|---------------------------------|----------------|---------------------------------|
| Class of Restriction            | All            | 5-88                            |
| Agent LoginID                   | COR            | 5-24                            |
| Access Endpoints                | COR            | 5-16                            |
| Announcements                   | COR            | 5-278                           |
| Attendant Console               | COR            | 5-34                            |
| Authorization Codes             | COR            | 5-52                            |
| Console Parameters              | COR            | 5-99                            |
| Hunt Groups                     | COR            | 5-207                           |
| Loudspeaker Paging and Code     | COR (1-9, all) | 5-247                           |
| Calling Access                  |                |                                 |
| Data Module                     | COR            |                                 |
| MPDM/MTDM                       |                | 5-126                           |
| Netcon (R5si only)              |                | 5-131                           |
| Processor Interface (R5si only) |                | 5-135                           |

*Continued on next page*

**Table 3-5. Class of Restriction — Continued**

| <b>Form</b>                 | <b>Field</b>       | <b>Form Instructions (Page)</b> |
|-----------------------------|--------------------|---------------------------------|
| Recorded Announcement       |                    | 5-107                           |
| SAP (R5r only)              |                    | 5-138                           |
| Station                     | COR                | 5-346                           |
| Remote Access               | COR (Barrier Code) | 5-286                           |
| Terminating Extension Group | COR                | 5-332                           |
| Trunk Groups                | COR                | 4-139                           |
| Vector Directory Number     | COR                | 5-337                           |

- Class of Restriction Form — Complete appropriate fields.
- Complete the "COR" fields for the following forms:
  - Access Endpoints
  - Announcements
  - Attendant Console
  - Authorization Codes
  - Console Parameters
  - Data Modules (includes MPDM, MTDM, Recorded Announcement, Data Line, Netcon, SAP, and Processor Interface data modules)
  - Hunt Groups
    - DDC Group
    - UCD Group
    - ACD Split
  - Loudspeaker Paging Access and Code Calling Access
  - Remote Access (per barrier code)
  - Station
  - Terminating Extension Group
  - Trunk Groups
  - Vector Directory Number

## **Class of Restriction Guidelines and Examples**

The examples which follow illustrate some of the practical aspects of assigning CORs. These are, however, only examples. In reality, each System must be administered to meet its individual needs.

### **Example Using Miscellaneous Restrictions**

As an illustration of miscellaneous restrictions, assume a System installation provides the following:

- Central office trunks
- WATS
- FX trunks
- Data modules
- Attendant service
- Voice terminals
- Direct Inward Dialing (DID) trunks
- Remote Access

In an unrestricted environment, each of the preceding facilities could have the same COR. However, suppose the following requirements exist:

- Attendants cannot make data calls.
- Remote Access can be used for data calls only.
- DID cannot be used for data calls except through Remote Access. (A dedicated Remote Access trunk group is not required, although one or more could be provided. This example assumes all Remote Access is via DID.)
- There are three classes of voice terminals:
  - Those that can call anywhere, any time
  - Those that can place local central office and in-house calls only
  - Those that can place local central office, FX, and in-house calls only

To implement the preceding requirements, a COR must be assigned to each facility or group of facilities. For simplicity, each can have a unique COR. The CORs are arbitrarily assigned as follows:

- COR 30 — Local central office trunks
- COR 31 — WATS trunks
- COR 32 — FX trunks
- COR 33 — Data modules

- COR 34 — Attendant group
- COR 35 — Unrestricted voice terminals
- COR 36 — Voice terminals that can place in-house and local central office calls only (no FX or WATS calls)
- COR 37 — Voice terminals that can place in-house, local central office, and FX calls only (no WATS calls)
- COR 38 — DID trunk group
- COR 39 — One of the remote access barrier codes (can be up to 10)

With the CORs defined, it should be individually determined which CORs cannot call other CORs. This is done as follows:

- COR 30 (local central office trunks) — No restrictions were specified for these trunks. The default values on the screen form are sufficient. No action is required, except to specify a COR number of 30.
- COR 31 (WATS) — CORs that cannot use WATS are specified as they are encountered. WATS itself is an outgoing service without any calling capabilities. Thus, Miscellaneous Restrictions are not specified on this form. The Calling Party Restriction should be "none" (although this restriction does not really have any meaning for an outgoing facility). Similarly, the Called Party Restriction applies to facilities capable of answering a call. Since this is not the case with WATS, "none" should be specified. Again, the default values are sufficient, so only the COR number needs to be specified.
- COR 32 (FX) — According to the requirements for this example, no restrictions apply. Reasons are the same as for WATS. Only the COR number needs to be specified.
- COR 33 (data modules) — No restrictions apply for reasons similar to the reasons why no restrictions were assigned for WATS. Only the COR number needs to be specified.
- COR 34 (attendant group) — The attendant group cannot call COR 33 (data modules). Specify an "n" beside COR 33 in the Calling Permission field. Specify 34 in the COR Number field.
- COR 35 (unrestricted voice terminals) — Since no restrictions were specified, only the COR number needs to be entered.
- COR 36 (no FX or WATS calls) — This COR cannot call COR 32 (FX) or COR 31 (WATS). Specify an "n" beside CORs 32 and 31 in the Calling Permission field. Specify 36 in the COR Number field.
- COR 37 (no WATS calls) — This COR cannot call COR 31 (WATS). Specify an "n" beside COR 31 in the Calling Permission field. Specify 37 in the COR Number field.
- COR 38 (DID) — This COR cannot call COR 33 (data modules). Specify "n" beside COR 33 in the Calling Permission field. Enter 38 in the COR Number field.

- COR 39 (Remote Access barrier code) — This COR can be used for data calls only. Thus, this COR can call COR 33, but not CORs 30 (local central office), 31 (WATS), 32 (FX), 34 (attendant group), 35, 36, or 37 (voice terminals). Specify an "n" beside CORs 30, 31, 32, 34, 35, 36, and 37 in the Calling Permission field. Enter 39 in the COR Number field. [The CORs listed in the Calling Permission field can be viewed as terminating or screening CORs that can or cannot be called by the originating COR. Since COR 38 (DID) is neither a terminating nor a screening COR, it does not have to be considered when assigning the barrier code COR.]

### **Example Using Calling Party Restrictions, Called Party Restrictions, and Miscellaneous Restrictions**

To illustrate the use of both Calling and Called Party restrictions, and Miscellaneous restrictions, assume a System installation provides the following:

- Central office trunks (outgoing)
- WATS
- FX trunks (outgoing)
- Voice terminals
- Data modules
- Terminating Extension Groups
- Loudspeaker Paging

Suppose that the following requirements exist:

- Only the attendant can access loudspeaker paging.
- Terminating Extension Groups can only accept calls from internal voice terminals.
- There are six classes of voice terminals:
  - Those that are toll restricted
  - Those that cannot call outside to a public network (outward restricted)
  - Those that can receive calls only from an attendant
  - Those that can call anywhere, any time
  - Those that cannot place FX or WATS calls
  - Those that cannot place WATS calls

To implement the preceding requirements, a COR must be assigned to each facility or group of facilities. For simplicity, each can have a unique COR. The CORs are arbitrarily assigned as follows:

- COR 40 — Local central office trunks

- COR 41 — WATS trunks
- COR 42 — FX trunks
- COR 43 — Attendant group
- COR 44 — Data modules
- COR 45 — Terminating Extension Groups
- COR 46 — Loudspeaker Paging Access Zones
- COR 47 — Unrestricted voice terminals
- COR 48 — Voice terminals that are toll restricted
- COR 49 — Voice terminals that are outward restricted
- COR 50 — Voice terminals that can only receive calls from an attendant
- COR 51 — Voice terminals that cannot place FX or WATS calls
- COR 52 — Voice terminals that cannot place WATS calls

With the CORs defined, it should be determined individually which CORs cannot call other CORs. This is done as follows:

- COR 40 (local central office trunks) — Restrictions that prohibit access to this COR are assigned when the originating CORs are considered. Only the COR number has to be specified on this form.
- COR 41 (WATS) — Only the COR number needs to be specified, this is the same case as described in the previous configuration example.
- COR 42 (FX) — Again, only the COR number needs to be specified.
- COR 43 (attendant group) — No restrictions were stated, so only the COR number needs to be specified.
- COR 44 (data modules) — No restrictions were stated, so only the COR number needs to be specified.
- COR 45 (Terminating Extension Group) — This COR can receive internal voice terminal-originated calls only. Since no tie trunks are specified for this example, the Inward Restriction feature can provide the desired restriction. Specify "inward" as the Called Party Restriction. If dial repeating tie trunks are provided, Miscellaneous Restrictions could be used to deny trunk access to the group. Also, specify 45 as the COR number.
- COR 46 (Loudspeaker Paging Access zones) — Since this COR can be accessed by an attendant only, the Manual Terminating Line feature can provide the restriction. Specify "manual" as the Called Party Restriction. Specify 46 as the COR number.
- COR 47 (unrestricted voice terminals) — No restrictions were stated, so only the COR number needs to be specified.
- COR 48 (toll restricted voice terminals) — Specify "toll" as the Calling Party Restriction. Specify 48 as the COR number.

- COR 49 (outward restricted voice terminals) — Specify "outward" as the Calling Party Restriction. Specify 49 as the COR number.
- COR 50 (voice terminals that can only receive calls from an attendant) — Specify "manual" as the Called Party Restriction. Specify 50 as the COR number.
- COR 51 (voice terminals that cannot place WATS or FX calls) — None of the Calling Party Restrictions uniquely prohibit WATS and FX calls, so Miscellaneous Restrictions are used. Enter an "n" beside COR 41 (WATS) and COR 42 (FX) in the Calling Permission field. Leave the Calling Party Restriction as "none" and specify 51 as the COR number.
- COR 52 (voice terminals that cannot place WATS calls) — Enter an "n" beside COR 41 (WATS) in the Calling Permission field. Leave the Calling Party Restriction as "none" and specify 52 as the COR number.

Another method to determine COR assignment is to consider the restrictions to be assigned.

This method is probably more difficult to use, but it minimizes the number of CORs established. This method requires 9 CORs to effect the same restrictions as 13 CORs with the previous method.

The requirements given for this example are as follows:

- Only the attendant can access loudspeaker paging.
- Terminating Extension Groups can only accept calls from internal voice terminals.
- The six classes of voice terminals are:
  - Those that are toll restricted
  - Those that cannot call outside to a public network (outward restricted)
  - Those that can receive calls only from an attendant
  - Those that can call anywhere, any time
  - Those that cannot place FX or WATS calls
  - Those that cannot place WATS calls

Assignments for these requirements could be made as follows:

- COR 20 — Manual Terminating Line Restriction.
- COR 21 — Inward Restriction.
- COR 22 — Toll Restriction (that is, "tac-toll" or "all-toll").
- COR 23 — Outward Restriction.





**NOTE:**

A new Manual Terminating Line Restriction for voice terminals was not established. COR 20, above, can be assigned.

- COR 24 — Unrestricted.
- COR 25 — COR for WATS.
- COR 26 — COR for FX.
- COR 27 — Provides Miscellaneous Restrictions for WATS and FX. Enter an "n" beside COR 25 and COR 26 on the form for COR 27.
- COR 28 — Provides Miscellaneous Restriction for WATS. Enter an "n" beside COR 25 on the form for COR 28.

Now assign the appropriate COR to each physical or screening facility:

- Central office trunks — COR 24 (unrestricted).
- WATS — COR 25 (WATS COR).
- FX — COR 26 (FX COR).
- Attendant group — COR 24 (unrestricted).
- Voice terminals — COR 22 (toll — "tac-toll" or "all-toll"), COR 23 (outward), COR 20 (manual), COR 24 (unrestricted), COR 27 (WATS and FX miscellaneous), or COR 28 (WATS miscellaneous), as required.
- Data Modules — COR 24 (unrestricted).
- Terminating Extension Group — COR 21 (inward).
- Loudspeaker Paging trunks — COR 20 (manual).

**Example Using ARS/AAR Facilities Restriction Level (FRL) for Control of Call Routing**

Establish a group of users who must dial an authorization code to make outside calls. The client has ARS and the Authorization Codes feature. The forms and fields are administered as follows:

- Feature-Related System Parameter Features Form

| Field                                    | Enter |
|------------------------------------------|-------|
| - Authorization Codes Enabled            | y     |
| - Authorization Code Length              | 7     |
| - Authorization Code Cancellation Symbol | #     |
| - Attendant Timeout Flag                 | n     |

- Station Form

Assign COR = 1 for all unrestricted users and COR = 49 for restricted users who must dial an authorization code to make outside calls.

- Authorization-Codes Form

Assign the restricted users a replacement COR = 1 and an authorization code the same as their 7-digit phone number.

- COR Form

Assign/change originating FRLs for restricted and unrestricted users. Assign an originating FRL of 7 to users with a COR of 1 and an originating FRL of 0 to users with a COR of 49.

- AAR/ARS Route Pattern Form

For route pattern 1, assign trunk group 40 (CO) as the first choice route with a route FRL = 1, NPA = 201, and Prefix Mark = 1. Assign first, second, and third choice routes as follows:

| Grp No | FRL | NPA | Prefix Mark | Toll List | No. Del Digits | Inserted Digits |
|--------|-----|-----|-------------|-----------|----------------|-----------------|
| 40     | 1   | 201 | 1           |           |                |                 |
| 2      | 3   | 201 | 1           |           |                |                 |
| 32     | 3   | 201 | 1           |           |                | 9               |

For this example, trunk group 40 is a CO trunk, trunk group 2 is WATS, and trunk group 32 is a tie trunk to the System 85.

When a caller dials the ARS access code to call out, the FRL of the originating facility is compared with the FRL of the available outgoing facility. If the FRL of the originating facility is less than the FRL of the trunk group, the restricted user will be prompted (via recall dial tone) to enter an authorization code. After the authorization code is entered, the call is routed to the CO for completion. If the FRL is insufficient to seize any trunk group in the route pattern, the user gets intercept tone.

Restricted callers will be prompted for and be required to enter an authorization code. Unrestricted users will simply dial the ARS code followed by the desired number.

Another practical application of the use of auth-codes might be to enable an unrestricted user to make a call from a restricted phone. For example, an executive could enter an authorization code that enables him to dial out from a restricted phone in the factory.

## Hardware Requirements

---

None.

## Class of Service

---

Defines whether or not voice terminal users may access or use the following features and functions (refer to *DEFINITY ECS Release 5 Feature Description*).

- Automatic Callback (feature)
- Call Forwarding All Calls (feature)
- Data Privacy (feature)
- Priority Calling (feature)
- Console Permission (allows multi-appearance voice terminal users to control the same features controlled by an attendant)
- Off-Hook Alert (see "Emergency Access to the Attendant" feature)
- Client Room (see "Hospitality Services" — Allows use of the check-in, check-out, room change/swap, and maid status features).
- Restrict Call Forwarding Off-Net (feature)
- Call Forward Busy/Don't Answer (feature)
- Personal Station Access (feature)
- Station Control of Trunk-to-Trunk Transfer (feature)

## Administration

---

The 16 possible Classes of Service (COSs) are preassigned in the system. Choose and modify the appropriate COS and assign to users as required. Types of users are listed in the following table.

| Form                | Field | Form Instructions (Page) |
|---------------------|-------|--------------------------|
| Class of Service    | All   | 5-96                     |
| Attendant Console   | COS   | 5-34                     |
| Console Parameters  | COS   | 5-99                     |
| Data Module         | COS   |                          |
| PDM/TDM             |       | 5-126                    |
| Processor Interface |       | 5-135                    |
| Netcon (R5si only)  |       | 5-131                    |
| SAP (R5r only)      |       | 5-138                    |
| DLDM                |       | 5-110                    |

*Continued on next page*

| Form             | Field | Form<br>Instructions<br>(Page) |
|------------------|-------|--------------------------------|
| Station          | COS   | 5-346                          |
| Remote Access    | COS   | 5-286                          |
| PGATE (R5r only) | COS   | 4-115                          |

- Class of Service Form — Verify or complete all fields as required.
- Complete the "COS" fields on the following forms:
  - Attendant Console
  - Console Parameters
  - Data Modules [includes PDM, TDM, Processor Interface, Netcon, Recorded Announcement, DLDM, and SAP (R5r only)]
  - Station
  - Remote Access
  - PGATE (R5r only)

### **Hardware Requirements**

---

None.

## Clear Message Waiting Indicators

---

### Description

---

The Clear Message Waiting Indicators feature allows you to use the command line to clear message waiting indicators at any extensions that use message waiting lamps or audible message waiting indication. These include attendant consoles, voice terminals, Vector Directory Numbers, Personal Station Access extensions, and others.

If a terminal is disconnected with an active message lamp, if synchronization is lost between an adjunct messaging system and the DEFINITY ECS, or if you alter your system configuration, you may end up with message waiting indicators that point to non-existent messages. You can turn off unnecessary message waiting indicators and remove message lamp status data from the system using this feature.



#### NOTE:

If a messaging adjunct has message data pending at the time you issue this command, the message waiting indicators may go off and then come back on again shortly thereafter. To make sure all message waiting indicators are off, you should use this command immediately before disconnecting hardware.

### To use the “clear amw” command

---

To use this feature, your login must be of the init, inads, craft or customer super-user level, with station permissions. To clear automatic message waiting lamps or audible message indicators, enter the following command:

**clear amw *type ext***

The following are valid entries for *type*:

- all — clears all automatic message waiting indicators for the given extension
- asai — clears automatic message waiting indicators for the given extension that have been activated by Adjunct/Switch Applications Interface requests
- audix — clears automatic message waiting indicators for the given extension that have been activated by Audix
- msa — clears automatic message waiting indicators for the given extension that have been activated by a message server adjunct
- pms — clears automatic message waiting indicators for the given extension that have been activated by a Property Management System

For the *ext* qualifier, the only valid entries are extension numbers administered on the switch.

## Conference — Attendant

---

Allows the attendant to set up a conference call for as many as six conferees, including the attendant. Conferees from inside and outside the system can be added to a conference call.

To set up a conference, the attendant dials a number and uses the split key to add each party to the rest of the conference. Once an attendant adds a party to a conference call (whether the call was established by an attendant or other voice terminal user), only the attendant can add another party to the call.

The attendant cannot handle any other calls while setting up a conference call.

 **NOTE:**

If Trunk-to-Trunk Transfer is disabled and the attendant releases from a conference call involving only trunk conferees, the trunks are also disconnected.

## Administration

---

To implement this feature, the following form(s) or sections of the form(s) must be completed.

| Form                              | Field                                                                                                                                                      | Form Instructions (Page) |
|-----------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------|
| Feature-Related System-Parameters | Public Network Trunks on Conference Call, Conference Parties With Public Network, Trunks Conference Parties Without Public Network Trunks, Conference Tone | 5-178                    |

- Feature-Related System Parameters Form — Enter the number of public network trunks allowed on a conference call, the maximum number of parties allowed in a conference call involving public networks, and the maximum number of parties allowed in a conference call involving no public networks. Enter 'y' in the Conference Tone field to provide a conference tone as new parties join a conference call.

## Hardware Requirements

---

None.

## Conference — Terminal

---

Allows multi-appearance voice terminal users to set up six-party conference calls without attendant assistance. Single-line voice terminal users can set up three-party conference calls without attendant assistance.

### NOTE:

Single-line voice terminals can have more than three parties on a conference call with assistance from other users. For example, one user can add a party, who can add another party, and so on.

If Trunk-to-Trunk Transfer is disabled and voice terminal user releases from a conference call involving only trunk conferees, the trunks are also disconnected.

## Administration

---

To implement this feature, the following form(s) or sections of the form(s) must be completed.

| Form                              | Field                                                                                                                                                      | Form Instructions (Page) |
|-----------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------|
| Feature-Related System-Parameters | Public Network Trunks on Conference Call, Conference Parties With Public Network, Trunks Conference Parties Without Public Network Trunks, Conference Tone | 5-178                    |

Feature-Related System Parameters Form — Enter the number of public network trunks allowed on a conference call, the maximum number of parties allowed in a conference call involving public networks, and the maximum number of parties allowed in a conference call involving no public networks. Enter "y" in the Conference Tone field to provide a conference tone as new parties join a conference call.

## Hardware Requirements

---

None.

## Code Calling Access

---

Allows attendants, voice terminal users, and tie trunk users to page with coded chime signals.

### Administration

---

To implement this feature, the following form(s) or sections of the form(s) must be completed.

| Form                                       | Field                         | Form Instructions (Page) |
|--------------------------------------------|-------------------------------|--------------------------|
| Loudspeaker Paging and Code Calling Access | Code Calling IDs-(all fields) | 5-247                    |

- Loudspeaker Paging and Code Calling Access Form — Complete Code Calling fields as follows:
  - Assign Code Calling Playing Cycles (1 through 3) to indicate the number of times a code calling identification will be played.
  - Assign TN763C Auxiliary Trunk ports to each paging zone to be used.
  - Assign Code Calling TACs and CORs to each zone to be assigned (1 through 9, all).
- Assign extension numbers to Code Calling ID fields.

### Hardware Requirements

---

Requires a port on a TN763C Auxiliary Trunk circuit pack for each of nine paging zones that can be assigned. The Code Calling Access feature shares the same ports used for loudspeaker paging.



## Consult

---

Allows a covering user, after answering a coverage call, to call the principal (called party) for private consultation.

### Administration

---

To implement this feature, the following form(s) or sections of the form(s) must be completed.

| Form                       | Field                                      | Form Instructions (Page) |
|----------------------------|--------------------------------------------|--------------------------|
| Station (multi-appearance) | Button/Feature Button Assignments -consult | 5-346                    |

- Station Forms — Assign a Consult button.

### Hardware Requirements

---

None.

## Coverage Callback

---

Allows a covering user to leave a message for the principal (called party) to call the calling party.

### Administration

---

To implement this feature, the following form(s) or sections of the form(s) must be completed.

| Form                       | Field                                        | Form Instructions (Page) |
|----------------------------|----------------------------------------------|--------------------------|
| Station (multi-appearance) | Button/Feature Button Assignments -cov-cback | 5-346                    |

- Station Forms — Assign a Cover Callback (cov-cback) button.

### Hardware Requirements

---

None.

## **Coverage Incoming Call Identification**

---

Allows multi-appearance voice terminal users without a display in a Coverage Answer Group to identify an incoming call to that group.

### **Administration**

---

To implement this feature, the following form(s) or sections of the form(s) must be completed.

| <b>Form</b>                | <b>Field</b>                                                             | <b>Form<br/>Instructions<br/>(Page)</b> |
|----------------------------|--------------------------------------------------------------------------|-----------------------------------------|
| Station (multi-appearance) | Button/Feature Button<br>Assignments -in-call-id (Type:____<br>Grp:____) | 5-346                                   |

- Station Forms — The in-call-id (Incoming Call Identification) button is used to identify the hunt or coverage answer group associated with the current incoming call.

### **Hardware Requirements**

---

None.

## **Customer-Provided Equipment Alarm**

The Customer-Provided Equipment (CPE) alarm device provides an indication that a System alarm has occurred and that the System has attempted to contact a preassigned service organization about the problem. A customer-provided device, such as a lamp or bell, is used to indicate the alarm situation.

See your *DEFINITY ECS Installation and Test* manual for more information.

| <b>Form</b>                              | <b>Field</b>               | <b>Form<br/>Instructions<br/>(Page)</b> |
|------------------------------------------|----------------------------|-----------------------------------------|
| Maintenance-Related<br>System Parameters | CPE Alarm Activation Level | 5-306                                   |

## **Customer-Provided Equipment (CPE) Trunk Group**

---

The Customer-Provided Equipment (CPE) Trunk Group provides for the connection of on-premises customer equipment to the System for applications such as the Recorded Telephone Dictation Access feature.

The auxiliary trunk ports that are used to connect CPE to the digital switch are administered as CPE Trunk Group members for those features such as Recorded Telephone Dictation Access that are not supported by port assignment fields on other System forms. For example, trunk port interfaces can be assigned on System forms for such features as Music-on-Hold Access (Feature-Related System Parameters form) and Loudspeaker Paging and Code Calling Access (Loudspeaker Paging and Code Calling Access form).

### **Administration**

---

To implement this feature, the following form(s) or sections of the form(s) must be completed.

| <b>Form</b>       | <b>Field</b> | <b>Form<br/>Instructions<br/>(Page)</b> |
|-------------------|--------------|-----------------------------------------|
| Trunk Group (CPE) | All          | 4-188                                   |

- Trunk Group (CPE) Form — Verify or complete all fields as required.

### **Hardware Requirements**

---

A port on a TN763C Auxiliary Trunk circuit pack is required for each trunk to be assigned the CPE Trunk Group. A TN763C provides four ports.

## Cut-Through

---

Provides a connection to the analog CO/FX trunk after dialing the TAC of a CO or FX trunk. Subsequent digits dialed after receiving dial tone from the CO/FX trunk are transmitted to the CO/FX trunk as either rotary pulses or DTMF tones. Dialed digits are also checked for authorization and toll restrictions and are recorded in a CDR record if CDR has been enabled on the Trunk Group form.

For display-equipped voice terminals, when Cut-Through and Outgoing Display are enabled, the dialed digits will be displayed, and when the CO trunk is seized, the trunk group name will be displayed when the call is answered.

Digits are not collected and/or checked for restrictions until dial tone is received from the CO/FX trunk.

 **NOTE:**

WATS trunks and ARS are not supported by the Cut-Through feature.

This feature does not replace the *automatic* Outgoing Dial Type capability.

## Administration

---

To implement this feature, the following form(s) or sections of the form(s) must be completed.

| Form        | Field              | Form Instructions (Page) |
|-------------|--------------------|--------------------------|
| Trunk Group | Outgoing Dial Type |                          |
| CO          | Cut-Through        | 4-182                    |
| FX          | Toll Restricted    | 4-206                    |
|             | CDR Reports        |                          |
|             | Outgoing Display   |                          |

- **Trunk Group Forms** — For the desired CO and FX trunk groups, enter either "rotary" or "tone" in the Outgoing Dial Type field. This is the method in which the digits will be outpulsed.

Enter "y" in the Cut-Through field to enable the feature.

If Toll Restriction is desired, enter "y" in the Toll Restricted field.

Enter "y" in the CDR Reports field to enable the generation of CDR records for calls involving this trunk group.

Enter "y" in the Outgoing Display field to enable the display of group name information for an outgoing trunk call.

### **Hardware Requirements**

---

A port is required on a TN747B CO trunk circuit pack for each trunk to be assigned.

## **D-Channel Backup**

---

The D-Channel Backup provides a backup signaling link (D-channel) in the event of a signaling link failure for DS1 trunk port interfaces used for ISDN-PRI. If a signaling link failure were to occur, a switch to a backup signaling link (D-channel) can be implemented.

D-channel Backup requires that one D-channel be administered as the Primary D-channel and that a second D-channel be administered as the Secondary

The D-channel is administered on the Signaling Group form. These assignments ensure that, at certain times during D-channel Backup processing, each switch at each end of the interface selects the same D-channel. When this occurs, the Primary D-channel is given precedence over the Secondary D-channel.

Refer to the "Facility and Non-Facility Associated Signaling" feature coverage for a detailed discussion of both Facility and Non-Facility Associated Signaling and D-channel Backup.



## Data Call Setup

---

Data Call Setup provides three methods to set up a data call: Data Terminal (keyboard) Dialing, which includes Alphanumeric Dialing, Data Hot Line, and Default Dialing (features covered separately elsewhere in this chapter), and Voice Terminal Dialing, or dedicating a voice terminal for data calls.

**⇒ NOTE:**

Voice terminal dialing is not available in ISDN-BRI applications because ISDN-BRI terminals do not support voice call transfer to data or data call transfer to voice.

Typically, when a data terminal is available, keyboard dialing is more convenient and requires fewer steps; therefore, it should be used whenever possible.

In addition to data terminal and voice terminal dialing, the System accepts calls from other devices, such as a Modular Processor Data Module (MPDM) equipped with an Automatic Calling Unit (ACU) interface module. An analog modem interfaced with an ACU can also be used to provide dialing capability for a host computer.

"Administered Connection/Access Endpoint" (covered elsewhere in this chapter) may also be used to establish a data call.

### Administration — Voice Terminal Dialing

---

Voice Terminal Dialing must be used when the data terminal is connected to an analog modem or when a data terminal is not accessible for dialing.

**⇒ NOTE:**

ADU-type hunt groups connecting the System to terminal servers on a host computer should have these hunt group extensions assigned as "no" keyboard dialing.

To implement this feature, the following form(s) or sections of the form(s) must be completed.

**Table 3-6. Data Call Setup**

| <b>Form</b>                | <b>Field</b>                      | <b>Form Instructions (Page)</b> |
|----------------------------|-----------------------------------|---------------------------------|
| Feature Access Codes       | Data Origination Access Code      | 5-170                           |
| Station (multi-appearance) | Button/Feature Button Assignments | 5-371                           |
| Data Module                | -data-ext (Ext: __)<br>All        |                                 |
| MPDM/MTDM                  |                                   | 5-126                           |
| Data Line                  |                                   | 5-110                           |
| Modem Pool Group           | Circuit Pack Assignments          | 5-252                           |

- Feature Access Codes Form — Assign a Data Origination Access Code. When a user places a data call to digital data endpoint, and does not transfer the call to another digital data endpoint but uses a modem or acoustically coupled modem, the user must dial the Data Origination access code before dialing the distant endpoint.
- Station Forms — Assign Data Call Setup buttons to multi-appearance voice terminals. This supports the use of the Data Call Setup One-Button Transfer To Data, Return-to-Voice, and Data Call Preindication features. If the Data Module form is associated with the station form, complete the form.
- Data Module Form — If the Data Module form is not associated with the station, complete an MPDM/MTDM or Data Module form as required.
- Modem Pool Group Form — Assign Circuit Pack port locations if dialing outside locations requiring digital-to-analog conversion.

Depending on the hardware being used, assign ports to the following as required:

- Data Modules
- BCTs/510Ds
- 7400D Series or CALLMASTER Digital Voice Terminals
- 7500D Series of Voice Terminals with ADM
- Analog Modems (port is assigned using a 2500 Voice Terminal form)

## Administration — Data Terminal (keyboard) Dialing

---

In addition to standard keyboard dialing, Data Terminal Dialing can be enhanced by Alphanumeric Dialing, Default Dialing, and the Data Hot Line features. Refer to the respective feature coverage provided elsewhere in this chapter for additional administration information associated with these features.

**NOTE:**

ADU-type hunt groups connecting the System to terminal servers on a host computer should have these hunt group extensions assigned as "no" keyboard dialing.

To implement this feature, the following form(s) or sections of the form(s) must be completed.

| Form             | Field                    | Form<br>Instructions<br>(Page) |
|------------------|--------------------------|--------------------------------|
| Data Module      | All                      |                                |
| MPDM/MTDM        |                          | 5-126                          |
| Data Line        |                          | 5-110                          |
| 7500             |                          | 5-144                          |
| Modem Pool Group | Circuit Pack Assignments | 5-252                          |

- Data Module Form — Complete an MPDM/MTDM, Data Line Data Module, or 7500 Data Module form as required.
- Modem Pool Group Form — Assign Circuit Pack port locations if dialing outside locations requiring digital to analog conversion.

## Hardware Requirements

---

Data Call Setup is a means of using data equipment to establish data calls. Requirements for data modules, 510D or 515 BCT voice terminals, and modems are as follows:

- **Data Modules:** Each MPDM/MTDM Data Module requires one port on a TN754B Digital Line circuit pack. The 7500 Data Module requires a port on a TN556 ISDN-BRI Line circuit pack. When administered in multipoint (passive bus) configuration, a port may be shared by up to two endpoints that can be of the following types: stand-alone voice or stand-alone data. However, there can only be one integrated voice and data endpoint on a ISDN-BRI port. A Digital Terminal Data Module (DTDM) and a ISDN-BRI Asynchronous Data Module (ADM) share the port with their associated voice terminal. Each Data Line data module requires a port on a TN726B Data Line circuit pack.

- **7400A Data Module:** The 7400A Data Module may be used instead of an MTDM when using the combined Modem Pooling feature, or as a stand-alone PDM.
  - **7400C HSL Data Module:** The 7400C provides a synchronous link to high-speed data networks. Can support Group 4 Fax applications, video teleconferencing, and Local Area Network (LAN) interconnect applications.
  - **7400B+ and 8400B+ Data Module:** The 8400B Data Module can be used to provide voice and data communications to 7400D series voice terminals and the 602A1 CALLMASTER Digital Voice terminal that have connections to a data terminal or PC. The 8400B does not support synchronous communication or keyboard dialing. May be used in a linked mode like a DTDM or an unlinked mode like a PDM to provide voice/data services.
  - **Data Line Data Module:** Each TN726B Data Line circuit pack port connects to an Asynchronous Data Unit (ADU) that provides an EIA 232C interface to the switch.
- **510D or 515 BCT:** Each 510D or 515 BCT requires one port on a TN754B Digital Line circuit pack for shared use of voice and data.
  - **7400D Series or CALLMASTER Digital Voice Terminals:** Each voice terminal requires one port on a TN754B Digital Line circuit pack for shared use of voice and data. The 7403D and 7405D voice terminals require an optional Digital Terminal Data Module. The 7404D requires an optional messaging cartridge, the 7406D requires an optional 703A Data Stand, and the 7407D requires an optional 702A DSU for connection to associated data terminals. In addition, a 8400B Data Module may be used to provide all 7400D series voice terminals a connection to data terminals and a common DCP interface to the switch.
  - **7500D Series Voice Terminals:** Each voice terminal requires one port on a TN556 ISDN-BRI Line circuit pack for shared use of voice and data. The 7505D, 7506D, and 7507D require an optional Asynchronous Data Module (ADM) for connection to associated data terminals. For ISDN-BRI applications, a TN778 Packet Control circuit pack is also required to provide ISDN-BRI connectivity. The Packet Control circuit pack provides ISDN signaling links with Link Access Protocol for the D-channel. Also see the "Asynchronous Data Module" section in this chapter.

- **Modems:** Each modem requires one port on a TN742, TN746B, or TN769 Analog Line circuit pack. (Administration designates the modem as a 2500-series voice terminal and assigns an extension number. A modem is connected to the port instead of a voice terminal. Access is through the assigned extension number.)
- **Modem Pooling:** A TN758 Modem Pool circuit pack, or one digital port associated with a Trunk Data Module (either TDM or MTDM) and one analog port with analog modem, is required for each conversion resource.

Keyboard Dialing to off-premises data endpoints requires the use of a TN748C Tone Detector circuit pack. Extensive use of features and services using tone detection may necessitate adding additional TN748C circuit packs (several features also use a TN748C).

## Data Hot Line

---

Data Hot Line allows the data terminal user to place a data call to a predetermined destination by simply entering a carriage return at the "DIAL" prompt.

Data Hot Line calls are automatically placed by the System from specified digital data endpoints to preassigned extension numbers or off-premises numbers. The destination number is stored in the Abbreviated Dialing list.

### Administration

---

A Data Hot Line number is administered on a per-data-terminal basis.

 **NOTE:**

ADU-type hunt groups connecting the System to terminal servers on a host computer should have these hunt group extensions assigned as "no" keyboard dialing.

To implement this feature, the following form(s) or sections of the form(s) must be completed.

**Table 3-7. Data Hot Line**

| Form                | Field                                                                             | Form Instructions (Page) |
|---------------------|-----------------------------------------------------------------------------------|--------------------------|
| Abbreviated Dialing | All                                                                               |                          |
| Enhanced            |                                                                                   | 5-2                      |
| Group               |                                                                                   | 5-5                      |
| System              |                                                                                   | 5-11                     |
| Personal            |                                                                                   | 5-8                      |
| 7103A               |                                                                                   | 5-14                     |
| Station             | Data Module form AD List Special Dialing Option Hot Line Destination AD Dial Code | 5-371                    |
| Data Modules:       | AD List1:                                                                         |                          |
| Data Line           | Special Dialing Option                                                            | 5-110                    |
| Processor Interface | AD Dial Code                                                                      | 5-135                    |
| PDM, TDM            |                                                                                   | 5-126                    |

*Continued on next page*

**Table 3-7. Data Hot Line — Continued**

| <b>Form</b>        | <b>Field</b> | <b>Form<br/>Instructions<br/>(Page)</b> |
|--------------------|--------------|-----------------------------------------|
| Netcon (R5si only) |              | 5-131                                   |
| SAP (R5r only)     |              | 5-138                                   |
| X.25 (R5r only)    |              | 5-140                                   |
| 7500               |              | 5-144                                   |

- **Abbreviated Dialing Form** — Complete an Abbreviated Dialing (AD) form and enter the hot line dial string beside an appropriate AD Dial Code field.
- **Station Forms** — Complete the station's associated Data Module form. Assign the AD List per the AD form completed above (such as, "p" for personal, "g" for group, and so on). Enter "hot-line" in the Special Dialing Option field, and enter the appropriate AD Dial Code (code number on AD form that contains the hot line dial string) in the AD Dial Code field.
- **Data Module Forms** — Assign the AD List per the AD form completed above (such as, "p" for personal, "g" for group, and so on). Enter "hot-line" in the Special Dialing Option field, and enter the appropriate AD Dial Code (code number on AD form that contains the hot line dial string) in the AD Dial Code field.

### **Hardware Requirements**

---

See "Data Call Setup" in this chapter.

## Data Modules

---

The following provides administration information for equipment requiring a data module interface to the switch.

 **NOTE:**

In addition to the equipment listed below, data module administration required for voice terminals is provided in the appropriate terminal coverage.

- Asynchronous EIA 232C compatible Data Terminal Equipment (DTE)
- AUDIX
- Call Detail Recording (CDR) output device
- Call Management System (CMS)
- CallVisor ASAI
- Data service unit associated with a private data line or the digital data system
- Data set
- Data terminal
- Local host computer
- Messaging Server Adjunct (MSA)
- On- or off-premises administration/maintenance terminal
- Other DEFINITY Systems, System 75s, System 85s, or enhanced DIMENSION. PBX nodes in a Distributed Communications System (DCS)
- System Printer
- 3270 type data modules

Figure 3-8 shows typical data module connections to the System.

 **NOTE:**

The Administration Without Hardware Translation feature is usually paired with the Terminal Translation Initialization (TTI) feature. In the context of data modules, the TTI feature allows data modules that are administered without hardware translation to be "merged" with an appropriate data module connected to an unadministered port. The unadministered port is given TTI default translation that is sufficient to allow a terminal connected to the data module (which is connected to the port) to request a TTI merge with the extension of a data module administered without hardware translation. **TTI is not useful for Announcement and X.25 hardware.**



**NOTE:**

Administration Without Hardware Translation supports the PDM, TDM, Data-Line, Announcement, and X.25 data module types.

## **Administration**

---

To implement data modules, the following forms must be completed.

| <b>Form</b> | <b>Field</b> | <b>Form<br/>Instructions<br/>(Page)</b> |
|-------------|--------------|-----------------------------------------|
| Data Module | All          | 5-106                                   |

The "Type" field of the Data Module form assigns the data module type (such as PDM, TDM, and so on) that brings up different fields based on the type of data module entered. The following discussions describe how to administer these data module types from the corresponding form that appears for that type (see Chapter 5 for examples).

- Data Module Form — Complete one Data Module form for each of the following data modules in your System:
  - 700A — Provides an interface to a Messaging Server Adjunct (MSA), CDR output device, an on-premises administration terminal, data terminal, or a local host computer. [Also known as a processor data module (PDM)].
  - 700B — Provides an interface to an CDR output device, a data set, or a data service unit associated with a private data line or the Digital Data System (DDS). [Also known as a trunk data module (TDM)].
  - 700C — Functions the same as a TDM-700B. Can be operated in a private line (PL) or switched network (SW) mode. For PL mode, use "tdm" in the Type field on this form; for SW mode, use the "Modem Pooling" form described elsewhere in this chapter.
  - 700D — Functions similar to the PDM-700A. The MPDM can support a variety of data interface requirements. It provides EIA 232C or RS-449 interfaces and an Automatic Calling Unit (ACU) RS-366 interface. [Also known as a module processor data module (MPDM)].
  - 700E — A multi-purpose data module configured that provides digital switch interface (EIA 232C and RS-449) to support trunk data requirements. Can be operated in a private line (PL) or switched network (SW) mode. For PL mode, use "tdm" in the Type field on this form; for SW mode, use the "Modem Pooling" form described elsewhere in this chapter. [Also known as a modular trunk data module (MTDM)].

- 7400A — May be used as a replacement for an MTDM in support of the combined Modem Pooling feature. Also may be used as a stand-alone PDM.
- 7400B/8400B — Asynchronous mode 2 data modules that can be used as stand-alone data modules like a PDM (in linked mode), or like a DTDM (in unlinked mode) to provide both voice and data services.

In the unlinked mode, the 7400B or 8400B is administered via the Data Module form. In the linked mode, it is administered via the Station Form (7400D series).

- 7500D — Instructions for administering a 7500D data module are provided in the appropriate voice terminal (7500D series, CALLMASTER digital voice terminal) coverage provided in Chapter 5.



**NOTE:**

The 7500D Voice Terminals are digital, but not of the DCP-type.

- Recorded Announcement Data Module Form — Complete all fields on this form. This form allows the System to transfer the recorded announcements file from the announcement board to the System tape and from the System tape to the announcement board.
- Processor Interface Data Module Form (R5si only) — Complete one Processor Interface Data Module form for each synchronous/asynchronous interface port to be assigned. These ports provide communications interfaces for the following:
  - 3B/Call Management System (maximum of one)
  - 3B/Messaging Server (maximum of one)
  - Distributed Communications System (maximum of eight for multi-carrier cabinet System and maximum of four for a single-carrier cabinet System)
  - AUDIX (maximum of one)
  - ISDN-PRI (maximum of eight for multi-carrier cabinet System and maximum of four for a single-carrier cabinet System.
  - ISDN Gateway Adjunct (maximum of one) — Supports the Station Identification/ Automatic Number Identification (SID/ANI) feature
- This form assigns a physical channel (01 through 08) from a TN765 Processor Interface circuit pack; it does not assign a physical port circuit. Connections for these interfaces are achieved via a digital line port and an MPDM combination, and/or in the case of DCS or ISDN-PRI, via a DS1 interface. One of the Processor Interface circuit packs (TN765) provides one direct EIA connection (labeled as Processor Interface on the back of

the Control Carrier), which is available for simplex operation only. Use of this connection eliminates the need for one digital line/MPDM combination.

- Data Line Data Module Form — Complete one Data Line Data Module form for each Asynchronous Data Unit (ADU) EIA 232C DTE type interface to be assigned. A port on a TN726B Data Line circuit pack is required for each ADU interface to be provided.
- X.25 Data Module Form (R5r only) — Complete one X.25 Data Module form for each X.25 Data Module to be assigned. An X.25 data module is the port on the PGATE board that is designed to act as a protocol converter and packet handler resource for the switching of data packets between data endpoints. With respect to X.25, PGATE provides protocol conversion between Mode 3 and X.25.

There are four ports located on a PGATE board. Each port, in the physical level, uses an EIA 232-C physical (RS-449 electrical) interface to connect with endpoint. For TDM bus access to another Generic 3r, use an "rs232" or "switched" cable (PGATE form).

A second page is added for X.25 version of form for setting up X.25 layer 2 and layer 3 parameters.

- Netcon Data Module Form (R5si only) — Complete one Netcon Data Module form for each of a maximum of four data channels on the TN777 Network Control circuit pack.

The Netcon Data Module form is used to assign a physical channel (01 to 04) from the TN777 Network Control circuit pack. An associated port interface to the switch requires completion of a MPDM/MTDM form. The port assignment requires a port on a TN754B Digital Line circuit pack to the TDM associated with the equipment.

Since many applications can be assigned to the Netcon interface and there are just four channels, consideration must be given to the actual administration assignments so as not to exceed these limitations. In addition, several of the applications require use of the Terminal User's Interface (TUI), which is an internal software process. The TUI can support up to five associated ports being active at one time. As a result, care must be taken when provisioning a system to ensure that the assigned features can indeed be supported by the hardware and software.

There are two classifications of access or paths into the software maintenance of the switch's central processor. The paths and their associated port requirements are as follows:

- Physical Paths:
1. EIA Port (CDR) — 1 port
  2. Maintenance Circuit Pack (RMATS, local administrative terminal, and remote administrative terminal) — 4 ports
  3. Netcon Channels (BCMS, remote administrative terminal, and so on) — 4 ports
- Software Path:
1. Terminal User IDs (TUIs) — 5 ports

The requirement for a physical path and/or software path is based on the application and the need for login sessions. The following provides a summary of the applications that can be assigned these paths and their path requirements:

| Application                           | Netcon (Note)    | TUI (Note)       |
|---------------------------------------|------------------|------------------|
| Processor Cabinet G3-MA Terminal Port | No               | Yes <sup>1</sup> |
| Expansion Cabinet G3-MA Terminal Port | No               | Yes <sup>1</sup> |
| Remote G3-MA                          | Yes <sup>2</sup> | Yes <sup>2</sup> |
| BCMS Terminal                         | Yes <sup>2</sup> | Yes <sup>2</sup> |
| INADS                                 | No               | Yes <sup>3</sup> |
| CDR - DCE Port                        | No               | No               |
| CDR - Other Than DCE Port             | Yes <sup>4</sup> | No               |
| PMS Printer                           | Yes <sup>2</sup> | Yes <sup>2</sup> |
| Journal/Log Printer                   | Yes <sup>2</sup> | Yes <sup>2</sup> |
| System Printer - DCE Port             | No               | Yes <sup>2</sup> |
| System Printer - Other Than DCE Port  | Yes <sup>2</sup> | Yes <sup>2</sup> |
| PMS Interface                         | Yes <sup>5</sup> | No               |
| Announcement Circuit Pack (TN750)     | Yes <sup>6</sup> | No               |
| Data Channel Loop Test                | Yes <sup>6</sup> | No               |

- 
1. TUI in use when "powered up"
  2. In use while logged-in and/or printing
  3. TUI in-use while dialed in
  4. Netcon channel in use continuously once established
  5. Netcon channel in-use while Saving/Restoring announcements
  6. Two Netcon channels are in-use while performing a Loop-Around test

Access to a Netcon channel requires the assignment of an extension number on a Netcon Data Module form. Access to the TUI software requires a valid login. Internal design limits allow only five of the above TUI applications to be active at one time. As shown on the table, when announcements are 2Uploaded or Downloaded (store/restore to/from tape) from a TN750 Announcement circuit pack, the use of a Netcon port is required during the process. Also, maintenance requires the use of two Netcon channels during a data channel loop-around test. Several applications can share use of the same Netcon port (not simultaneously though) such as the Remote Manager I and Announcement Upload/Download or the PMS Interface and journal/log printers.

- Digital Terminal Data Module — Refer to the 7403D and 7405D Voice Terminal coverage in Chapter 5 (the associated Data Module form, if required, is covered with each respective terminal's coverage).
- 3270 type Data Module Form — Complete one PDM/TDM Data Module form for each 3270-type Data Module to be provided an interface to the digital switch. The 3270 Data Module allows 3270-type terminals such as an IBM. 3278 Information Display System to communicate with a host computer via the digital switch. A 3270-type data module allows connection to industry-type cluster controllers. A port on a TN754B Digital Line circuit pack is required for each 3270 Data Module interface provided.
- 7500 Data Module Form — Complete one 7500 Data Module form for each 7500 Data Module to be assigned. The 7500 Data Module connects data terminal equipment (DTE) such as a modem to the ISDN network. For additional information, refer to the "7500 Data Modules" section of this chapter.

### **Hardware Requirements**

---

A port is required on a TN754B Digital Line circuit pack for each MPDM, MTDM, or 7400A Data Module to be assigned. One TN754B provides eight ports.

A port is required on a TN726B Data Line circuit pack for each interface to be provided asynchronous EIA 232C compatible equipment. An ADU allows direct connection between the digital switch port on a TN726B Data Line circuit pack and EIA terminals, printers, and computer ports. One TN726B provides eight ports.

A port is required on a TN556 ISDN-BRI Line circuit pack for each 7500D data module to be assigned. Due to multipoint support, a port may be shared with another voice-only or data-only endpoint. The TN556 ISDN-BRI Line circuit pack provides 12 ports (or 24 stations or data modules).

A port is required on a TN2181 or TN2224 for each 8400B+ data module.

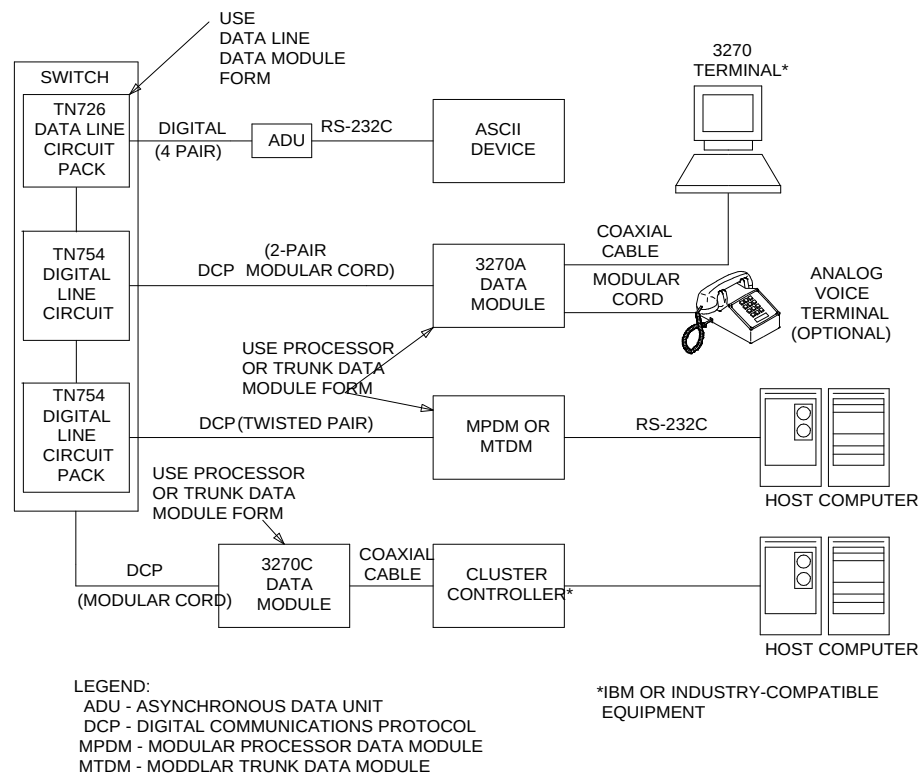


**Figure 3-8. Typical Data Module Connections**

## **Data-Only Off-Premises Extensions**

---

Data-Only Off-Premises Extensions allows users to establish data calls involving data communications equipment (DCE) or Data Terminal Equipment (DTE) that is located remotely from the System site using DATAPHONE data communication service or other private line data facilities. A Data-Only Off-Premises Extension uses a Modular Trunk Data Module (MTDM) located on-premises. Communication with the remote data equipment is accomplished through the private line facility linking the on-premises MTDM and the remote data equipment.

### **Administration**

---

To implement this feature, the following form(s) or sections of the form(s) must be completed.

| <b>Form</b> | <b>Field</b> | <b>Form<br/>Instructions<br/>(Page)</b> |
|-------------|--------------|-----------------------------------------|
| Data Module | All          |                                         |
| MPDM/MTDM   |              | 5-126                                   |

MPDM/MTDM Data Module Form — Assign the associated data module port interface to the digital switch.

### **Hardware Requirements**

---

Requires a Modular Trunk Data Module and one port on a TN754B Digital Line circuit pack.

## Data Privacy

---

Data Privacy protects analog or digital endpoints involved in a data connection from unwanted intrusion of tones, music, or voice that may be misconstrued as data. Data Privacy, when activated by a user, denies the system the ability to gain access to, or to superimpose tones, music, or voice onto, the protected call.

## Administration

---

To implement this feature, the following form(s) or sections of the form(s) must be completed.

| Form                 | Field                    | Form Instructions (Page) |
|----------------------|--------------------------|--------------------------|
| Feature Access Codes | Data Privacy Access Code | 5-170                    |
| Class of Service     | Data Privacy (0-15)      | 5-96                     |
| Station              | COS                      | 5-371                    |

- Feature Access Codes Form — Complete Data Privacy Access Code field.
- Class of Service Form — Verify Data Privacy field has the correct permission.

## Hardware Requirements

---

None.



## Data Restriction

---

Data restriction protects analog or digital endpoints involved in a data connection from unwanted intrusion of tones, music, or voice that may be misconstrued as data. Data Restriction, when administered to an extension number or trunk group, denies the system the ability to gain access to, or to superimpose tones, music, or voice onto, the protected call.

### Administration

---

To implement this feature, the following form(s) or sections of the form(s) must be completed.

| Form          | Field            | Form Instructions (Page) |
|---------------|------------------|--------------------------|
| Station       | Data Restriction | 5-371                    |
| Trunk Groups: | Data Restriction |                          |
| Access        |                  | 4-172                    |
| APLT          |                  | 4-177                    |
| CO            |                  | 4-182                    |
| CPE           |                  | 4-188                    |
| DID           |                  | 4-197                    |
| FX            |                  | 4-206                    |
| ISDN-PRI      |                  | 4-211                    |
| RLT           |                  | 4-234                    |
| Tandem        |                  | 4-240                    |
| Tie           |                  | 4-246                    |
| WATS          |                  | 4-253                    |

- Station Forms — Complete Data Restriction field.
- Trunk Group Forms — Complete Data Restriction field.

### Hardware Requirements

---

None.

## DCS Alphanumeric Display for Terminals

---

Allows calls to or from terminals on different nodes (switches) in a DCS equipped with alphanumeric displays to have transparency with respect to the display of call-related data.

### Administration

---

To implement this feature, the following form(s) or sections of the form(s) must be completed.

| Form                       | Field            | Form Instructions (Page) |
|----------------------------|------------------|--------------------------|
| Trunk Group - Tie (DCS TG) | Outgoing Display | 4-246                    |

- Trunk Group (Tie) Form — Enter 'Y' in the Outgoing Display field of the DCS Tie Trunk Group forms. This enables the called party's name to be displayed at the calling terminal.

### Hardware Requirements

---

DCS interface hardware is required. Refer to the "Distributed Communications System" section in this chapter for information.

## DCS Attendant Control of Trunk Group Access

---

Allows an attendant at any node in the DCS to exercise control over an outgoing trunk group at a different node in the cluster. This feature requires that there be a DCS Trunk Group between the local and remote switches, and that the trunks in that trunk group are not set up to insert digits on incoming calls. If digit insertion is needed on such trunks, it should be performed on the outgoing trunk based on the dialed digits.

**⇒ NOTE:**

This feature is not available for trunk groups with 4-digit trunk access codes or for trunk members 100 through 999.

### Administration

---

To implement this feature, the following form(s) or sections of the form(s) must be completed.

| Form              | Field                                                                   | Form Instructions (Page) |
|-------------------|-------------------------------------------------------------------------|--------------------------|
| Attendant Console | Feature Button Assignments<br>-act-tr-grp<br>-deact-tr-g<br>-remote-tgs | 5-34                     |

- Attendant Console Form — Assign Attendant Control of Trunk Group Access Activate (act-tr-grp) and Attendant Control of Trunk Group Access Deactivate (deact-tr-g) buttons for each remote trunk group to be controlled. Assign a "remote-tgs" button for each remote trunk group to be controlled [that is, Direct Trunk Group Select buttons 1 through 6 for the Basic Attendant Console (301A) or buttons 1 through 12 on the Enhanced Attendant Console (302A)].

### Hardware Requirements

---

DCS interface hardware is required. Refer to the "Distributed Communications System" section in this chapter for information.

## DCS Attendant Direct Trunk Group Selection

---

Allows attendants at one node to have direct access to an idle outgoing trunk at a different node in the DCS. This feature requires that there be a DCS Trunk Group between the local and remote switches, and that the trunks in that trunk group are not set up to insert digits on incoming calls. If digit insertion is needed on such trunks, it should be performed on the outgoing trunk based on the dialed digits.

 **NOTE:**

This feature is not available for trunk groups with 4-digit trunk access codes or for trunk members 100 through 999.

### Administration

---

To implement this feature, the following form(s) or sections of the form(s) must be completed.

| Form              | Field                                                    | Form Instructions (Page) |
|-------------------|----------------------------------------------------------|--------------------------|
| Attendant Console | Direct Trunk Group Select Button Assignments -remote-tgs | 5-34                     |

- Attendant Console Form — Assign up to 12 "remote-tgs" buttons in the Direct Trunk Group Buttons (Access Code) field on Page 1 of the form if not already assigned. An additional 12 buttons can be assigned on Page 2 of the form if required. Assign the Trunk Access Code (TAC) used to access the remote switch and the TAC of the remote trunk group to be accessed.

### Hardware Requirements

---

DCS interface hardware is required. Refer to the "Distributed Communications System" section in this chapter for information.

## DCS Attendant Display

---

Provides some transparency with respect to the display of call-related information.

### Administration

---

To implement this feature, the following form(s) or sections of form(s) must be completed.

| Form              | Field                                                 | Form Instructions (Page) |
|-------------------|-------------------------------------------------------|--------------------------|
| Attendant Console | Display Module Button Assignments<br>Display Language | 5-34                     |

- Attendant Console Form — Assign up to eight buttons in the Display Module Button Assignment field as required. Assign the desired display language (English, French, Italian, Spanish, or "user-defined"). Refer to "Administrable Language Display" in this chapter for information on administering the "user-defined" language.

### Hardware Requirements

---

DCS interface hardware is required. Refer to the "Distributed Communications System" section in this chapter for information.

## DCS Automatic Callback

---

Allows a user at one node to make an automatic callback call to a user at another node in the DCS.

**NOTE:**

Automatic callback calls do not apply for Vector Directory Numbers.

### Administration

---

To implement this feature, the following form(s) or sections of the form(s) must be completed.

| Form                              | Field                                           | Form Instructions (Page) |
|-----------------------------------|-------------------------------------------------|--------------------------|
| Feature-Related System Parameters | Automatic Callback — No Answer Timeout Interval | 5-178                    |
| Feature Access Codes              | Automatic Callback Activation                   | 5-170                    |
|                                   | Automatic Callback Deactivation                 |                          |
| Station (multi-appearance)        | Button/Feature Button Assignments               | 5-346                    |
|                                   | -auto-cback                                     |                          |
| Class of Service                  | Automatic Callback (0-15)                       | 5-96                     |

- Feature-Related System Parameters Form — Specify callback time-out interval in the Automatic Callback — No Answer Timeout Interval (rings) field.
- Feature Access Codes Form — Verify Automatic Callback Activation and Deactivation fields have been assigned.
- Station Forms — Assign Automatic Callback (auto-cback) buttons to multi-appearance voice terminals, as desired.
- Class of Service Form — Verify Automatic Callback field has the correct permission.

### Hardware Requirements

---

DCS interface hardware is required. Refer to the "Distributed Communications System" section in this chapter for information.

## **DCS Automatic Circuit Assurance**

---

Allows a voice terminal user or attendant at a System node to activate or deactivate Automatic Circuit Assurance (ACA) referral calls for the entire DCS network. This transparency also allows the referral calls to be generated at a node other than the node that detects the problem.

### **Administration**

---

To implement this feature, the following form(s) or sections of the form(s) must be completed.

| <b>Form</b>                       | <b>Field</b>                                   | <b>Form Instructions (Page)</b> |
|-----------------------------------|------------------------------------------------|---------------------------------|
| Feature-Related System Parameters | ACA Referral Calls                             | 5-138                           |
| Attendant Console                 | Feature Button Assignments<br>-aca halt        | 5-34                            |
| Station (multi-appearance)        | Button/Feature Button Assignments<br>-aca halt | 5-346                           |
| Trunk Group (Tie)                 | ACA Assignment                                 | 4-246                           |

- Feature-Related System Parameters Form — Determine if ACA referral calls are to be "local," "remote," or "primary."
  - If administered as "local", referral calls are generated at the System node for the System node.
  - If administered as "remote", referral calls are generated at a remote node for the System node. In this case, the remote node number must also be entered. The remote node number is the same node number as defined on the Dial Plan form.
  - If administered as "primary," referral calls are made at the System node for one or more remote nodes.
- Station (multi-appearance) Form — Assign ACA (aca-call) feature button if required.

- Attendant Console Form — Assign ACA (aca-call) feature button if required.
- Trunk Group (Tie) form — Complete the ACA Assignment and associated Long and Short Holding Time and Short Holding Threshold fields as required.

### **Hardware Requirements**

---

DCS interface hardware is required. Refer to the "Distributed Communications System" section in this chapter for information.



## DCS Busy Verification of Terminals and Trunks

---

Allows attendants and multi-appearance voice terminal users to make test calls to voice terminals and trunk groups that are located at other nodes within the DCS. This feature requires that there be a DCS Trunk Group between the local and remote switches, and that the trunks in that trunk group are not set up to insert digits on incoming calls. If digit insertion is needed on such trunks, it should be performed on the outgoing trunk based on the dialed digits.

**⇒ NOTE:**

This feature is not available for trunk groups with 4-digit trunk access codes or for trunk members 100 through 999.

### Administration

---

To implement this feature, the following form(s) or sections of the form(s) must be completed.

| Form                       | Field                                        | Form Instructions (Page) |
|----------------------------|----------------------------------------------|--------------------------|
| Attendant Console          | Feature Button Assignments<br>-verify        | 5-34                     |
| Station (multi-appearance) | Button/Feature Button Assignments<br>-verify | 5-346                    |

- Attendant Console Form — Assign a "verify" button.
- Station Forms — Assign a "verify" feature button on multi-appearance voice terminals.

### Hardware Requirements

---

DCS interface hardware is required. Refer to the "Distributed Communications System" section in this chapter for information.

## DCS Call Coverage

---

DCS Call Coverage adds the capability to cover to points other than AUDIX on a remote system.

### Administration

---

To administer DCS Call Coverage, DCS software and UDP or PNA software is required. DCS Call Coverage must be enabled on all systems having principals or coverage points and on all intervening systems.

| Form                                 | Field                                     | Form Instructions (Page) |
|--------------------------------------|-------------------------------------------|--------------------------|
| System-Feature Customer-Option       | DCS Call Coverage<br>Enhanced-DCS Enabled | 5-178                    |
| All forms required for DCS           | All                                       |                          |
| All forms required for Call Coverage | All                                       |                          |

System-Feature Customer-Option

- DCS Call Coverage — This field on page 1 of the form must be set to yes.

### Hardware Requirements

---

DCS Call Coverage does not require any additional hardware. However, it does require the hardware for DCS.

### Implementation Example

---

Figure 3-9 presents a DCS network that includes a uniform dial plan between systems A, B, and C.

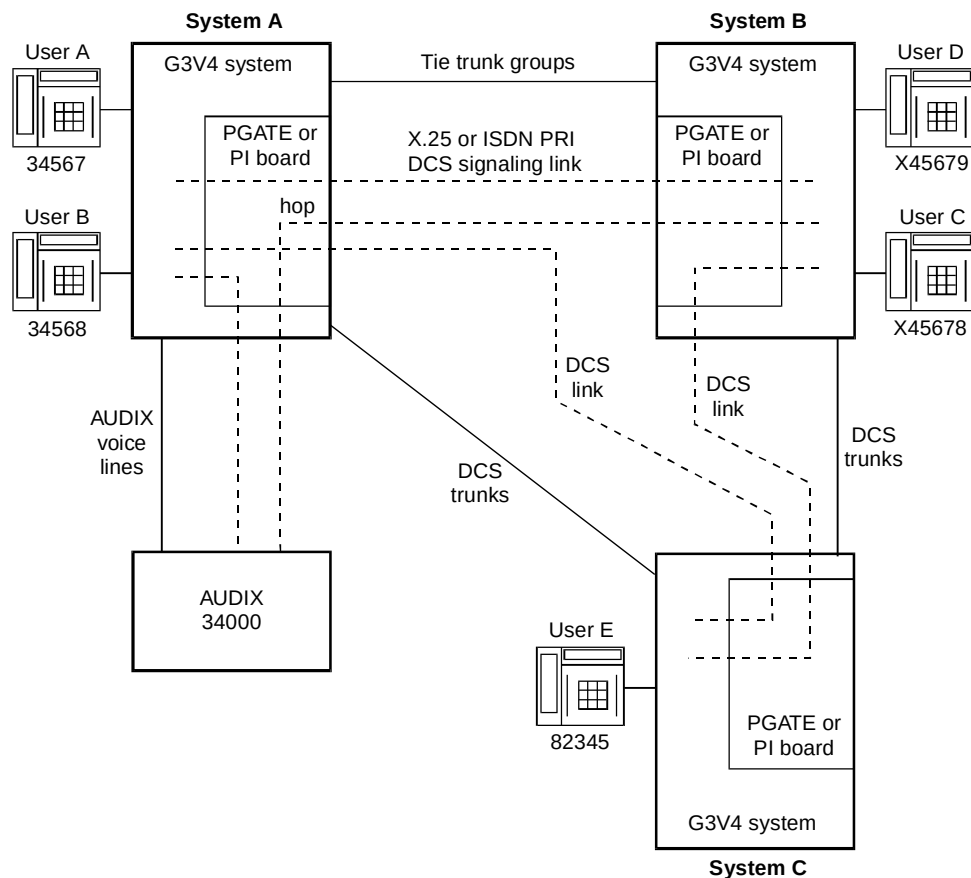


**Figure 3-9. A DCS Network that Includes a Uniform Dial Plan**

Assume calls to user D on system B are covered first by user C, then by user E, and finally by the AUDIX on system A. Following are the steps required to implement this scenario:

1. Administer the private UDP network, numbering plan, dial plan, AUDIX name, and stations.
2. Implement the DCS/AUDIX network. Refer to the "Distributed Communications System" sections of this manual for these details. Note that DCS Call Coverage does not change the two-hop limit on DCS signaling links.
3. Enable DCS Call Coverage in the System-Parameters Customer-Options forms.

4. Administer the AUDIX as a remote AUDIX on the Hunt Group form. Set the Queue, ACD, and Vector fields on page 1 of the form to "n". Enter rem-audix in the Message Center field on page 2 and enter the AUDIX extension 34000 in the Audix Extension field. In this example, assume that we are administering hunt group number 10.
5. Enter the UDP extension for user E (82345) and assign one of the numbered r entries to the extension on the Remote Call Coverage form. When r25 is entered as a coverage point on the Coverage Path form, it will point to the r extension entered on the Remote Call Coverage form.
6. Administer a coverage path for these three coverage point in the Coverage Path form. Enter 45678 as point 1, r25 as point2, and h10 as point 3.

## DCS Call Forwarding — All Calls

---

Allows all calls to an extension number to be forwarded to a selected extension number within the DCS network or to an external (off-premises) number. This feature is activated or deactivated by dial access code or by a Call Forwarding button. The feature can be activated or deactivated only by voice terminal users within the DCS.

**NOTE:**

Calls can be forwarded to a Vector Directory Number (VDN) anywhere in the DCS network. An attendant cannot activate/deactivate Call Forwarding for a VDN.

### Administration

---

To implement this feature, the following form(s) or sections of the form(s) must be completed.

| Form                 | Field                                                                   | Form Instructions (Page) |
|----------------------|-------------------------------------------------------------------------|--------------------------|
| Feature Access Codes | Call Forwarding Activation<br>Call Forwarding Deactivation              | 5-170                    |
| Station              | Redirect Notification<br>Button/Feature Button Assignments<br>-call-fwd | 5-346                    |
| Class of Service     | Call Fwd-All Calls (0-15)                                               | 5-96                     |

- Feature Access Codes Form — Verify Call Forwarding Activation and Deactivation field access codes have been assigned.
- Station Forms — Complete Redirect Notification field (which causes the forwarding terminal to receive a half ring on calls that forward). This field is common to Call Coverage and Call Forwarding.
- Station Forms — Assign a Call Forwarding (call-fwd) feature button.
- Class of Service Form — Verify Call Forwarding field has the correct permission.

### Hardware Requirements

---

DCS interface hardware is required. Refer to the "Distributed Communications System" section in this chapter for information.

## **DCS Leave Word Calling**

---

Enables System terminal users to leave preprogrammed "call me" messages at other terminals within the DCS network. Messages can be left by calling, called, or covering users.

### **Administration**

---

To implement this feature, the following form(s) or sections of the form(s) must be completed.

**Table 3-8. DCS Leave Word Calling**

| <b>Form</b>                       | <b>Field</b>                                                                                                                                                                               | <b>Form Instructions (Page)</b> |
|-----------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------|
| Feature-Related System Parameters | Max. Number Of Messages Per Station<br>Stations With System-Wide Message Retrieval Permission                                                                                              | 5-178                           |
| Feature Access Codes              | LWC Message Retrieval Lock<br>LWC Message Retrieval Unlock<br>LWC Send A Message<br>LWC Cancel A Message                                                                                   | 5-170                           |
| Station                           | LWC Reception<br>LWC Activation<br>Button/Feature/Button Assignments<br>-lwc-store<br>-lwc-cancel<br>-aut-msg-wt (Ext: __)<br>-msg-retr<br>-delete-msg<br>-lwc-lock<br>-next<br>-call-disp | 5-346                           |

*Continued on next page*

**Table 3-8. DCS Leave Word Calling — Continued**

| <b>Form</b>       | <b>Field</b>                                                                                                                          | <b>Form Instructions (Page)</b> |
|-------------------|---------------------------------------------------------------------------------------------------------------------------------------|---------------------------------|
| Attendant Console | -cov-msg-rt                                                                                                                           |                                 |
|                   | Feature Button Assignments<br>-cov-msg-rt<br>-delete-msg<br>-next<br>-lwc-cancel<br>-call-disp<br>-lwc-store<br>-aut-msg-wt (Ext: __) | 5-34                            |

- Feature-Related System Parameters Form — Complete the Maximum Number of Messages Per Station and Stations with System-Wide Retrieval Permission fields.
- Feature Access Codes Form — Verify or assign the following access codes:
  - Leave Word Calling Message Retrieval Lock field
  - Leave Word Calling Message Retrieval Unlock field
  - Leave Word Calling Send a Message field
  - Leave Word Calling Cancel a Message field
- Station Forms — Complete the "LWC Reception" and "LWC Activation" fields (which specify if the voice terminal can receive and/or activate LWC messages, respectively).
  - Assign a Leave Word Calling (lwc-store) button, if desired
  - Assign a Cancel (lwc-cancel) button, if desired, to allow a calling party to cancel a previously left message
- Attendant Console Form or the Station Form — For each voice terminal or attendant console group that can retrieve LWC messages, optionally assign the following buttons:
  - Message Retrieve (msg-retr) to access one's own messages — voice terminals only
  - Covr Msg Retrieval (cov-msg-rt) to access another user's message

- Delete Message (delete msg) to remove a retrieved message
- Lock LWC (lwc-lock) displays locked or unlocked status of the Message Retrieval
- Next (to retrieve the next stored message)
- Cancel LWC (lwc cancel) to allow canceling a previously left message
- Message name or extension # (aut-msg-wt) used for voice terminal users who monitor another user's messages



**NOTE:**

Buttons can be assigned on the visual display module or in the "features area" of the terminal or console. If a Message Retrieval or a Coverage Message Retrieval button is specified, a Next Message and a Delete Message button should also be specified. These button assignments are covered in the Attendant Display and Voice Terminal Display features.

### **Hardware Requirements**

---

DCS interface hardware is required. Refer to the "Distributed Communications System" section in this chapter for information.



## **DCS Over ISDN-PRI D-Channel**

---

Enhances the DCS feature by allowing access to the public network to provide DCS feature connectivity between DCS switch nodes. DCS features are no longer restricted to private facilities. The ISDN-PRI B-channel is used for voice communications, and the ISDN-PRI D-channel is used to transport DCS control information. The only difference between DCS networks that do not utilize the DCS Over ISDN-PRI feature and those that do is in the method of signaling. The DCS Over ISDN-PRI D-channel feature uses Temporary Signaling Connections (TSCs) to transport certain DCS control information.

### **NOTE:**

It is recommended that this feature only be used over DS1/E1 or T1 circuit packs that are administered using Country Protocol Option 1 (even in a private network environment) independent of what country the System is in.

A TSC provides a temporary signaling path through ISDN switches for exchanging user-user information. There are two types of temporary signaling connections: Call Associated Temporary Signaling Connection (CA TSC) and Non-Call Associated Temporary Signaling Connection (NCA TSC).

A Call Associated Temporary Signaling Connection (CA-TSC) refers to a service for exchanging USER INFORMATION messages that are associated with an ISDN B-channel connection by the call reference value of the call control data packets (for example, post-indicated LWC).

An NCA-TSC is a connection that is not related to any ISDN B-channel connections (for example, pre-indicated LWC). It is an administered virtual connection established for exchanging USER INFORMATION messages on the ISDN D-channel for the DCS over ISDN-PRI D-channel application as well as for the DCS AUDIX application. Once an NCA-TSC has been administered and enabled it will be active for an extended period of time. There are two types of administered NCA-TSCs depending on their setup mechanism: *Permanent* (Can be established by Near-end or Far-end) and *As-needed* NCA-TSCs.

Once enabled, a permanent NCA-TSC will remain established while the System is running. If the permanent NCA-TSC is dropped for any reason, the System will attempt to reestablish the connection. An as-needed administered NCA-TSC is established based on user request and the availability of TSC facilities. The connection will be dropped after an administered period of inactivity.

The System can transport DCS or DCS AUDIX messages over an ISDN-PRI D-channel and over BX.25 data links when functioning as a gateway between a PBX equipped with the DCS Over ISDN-PRI D-channel feature and a PBX equipped with traditional DCS using BX.25 data links. In this situation, the messages travel from the gateway through the NCA-TSCs or CA-TSCs to TSC-capable PBXs and from the gateway to PBXs that support only traditional DCS via a BX.25 logical channel.

## **ISDN DCS Gateway Node**

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At least one PBX must be configured as an ISDN DCS Gateway node in a DCS network that consists of PBXs that support DCS Over ISDN-PRI D-channel and PBXs that do not support the feature. PBXs directly connected to AUDIX serve as Gateway Nodes.

Examples of various DCS Network Configurations are provided later in this section. Administration necessary to configure the TSCs and other related parameters for the network is provided with the examples.

## **Administration**

---

The ISDN-PRI and DCS options must be enabled on the System-Parameters Customer-Options form before associated forms and fields on forms can be administered.

To implement this feature, the following form(s) or sections of the form(s) must be completed.

| <b>Form</b>                                                                                                | <b>Field</b>                                                                                                                                                                 | <b>Form Instructions (Page)</b> |
|------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------|
| Signaling Group Page 1 contains TSC-related fields. Pages 2-5 contain Administered NCA-TSC-related fields. | Max number of NCA TSC, Max number of CA TSC, Trunk Group for NCA TSC, Administered NCA TSC Assignment fields as needed. Service/Feature, As-needed Inactivity Time-out (min) | 4-124                           |
| ISDN TSC Gateway Channel Assignments                                                                       | All                                                                                                                                                                          | 4-106                           |
| Trunk Group (ISDN-PRI) (Page 2 of form)                                                                    | Used for DCS Node Number DCS Signaling NCA TSC Signaling Group                                                                                                               | 4-211                           |
| Routing Patterns                                                                                           | TSC CA TSC Request                                                                                                                                                           | 4-15                            |
| Processor Channel Assignment                                                                               | Appl                                                                                                                                                                         | 4-117 or 4-121                  |
| Feature-Related System Parameters                                                                          | Record TSCs for CDR                                                                                                                                                          | 5-178                           |

**⇒ NOTE:**

The following does not provide administration instructions associated with assigning an ISDN-PRI trunk group or administering a DCS network. Refer to the appropriate sections in this manual for related instructions.

- **Signaling Group Form** — Complete the following fields:
  - **Max number of NCA TSC** — Specifies the maximum number of NCA-TSCs that will be supported in the Signaling Group. Default is 0.
  - **Max number of CA TSC** — Specifies the maximum number of CA TSCs that will be supported in the Signaling Group. Default is 0.  
For Leave Word Calling (LWC), set this value to equal the maximum number of simultaneous LWCs.
  - **Trunk Group for NCA TSC** — Specifies the ISDN-PRI trunk group whose Incoming Call Handling Table (ICHT) will be used to handle incoming NCA TSCs through this signaling group. This is necessary when tandeming TSCs.  
  
Complete Pages 2 through 5 of the form as required to assign administered NCA TSCs. A maximum of 64 administered NCA TSCs may be administered as part of the Signaling Group form.
  - **Service/Feature** — Specifies the service type for all the Administered NCA TSCs in this signaling group. Valid entries are "accunet," "i800," "inwats," "lds," "mega800," "megacom," "multiquest," "operator," "sdn," "sub-operator," and "wats-max-bnd." Default is blank.
  - **As-needed Inactivity Time-out(min)** — Specifies the inactivity time-out for as-needed NCA TSCs assigned in this signaling group. An as-needed administered TSC will be torn down. Enter a number between "10" and "90." Default is blank.
- **ISDN TSC Gateway Channel Assignment Form** — Used to map administered NCA TSCs to (BX.25) processor channels in an Integrated DCS Network. (Form only required for PBX location serving as an ISDN Gateway in an Integrated DCS Network). Complete all fields as required.
- **Trunk Group (ISDN-PRI) Form** — Complete the following fields:
  - **Used for DCS** — Appears for "access", "rlt", "tandem", "tie", and "isdn-pri" trunk group types. This field determines if a trunk will send and receive messages via a DCS signaling link. (NOTE: This field does not appear for an "isdn-pri" trunk group with a service type of "dmi-bos" or "ivbs".) For all other "isdn-pri" trunk group types, if "y" is entered in this field, then the dependent fields Node Number and DCS Signaling appear.

- Node Number (dependent field) — Only displayed when the Used for DCS field entry on the ISDN-PRI trunk group form is "y." Identifies the remote PBX within the network with which the trunk will communicate on a DCS signaling link. Valid entries are "1" through "63." Default is "1."
- DCS Signaling (dependent field) — Only displayed when the Used For DCS field entry on the ISDN-PRI trunk group form is "y." The option "bx.25" is used to support the traditional DCS feature. The option "d-chan" is used to support the DCS Over ISDN-PRI D-channel feature. Enter "d-chan."
- NCA TSC Signaling Group — Specifies on which signaling group NCA TSC calls routed to this trunk group should be established. Number entered must match at least one of the entries in the Sig Grp column on the Trunk Group Member Assignments portion of the Trunk group form. Default is blank.

 **NOTE:**

If there is no ambiguity in the Sig Grp column (that is, only one number has been entered for one or more group members), then, if this field is left blank, the system will fill in the field based on the information that was entered in the Trunk Brd column on Page 1 of the Signaling Group form. If there is ambiguity, then you must fill in this field.

- Routing Pattern Form — Complete the following fields:
  - TSC — Valid entries are "y" or "n." When a "y" is entered in this field, the CA TSC field becomes writable. (See CA TSC Request below.) Default is "n."  
  
For Leave Word Calling, enter "y."
  - CA TSC Request — This field becomes writable when a "y" is entered in the TSC field. (See TSC above.) You must specify when a CA TSC will be established if the call is routed through a particular preference of a routing pattern. Valid entries are "as-needed," "at-setup," and "none." The first two entries, "as-needed" and "at-setup," are meaningful only for CA TSCs. If the "as-needed" option is entered, a CA TSC will be established only when it is requested during a call. If the "at-setup" option is requested, then the CA TSC will be established when the call is set up. Selection of the "none" option means that there will be no CA TSC associated with this call. For an NCA TSC, the "none" option means that the NCA TSC will be blocked if it is routed through this pattern in a tandem switch. Default is "none."  
  
For Leave Word Calling, enter "as-needed."
- Communications-Links Processor Channels Form — The Appl field (R5si only, in R5r this is the Application field) specifies to which application channel this processor channel is connected. Enter "gateway" in the

associated Appl field if the processor channel is used as one end of the gateway channel assigned in the ISDN TSC Gateway Channel Assignments form. The gateway node serves as the terminating node to the D-channel DCS network as well as the terminating node to the traditional DCS network.

A PBX serving as an ISDN DCS Gateway node introduces some interesting situations when administering processor channels in an associated traditional DCS PBX. In a traditional DCS network (BX.25 processor channel links), the Remote Proc Chan field in the Processor Channel Assignments form refers to the processor channel of the destination PBX. In an Integrated DCS network, the Remote Proc Chan field in the Processor Channel Assignments form refers to the processor channel of the Gateway PBX (if the destination PBX is an ISDN DCS PBX), *not* the destination PBX.

On the contrary, the Machine-ID field in the Processor Channel Assignments form refers to the destination PBX, either an ISDN DCS PBX or a traditional DCS PBX. If the Appl (or Application in R5r ) field is "gateway," the Machine-ID field is left blank. No entry will be permitted.

## **DCS and AUDIX Networking Examples**

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DCS network configurations can be:

1. Traditional DCS Network — A DCS network configured of two or more PBXs using BX.25 signaling for transporting DCS feature transparency information.
2. D-channel DCS Network (Private Network Only) — A DCS network that includes DEFINITY switches using the ISDN-PRI D-channel DCS feature transparency information (D-channel signaling). ISDN-PRI facilities with this type of network use only private line facilities.
3. D-channel DCS Network (Public Network Access/Egress) — A DCS network that includes DEFINITY switches using D-channel signaling. At least one of these ISDN-PRI facilities uses public network ISDN-PRI (usually via the AT&T Software Defined Network).
4. Integrated DCS Network (Private Network Only) — A DCS network that may contain a variety of PBXs using either BX.25 and D-channel signaling methods. At least one DEFINITY switch serves as an ISDN-PRI DCS Gateway node. This node can interwork DCS feature transparency information between a BX.25 connection and one of the ISDN-PRI user-to-user signaling methods over the D-channel and vice versa.

An ISDN-PRI DCS Gateway node provides backward compatibility to existing traditional DCS networks.

5. Integrated DCS Network (Public Network Access) — The same as #2 above but the D-channel of at least one ISDN- PRI facility uses public network ISDN-PRI.

### **ISDN User-to-User Services**

---

User-to-user information (UUI) is usually not needed for call establishment but rather for call-related or value-added services. ISDN-PRI allows three ways to exchange UUI: Message Associated UUI (MA-UUI), Call Associated Temporary Signaling Connections (CA-TSCs), and Non-Call Associated Temporary Signaling Connections (NCA-TSCs). Each of these methods are described in more detail in the following subsections:

- **MA-UUI**

Refers to the ability to carry UUI within a Q.931 call control message when a call is established or cleared. This additional information is contained in one of several optional information elements (IEs).

MA-UUI exchange does not necessitate additional Q.931 layer 3 message exchange, rather, additional IEs may be piggy-backed on other messages.

- CA-TSC

Refers to the ability to exchange UUI either during and/or after the establishment of an ISDN-PRI circuit switched call. Once a CA-TSC is established, the UUI is carried in a special Q.931 message known as a user information message (UIM).

This message is not considered a call control message. The UIM and its contents are associated with an existing ISDN-PRI call by using the same Call Reference Value (CRV) as the existing call. A CA-TSC can be requested either at setup time (where an indication is included in the Network Specific Facility (NSF) IE contained in the SETUP message), or after setup time (where the switch needing to send a UIM first establishes a CA-TSC by sending an appropriately encoded FACility message). In both cases, the recipient of the request acknowledges the successful establishment of a CA-TSC by returning an appropriately encoded FACility ACKnowledge message. Once the CA-TSC is established, either end of the connection can begin sending UIMs. The CA-TSC remains active until the associated circuit switched call is terminated.

If any intervening switch or the recipient of the CA-TSC request cannot establish a CA-TSC, a FACility REJect message is returned and no UIMs are exchanged.

- NCA-TSC

Refers to the capability to exchange UUI not associated with any current B-channel connection. A NCA-TSC is established using procedures similar to that of a circuit switched call, but the SETUP message specifies a packet connection on the D-channel rather than selecting any B-channel. The resulting connection can be thought of as a virtual D-channel connection.

Once the NCA-TSC is established, either end of the interface can exchange UUI by encoding a UIM. NCA-TSCs remain active until explicitly torn down. Refer to "DCS Over ISDN-PRI D-Channel" in this chapter for more information on Permanent and As-Needed NCA-TSCs.

## **D-Channel Signaling For DCS/AUDIX**

The BX.25 signaling link used in a traditional DCS network is no longer needed between the Host Switch and Remote Switches, but the BX.25 connectivity is still required between the AUDIX and the Host Switch. AUDIX feature transparency information is transported over the ISDN-PRI D-channel (via administered AUDIX NCA-TSCs) between the Host Switch and Remote Switches, and the Host Switch uses the ISDN Gateway functionality to transfer the AUDIX messages between the BX.25 interface (via processor channels) and the ISDN-PRI D-channel interface (via administered NCA-TSCs) to and/or from AUDIX. In addition, administered DCS NCA-TSCs are also required between the Host Switch and Remote Switches for carrying DCS feature transparency information.

The contents and even layout of the DCS feature transparency information using D-channel signaling is the same as a traditional DCS network. In a D-channel signaling network, the DCS feature transparency messages are encoded in a special Information Element (IE) known as a DCS-IE, and the AUDIX transparency messages are encoded in an AUDIX-IE. Then, depending on the user-to-user signaling method being employed, the DCS-IE or AUDIX-IE is then carried in either a Q.931 Layer 3 UIM (if either a CA-TSC or NCA-TSC is being used) or in an appropriate Q.931 Layer 3 call control message (such as, SETUP, ALERTing, and so on).

### **D-Channel Signaling MA-UUI Example**

In a D-channel signaling network, basic DCS distinctive alerting and name and number transparency provide an example of features that use MA-UUI signaling. For example, when a DCS call is originated, the DCS distinctive ringing information and the calling party name information is available at the time the call is being established. In a D-channel signaling network, this information is carried via DCS-IEs as MA-UUI in the SETUP message used to initiate the call. Similarly, the called party name information is available at the time the terminating switch begins to alert the called extension. As such, this information is returned via a DCS-IE as MA-UUI in the returned ALERTing message.

### **DCS Over the D-channel CA-TSC Example**

Activation of LWC while alerting an extension on a remote switch in a D-channel signaling network provides an example of a feature that uses CA-TSC signaling. If after the called party is alerted and the calling party is listening to ringback, the calling party activates the DCS leave word calling (LWC) feature, there are no waiting call control messages to convey this feature activation. Here, since there exists an active B-channel connection, a CA-TSC is used to accomplish the LWC activation. If the CA-TSC was not established at call setup time, an attempt is made to establish it when the LWC feature is first activated. Assuming the TSC is successfully established, the DCS request to activate LWC is carried in a DCS-IE in a UIM over the CA-TSC. Based on the Call Reference Value of the UIM, the terminating switch can associate the feature activation with the active B-channel connection and hence determine the intended recipient of the LWC activation. Furthermore, the terminating switch can also use the same CA-TSC to acknowledge the successful (or unsuccessful) activation of the ringing LWC feature.

### **D-Channel Signaling NCA-TSC Example**

Activation of pre-indication LWC toward a user on a remote switch in a D-channel signaling network provides an example of a feature using NCA-TSC signaling. If a user dials either the LWC feature access code or presses the LWC feature button prior to dialing the extension of a remote user, there is no need to attempt to establish a circuit switched voice connection. Rather, all that is necessary is for the originating switch to inform the destination switch that a given user has activated LWC for a specific user on the destination switch and that the



destination switch acknowledges the feature activation. Since there is no active B-channel connection, this message exchange is accomplished via a NCA-TSC. The originating switch selects, and if necessary, establishes the NCA-TSC and conveys the DCS request to activate LWC in a DCS-IE in a UIM over the selected NCA-TSC. The acknowledgment and subsequent messages associated with this feature activation also use the same NCA-TSC.

### **Administered NCA-TSCs**

For the correct operation of non-call associated features, every switch in a DCS network requires a dedicated connection to every other switch. In a traditional DCS network, individual processor channels are assigned for each remote PBX in the network. In a D-channel signaling network, each switch requires an administered NCA-TSC to every other switch in the network.

#### **NOTE:**

A NCA-TSC can tandem through an intermediate PBX. Additional detail on routing NCA-TSCs appears later.

An administered NCA-TSC is a virtual connection over a D-channel in that it does not consume any physical hardware. Administered NCA-TSCs do, however, consume memory and extension numbers and are limited.

### **D-Channel Signaling Method Summary**

Table 3-9 provides a summary of each DCS feature and the user-to-user signaling method used in a D-channel signaling network.

**Table 3-9. ISDN-PRI D-channel Signaling Method Used For DCS Features**

| DCS Feature                                   | D-channel Signaling Method |        |         |
|-----------------------------------------------|----------------------------|--------|---------|
|                                               | MA-UII                     | CA-TSC | NCA-TSC |
| DCS Alphanumeric Display for Terminal         | y                          | n      | n       |
| DCS Attendant Call Waiting                    | y                          | y      | n       |
| DCS Attendant Control of Trunk Group Access   | n                          | n      | y       |
| DCS Attendant Direct Trunk Group Selection    | y                          | n      | n       |
| DCS Attendant Display                         | n                          | y      | n       |
| DCS Automatic Callback                        | y                          | n      | y       |
| DCS Automatic Circuit Assurance               | n                          | n      | y       |
| DCS Busy Verification of Terminals and Trunks | n                          | y      | n       |
| DCS Call Forwarding All Calls                 | n                          | n      | y       |
| DCS Distinctive Ringing                       | y                          | n      | n       |
| DCS Leave Word Calling                        | n                          | y      | y       |
| DCS Multi-Appearance Conference/Transfer      | n                          | y      | n       |

 **WARNING:****Administration Overview of ISDN-DCS and  
ISDN-DCS AUDIX Networks**

---

This section discusses new forms and new fields on existing forms applicable to ISDN-DCS. Translating a simple D-channel signaling network requires:

- **Coordinated Uniform Dial Plan (UDP) Administration**

For a D-channel signaling network, coordinated UDP administration remains unchanged from a traditional DCS network. As with prior versions of DCS, all nodes in the DCS network must be part of a four- or five-digit Uniform Dialing Plan. This administration is translated on the Uniform Dial Plan form on each PBX in the network. The extensions on this form map directly into node numbers or into UDP codes that are mapped into node numbers by the AAR analysis table.

- **ISDN-PRI Link Administration**

A D-channel signaling network requires ISDN-PRI connectivity between the switches using this feature. D-channel signaling does not require any additional or special administration of the ISDN-PRI link.

- DCS Trunk Group Administration, trunk-group form

**NOTE:**

Although the System limit is 4 digits, DCS Trunk Groups in this application can only use 3-digit Trunk Access Codes (TAC).

When an ISDN-PRI trunk group is marked as Used for DCS, two additional fields appear. The Node Number contains the node number of the remote PBX with which the trunk communicates. For a trunk to the SDN/SDDN network, this field should be blank. A DCS Signaling Method field also appears since DCS signaling is now possible via a BX.25 link or via the D-channel. Enter "d-chan" for all ISDN-DCS trunk groups signifying that DCS signaling for voice calls carried by this trunk group will be over the ISDN-PRI D-channel associated with the signaling group of the trunk member used to carry the call. This field should be "BX.25" when this trunk communicates with a node that is not part of the ISDN-DCS subnetwork, and uses BX.25 signaling to achieve feature transparency (such as the trunk group of a gateway node connected to a non ISDN- DCS switch).

The new NCA-TSC Signaling Group field appears on page 2 of the trunk group form. This field is relevant at a node which tandems an NCA-TSC setup request and should contain the number of the signaling group through which the NCA-TSC setup request is tandemmed-out. When an NCA-TSC setup request arrives at the tandem node and the tandem node determines that the destination is non-local, standard routing is performed. A routing pattern is chosen that should have as its first preference the trunk group that specifies the signaling group used to tandem the NCA-TSC setup request to the destination switch.

- TSC Administration, signaling group form

Pages 2 through 5 of the signaling group form are used for TSC administration. Up to 64 Administered NCA-TSCs per signaling group can be administered. Page 1 specifies the maximum number of CA- and NCA-TSCs that can be established over that signaling group. The Max. CA-TSC field specifies the maximum number of CA-TSCs (typically the number of ISDN- PRI trunk group members controlled by that signaling group). Such a strategy guarantees a CA-TSC resource for each B-channel call associated with this signaling group.

All signaling groups used to carry DCS information must have CA-TSC and NCA-TSC resources associated with them. If this is not done, those DCS features that require CA-TSCs or NCA-TSCs will not work. There are times, however, when even those DCS features that only use MA-UUI will not work, so it is highly recommended that both CA and NCA-TSC facilities are available for all signaling groups represented on the trunk group form of ISDN-DCS trunk groups.

- To achieve feature transparency, ISDN-DCS calls should be routed via a routing pattern that has an ISDN-PRI Used for DCS trunk group as its first preference. The new TSC field on the routing pattern form must be "y" to allow incoming NCA-TSC requests to be tandemmed out and to allow

CA-TSCs associated with B-channel connections of that preference to be established. If this field is "y", the CA-TSC Request Method field appears. Entering "none" here disallows the establishment of CA-TSCs associated with B-channel connections of the current preference (tandeming NCA-TSC setup requests are still allowed). "at-setup" causes a CA-TSC to be established at the same time as the initial B-channel connection. That is, a CA-TSC is setup for each B-channel call whether or not that CA-TSC is needed. "as-needed" does not establish a CA-TSC with the B-channel call. If a CA-TSC is needed, it is established at that time and remains active during the entire call.

**⇒ NOTE:**

"as-needed" causes a minor delay in the invocation of the Call Associated feature. This delay is not present for "at-setup" since the CA-TSC is already established.

■ Gateway Channel Administration

A switch can act as a gateway node by being positioned between the part of the network that supports ISDN-DCS and the part that does not. The gateway node maps DCS messages from ISDN-PRI protocol to BX.25 protocol and vice versa. NCA-TSCs that carry ISDN-PRI DCS messages are mapped to BX.25 processor channels on the gateway channel form.

**⇒ NOTE:**

The Host PBX-AUDIX link is a BX.25 link. Gateway channel administration is applicable to the AUDIX Host PBX for PBXs with remote AUDIX.

The Gateway Channel form allows up to 64 entries where each entry consists of a signaling group/tsc-index pair, the processor channel that it maps to and an indication of whether the mapping is for use as a DCS gateway or an AUDIX gateway.

The Processor Channel form assigns those processor channels that function as the gateway.

**⇒ NOTE:**

Refer to *DEFINITY Communications System Generic 1 and Generic 3 Installation and Test*, 555-230-104, for complete instructions on Gateway administration.

## Graphical Notations

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The following symbols are used in the design examples (refer to Figure 3-10):

Signaling Switching Functions — Show how a TSC or a logical channel can be switched through an intermediate switch (Tandem, Hop, or Gateway).

**Communication Interface Links** — Show how a communication link is connected from one switch to another switch (BX.25 Link and D-channel). For D-channel signaling networks, the communication interface link numbers should match the signaling group number at each end to help coordinate assignments and aid in troubleshooting.

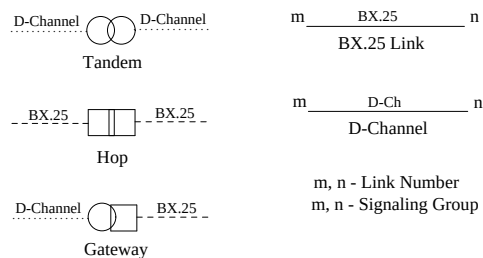
**Signaling Methods** — Show the transport mechanism used to carry DCS messages between two DCS nodes [TSC and logical channel (BX.25)].

**Other Notations** —

- TSC x/y - Administered NCA-TSC Index y belonging to Signaling Group x
- (m <--> n) - Represents a connection between PBX m and PBX n
- (m <--> n for z) - An administered NCA-TSC exists between PBX m and "gateway" PBX n, for the purpose of establishing a connection between PBX m and PBX z (a non-TSC Capable PBX)
- Link a/b - Logical channel b on interface link a
- hop(a/b : c/d) - A hop channel exists between interface link a - logical channel b and interface link c - logical channel d.
- PBX ID - Node number assigned to each switch in DCS
- RNX - Home RNX assigned

#### Legend

#### Signaling Switching Functions 2. Communication Interface Links



#### 3. Signaling Methods

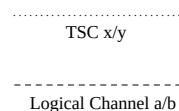


**Figure 3-10. Symbols and Meanings**

Figure 3-11 is a sample DCS Network configuration where PBXs 1, 2, and 3 are TSC Capable PBXs that support D-channel signaling; PBXs 4 and 5 do not support D-channel signaling but use traditional DCS. Solid lines represent administered NCA-TSCs, dotted lines represent gateway channels and hop channels, and dashed lines represent SCI links.

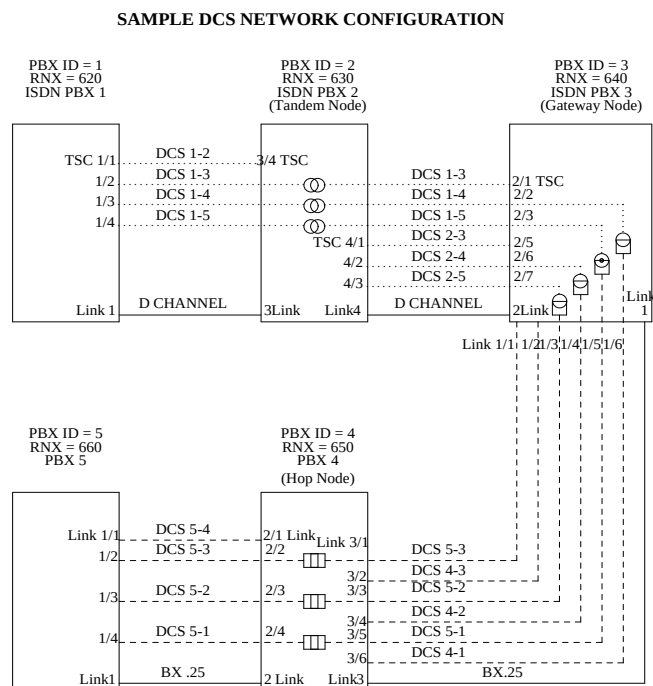


**Figure 3-11. Sample Mixed DCS Network**

Figure 3-12 is a D-channel DCS AUDIX configuration.

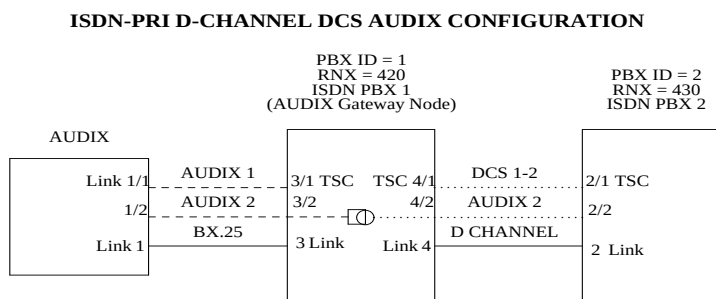


**Figure 3-12. Sample DCS AUDIX Network**

### Design Example (using Table 3-9)

In the following example, to show the differences in the types of calculations that may be required, two types of intercom distribution are assumed. Node 2 is assumed to have equal intercom distribution to the other nodes in the cluster. This could be the case for all of the nodes in the cluster.

#### Step 1 — Determine Intercom CCS Generated by Each Node

Traffic studies must be done to determine the average intercom traffic generated by each station in each node. By multiplying the average intercom CCS/station by the number of stations in the node, the total intercom CCS/node is found (see Table 3-10).

#### Step 2 — Determine Intranode Intercom CCS Generated by Each Node

**Table 3-10. Finding the Total Intercom CCS Per Node**

| Node Number | Stations in Node | CCS/Station | Intercom CCS |
|-------------|------------------|-------------|--------------|
| 1           | 800              | 2           | 1600         |
| 2           | 400              | 2           | 800          |
| 3           | 600              | 3           | 1800         |
| 4           | 500              | 1           | 500          |
| TOTAL       |                  |             | 4700         |

Consult with the customer to determine the percentage of intercom traffic generated in each node that stays within the node. These percentages are as follows:

Node 1 — 40 percent Stays Within Node  
Node 2 — Equal Distribution to Stations in the Cluster  
Node 3 — 60 percent Stays Within Node  
Node 4 — 50 percent Stays Within Node

Determine the intranode intercom CCS by multiplying these percentages by the total intercom CCS generated by each node (Step 1). Since calls for Node 2 are distributed equally among all stations in the DCS cluster, the fraction that stays within Node 2 is determined by taking the ratio of stations in Node 2 to the total number of stations in the cluster.

**Table 3-11. Intercom CCS Within Node**

| <b>Intranode CCS = Intercom CCS times percent CCS Within Node</b> |                                                                                                                                          |
|-------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------|
| Intranode 1 CCS                                                   | $= 1600 \text{ times } 0.40$<br>$= 640 \text{ CCS}$                                                                                      |
| Node 2 Ratio                                                      | $= \frac{N2 \text{ Stations}}{\text{Total Stations in Cluster}}$<br>$= \frac{400}{800+400+600+500}$<br>$= \frac{400}{2300}$<br>$= 0.174$ |
| Intranode 2 CCS                                                   | $= 800 \text{ CCS times } 0.174$<br>$= 139 \text{ CCS}$                                                                                  |
| Intranode 3 CCS                                                   | $= 1800 \text{ CCS times } 0.60$<br>$= 1080 \text{ CCS}$                                                                                 |
| Intranode 4 CCS                                                   | $= 500 \text{ CCS times } 0.50$<br>$= 250 \text{ CCS}$                                                                                   |

Record the results from the preceding calculations in Table 3-12.



### Step 3 — Determine Internode Intercom CCS for Each Node in the Cluster

This value is calculated by subtracting the intercom CCS that stays within the node from the total intercom CCS generated by the node. (See Table 3-12.)

**Table 3-12. Internode Intercom CCS for Each Node in the Cluster**

| Node Number | Intercom CCS | Percent Intranode Intercom | Intranode Intercom CCS | IntranodeIntercom CCS |
|-------------|--------------|----------------------------|------------------------|-----------------------|
| 1           | 1600         | 0.40                       | 640                    | 960                   |
| 2           | 800          | 0.174                      | 139                    | 661                   |
| 3           | 1800         | 0.60                       | 1080                   | 720                   |
| 4           | 500          | 0.50                       | 250                    | 250                   |
| TOTAL       | 4700         |                            | 2109                   | 2591                  |

### Step 4 — Determine Internode Traffic Distribution from Each Node in the DCS Cluster to Other Nodes in the DCS Cluster

Calculate this value by determining the ratio of stations for each node (other than the node being analyzed) compared to the total stations for all nodes (other than the node being analyzed).

Multiply the ratio for each node by the total outgoing intercom CCS leaving the node being analyzed to get the CCS distribution to each node.

The following equations use values obtained from Steps 1 and 3.

**Table 3-13. Node 1 Outgoing Intercom Distribution**

|              |                                                                                          |
|--------------|------------------------------------------------------------------------------------------|
| Node 2 Ratio | $= \frac{N2 \text{ Stations}}{N2+N3+N4 \text{ Stations}}$ $= \frac{400}{1500}$ $= 0.267$ |
| Node 3 Ratio | $= \frac{N3 \text{ Stations}}{N2+N3+N4 \text{ Stations}}$ $= \frac{600}{1500}$ $= 0.400$ |
| Node 4 Ratio | $= \frac{N4 \text{ Stations}}{N2+N3+N4 \text{ Stations}}$ $= \frac{500}{1500}$           |

*Continued on next page*

**Table 3-13. Node 1 Outgoing Intercom Distribution — Continued**

|                   |                                         |
|-------------------|-----------------------------------------|
|                   | = 0.333                                 |
| Intercom CCS From | = <i>N2 Ratio times Outgoing CCS N1</i> |
| Node 1 to Node 2  | = 0.267 times 960<br>= 256 CCS          |
| Intercom CCS From | = <i>N3 Ratio times Outgoing CCS N1</i> |
| Node 1 to Node 3  | = 0.400 times 960<br>= 384 CCS          |
| Intercom CCS From | = <i>N4 Ratio times Outgoing CCS N1</i> |
| Node 1 to Node 4  | = 0.333 times 960<br>= 320 CCS          |

**Table 3-14. Node 2 Outgoing Intercom Distribution**

|                   |                                                                           |
|-------------------|---------------------------------------------------------------------------|
| Node 1 Ratio      | = <i>N1 Stations over N1+N3+N4 Stations</i><br>= 800 over 1900<br>= 0.421 |
| Node 3 Ratio      | = <i>N3 Stations over N1+N3+N4 Stations</i><br>= 600 over 1900<br>= 0.316 |
| Node 4 Ratio      | = <i>N4 Stations over N1+N3+N4 Stations</i><br>= 500 over 1900<br>= 0.263 |
| Intercom CCS From | = <i>N1 Ratio times Outgoing CCS N2</i>                                   |
| Node 2 to Node 1  | = 0.421 times 661<br>= 278 CCS                                            |

*Continued on next page*

**Table 3-14. Node 2 Outgoing Intercom Distribution — Continued**

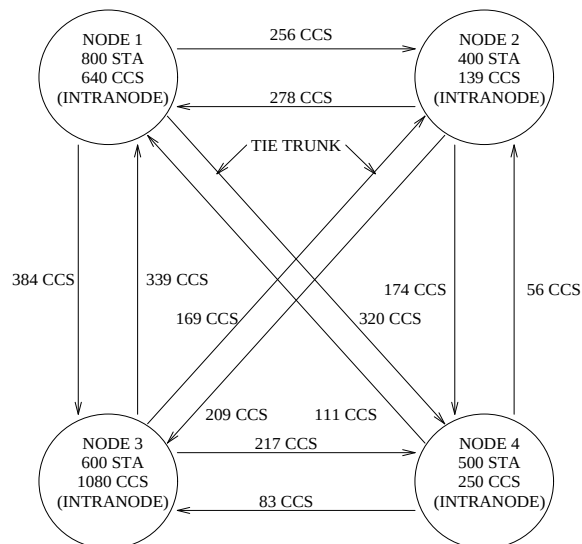
|                   |                                         |
|-------------------|-----------------------------------------|
| Intercom CCS From | = <i>N3 Ratio times Outgoing CCS N2</i> |
| Node 2 to Node 3  | = 0.316 <b>times</b> 661<br>= 209 CCS   |
| Intercom CCS From | = <i>N4 Ratio times Outgoing CCS N2</i> |
| Node 2 to Node 4  | = 0.263 <b>times</b> 661<br>= 174 CCS   |

Node 3 and Node 4 Outgoing Intercom Distribution:

Use the same method as the one used for computing Node 1 outgoing intercom distribution to compute Node 3 and Node 4 outgoing intercom distribution.

### Step 5 — Summarize Data

Using results from Step 2 (intranode intercom CCS) and Step 4 (internode CCS), develop a summary table and a DCS intercom traffic distribution diagram (Figure 3-13).



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**Figure 3-13. DCS Intercom Traffic Distribution**

**Step 6 — Check Calculations**

The total intercom CCS from Step 1 and the total intranode and internode intercom CCS values obtained from the summary table in Figure 3-13 should agree. For this example, the intranode intercom CCS is 2109 CCS, and the internode intercom CCS is 2596 CCS for a total of 4705 CCS. The total intercom CCS from Step 1 is 4700 CCS. This five CCS difference is due to rounding.

The CCS values obtained by completing Step 4 (internode intercom CCS) when combined with the incoming and outgoing loads to/from the cluster are used to configure the internode tie trunk configuration. See "Tie Trunk Requirements" elsewhere in this section for determining the tie trunk requirements for the cluster.

**Internode Tie Trunk Requirements**

Tie trunks must be provided between all nodes in a DCS cluster (see Figure 3-13). The object of DCS tie trunk engineering is to provide the customer with an acceptable service level with a minimal number of tie trunks.

Service levels are generally measured by the percent of demands for service that fail to receive service (expressed as percent blocking). A term synonymous with percent blocking is a mathematical expression, such as P.01 that states the probability (P) of an attempt being blocked is one percent (One percent blockage = P.01). The service level must be determined by the customer. A recommended service level for DCS tie trunks is P.02 (two percent blockage). The *Retrial Capacity Tables*, 788-100-140, can be used to determine the number of trunks required between each node in a DCS cluster.

**Example**

With the required offered load given, the number of two-way tie trunks required between nodes for two percent blockage can be determined using the following steps:

1. Determine the required offered traffic load between the two nodes. For example in Figure 3-13, the total estimated traffic between Node 1 and Node 2 is 534 CCS (256 CCS + 278 CCS).
2. Since the desired blocking objective is two percent, go to Figure 3-14 (Table 2) and read down the offered load column (OFFD CCS) to 534 CCS, or in this case, 546 CCS — the next offered load above 534 CCS.
3. Read horizontally across the table to find the number of servers (trunks) listed for 546 CCS, in this case 23.

| RETRIAL CAPACITY TABLES WITH NO DAY-TO-DAY VARIATION ADJUSTMENTS |           |          |           |          |           |          |           |          |
|------------------------------------------------------------------|-----------|----------|-----------|----------|-----------|----------|-----------|----------|
| GROUP SIZE                                                       | TABLE .01 |          | TABLE .02 |          | TABLE .03 |          | TABLE .04 |          |
|                                                                  | OFFD CCS  | CRRD CCS | OFFD CCS  | CRRD CCS | OFFD CCS  | CRRD CCS | OFFD CCS  | CRRD CCS |
| 1                                                                | 0.2       | 0.2      | 0.5       | .05      | 0.7       | 0.7      | 1.0       | 1.0      |
| 2                                                                | 4.7       | 4.7      | 6.8       | 6.7      | 8.4       | 8.4      | 9.9       | 9.8      |
| 3                                                                | 14.8      | 14.8     | 19.3      | 19.2     | 22.7      | 22.5     | 25.5      | 25.2     |
| 4                                                                | 29        | 29       | 36        | 36       | 41        | 40       | 45        | 44       |
| 5                                                                | 46        | 46       | 55        | 55       | 62        | 61       | 67        | 66       |
| 6                                                                | 65        | 65       | 77        | 76       | 85        | 84       | 91        | 90       |
| 7                                                                | 86        | 85       | 99        | 99       | 109       | 108      | 116       | 115      |
| 8                                                                | 108       | 107      | 123       | 122      | 134       | 133      | 143       | 141      |
| 9                                                                | 131       | 130      | 148       | 147      | 160       | 159      | 170       | 168      |
| 10                                                               | 154       | 154      | 174       | 173      | 187       | 185      | 198       | 195      |
| 11                                                               | 179       | 178      | 200       | 199      | 215       | 212      | 226       | 223      |
| 12                                                               | 203       | 203      | 227       | 225      | 243       | 240      | 255       | 252      |
| 13                                                               | 230       | 229      | 254       | 253      | 271       | 269      | 285       | 281      |
| 14                                                               | 256       | 255      | 282       | 280      | 300       | 297      | 314       | 310      |
| 15                                                               | 283       | 282      | 310       | 308      | 330       | 326      | 344       | 340      |
| 16                                                               | 309       | 308      | 339       | 337      | 359       | 356      | 375       | 370      |
| 17                                                               | 336       | 335      | 368       | 365      | 389       | 385      | 406       | 400      |
| 18                                                               | 364       | 362      | 397       | 394      | 419       | 415      | 437       | 431      |
| 19                                                               | 392       | 391      | 426       | 424      | 450       | 445      | 468       | 462      |
| 20                                                               | 420       | 418      | 456       | 453      | 480       | 476      | 499       | 493      |
| 21                                                               | 448       | 447      | 486       | 483      | 511       | 506      | 531       | 524      |
| 22                                                               | 477       | 475      | 516       | 513      | 542       | 537      | 562       | 555      |
| 23                                                               | 506       | 504      | 546       | 543      | 573       | 568      | 594       | 587      |
| 24                                                               | 535       | 533      | 577       | 573      | 604       | 599      | 626       | 618      |
| 25                                                               | 564       | 562      | 607       | 603      | 636       | 630      | 658       | 650      |

Trunks Required      Offered Load = 546 CCS (next offered load above 534 CCS)

USAGE NOTES:

- 1) "TABLE NUMBER" is the ratio of overflowed peg count to total peg count. The TABLE NUMBER multiplied by 100 gives the percent blocking
- 2) True offered load (OFFD CCS) is the amount of traffic that would be served if all requests for service were immediately accommodated.
- 3) Carried load (CRRD CCS) is a measure of server occupancy, expressed in CCS.
- 4) "GROUP SIZE" is the number of working servers (trunks) in the group.

**Figure 3-14. Retrial Capacity Table With No Day-to-Day Variation Adjustments**

If a PI link is provided between the two nodes, an additional data link must also be provided. See "PI Link Connectivity" for PI link requirements elsewhere in this section.

**Table 3-15. Intercom Traffic Summary**

| <b>From Node</b> | <b>To Node</b> | <b>Intranode Intercom CCS</b> | <b>Intranode Intercom CCS</b> |
|------------------|----------------|-------------------------------|-------------------------------|
| 1                | 1              | 640                           |                               |
| 1                | 2              |                               | 256                           |
| 1                | 3              |                               | 384                           |
| 1                | 4              |                               | 320                           |
| 2                | 1              | 139                           | 278                           |
| 2                | 2              |                               |                               |
| 2                | 3              |                               | 209                           |
| 2                | 4              |                               | 174                           |
| 3                | 1              | 1080                          | 339                           |
| 3                | 2              |                               | 169                           |
| 3                | 3              |                               |                               |
| 3                | 4              |                               | 217                           |
| 4                | 1              | 250                           | 111                           |
| 4                | 2              |                               | 56                            |
| 4                | 3              |                               | 83                            |
| 4                | 4              |                               |                               |
| TOTAL            |                | 2109                          | 2596                          |

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**Recommended Design of UDP**

All nodes within the DCS network must be assigned compatible but different dial plans. It is recommended that:

- All feature access codes be identical
- Routing patterns are designed consistently at each node to make outward dialing transparent

However, the Uniform Dial Plan (UDP) must be used for extension assignment. The UDP design has to be coordinated among the switches in the DCS network to obtain a common 4- or 5-digit dial plan.

DEFINITY ECS offers full extension number portability and different forms of routing.

**DEFINITY System UDP**

The number of patterns that may match all the digits of a dialed extension varies depending on the configuration of the DEFINITY switch. Refer to Table C-1 in Appendix C for the maximum values for each configuration. These patterns consist of digits and a trailing wildcard "x" pattern, thus entries can be conserved by using wildcards. For example "20xxx" would match and route all entries beginning with "20." More exact matches take precedence over less, so the extension 20100 would match the entry "201xx" before it matched "20xxx".

Once a pattern is matched, one of five different routing treatments is applied. UDPCode and NodeNum below would be the most likely routing treatments used in a DCS network.

- Intercept (or blank) — Intercept treatment is given to the caller. The call is not routed anywhere.
- TempOOS — Reorder treatment. This is used on the old home of a station while it is being moved.
- AARCode — An AAR location code is specified with this type. This code is prefixed to the last 4 digits of the extension and the resulting digit string is given to AAR. AAR then performs digit conversion and/or analysis. There are two tables, the AAR Digit Conversion and AAR Digit Analysis tables. The best match may be in either one. Conversion matches take precedence over analysis matches only to break a tie (identical matching digits). Conversion matches can form a new number and send the digit string to ARS, through AAR again, or back to UDP. Eventually, analysis is used to route the call.
- UDPCode — A UDP code is also specified with this type. This is identical to AARCode, except that no digit conversion is ever performed (the call must route via AAR).
- NodeNum — A node number is also specified. This number can range from 1 to 999, but for use in a DCS network it must be limited to the range from 1 to 63. This node number is the PBX-ID for DCS. In another table, the node-number-routing form will map this node number into a routing pattern for routing the call. A third table, the enp-number-plan form, provides the information to convert the extension into a 7-digit number, in a manner similar to the UDPCode. The difference here is that the AAR analysis table is never used in this form of routing.

Using this example, the following shows the information required for the various forms on node 1 of the DCS network. Node 2 will use UDPCode routing, while NodeNum routing will be used for nodes 3 and 4.

**Uniform Dialing Plan**

| <b>Extension Codes</b> | <b>Type</b> | <b>Node Number/<br/>Location</b> | <b>Code</b> |
|------------------------|-------------|----------------------------------|-------------|
| 20xxx                  | TempOOS     |                                  |             |
| 21xxx                  | TempOOS     |                                  |             |
| 22xxx                  | TempOOS     |                                  |             |
| 30xxx                  | UDPCode     |                                  | 630         |
| 31xxx                  | UDPCode     |                                  | 631         |
| 32xxx                  | UDPCode     |                                  | 632         |
| 40xxx                  | NodeNum     | 003                              |             |
| 41xxx                  | NodeNum     | 003                              |             |
| 42xxx                  | NodeNum     | 003                              |             |
| 50xxx                  | NodeNum     | 004                              |             |
| 51xxx                  | NodeNum     | 004                              |             |
| 52xxx                  | NodeNum     | 004                              |             |

Once the UDPCode is determined from the UDP table, the AAR digit analysis table (one per PGN) is used to route the call and/or identify the node number. In this example, routing pattern number 100 is used to identify the trunk group over which the call should be routed.

**AAR Digit Analysis**

| <b>Dialed<br/>String</b> | <b>Total</b> |            | <b>Rte<br/>Pat</b> | <b>Call<br/>Type</b> | <b>Node<br/>Num</b> |
|--------------------------|--------------|------------|--------------------|----------------------|---------------------|
|                          | <b>Min</b>   | <b>Max</b> |                    |                      |                     |
| 630                      | 7            | 7          | 100                | aar                  | 2                   |
| 631                      | 7            | 7          | 100                | aar                  | 2                   |
| 632                      | 7            | 7          | 100                | aar                  | 2                   |

For NodeNum routing, the routing pattern used to route the call is identified by the following table (one per PGN).

**Node Number Routing**

| <b>Node Number</b> | <b>Route Pattern</b> |
|--------------------|----------------------|
| 3                  | 101                  |
| 4                  | 102                  |



For NodeNum routing, the 7-digit number is formed with information from the following table.

| <b>Extension Number Portability Numbering Plan</b> |                 |
|----------------------------------------------------|-----------------|
| <b>Pattern</b>                                     | <b>ENP Code</b> |
| 40                                                 | 640             |
| 41                                                 | 641             |
| 42                                                 | 642             |
| 50                                                 | 650             |
| 51                                                 | 651             |
| 52                                                 | 652             |

Because 7-digit numbers are used throughout this network, when they arrive at a node, they must be converted back into an extension to identify a station or route further. These 7-digit numbers can arrive from neighbor nodes with the AAR access code prepended (performed in routing pattern of neighbor node) or the AAR access code can be prepended by the local node (performed by digit insertion by the trunk group). The following table is then used to convert the 7-digit numbers.

| <b>AAR Digit Conversion</b> |            |            |            |                           |            |             |
|-----------------------------|------------|------------|------------|---------------------------|------------|-------------|
| <b>Matching Pattern</b>     | <b>Min</b> | <b>Max</b> | <b>Del</b> | <b>Replacement String</b> | <b>Net</b> | <b>Conv</b> |
| 620                         | 7          | 7          | 3          | 2                         | ext        | n           |
| 621                         | 7          | 7          | 3          | 2                         | ext        | n           |
| 622                         | 7          | 7          | 3          | 2                         | ext        | n           |

If the neighbor nodes are only sending 5-digit extensions, with no AAR access code prepending, then the previous table need not be used. The 5-digit extensions will be interpreted directly as if they were dialed on the local node. Sending the 5-digit extensions requires the neighbor nodes to use the routing pattern to replace the UDP (or ENP) codes with the appropriate digit (for example, 621 with 2 for node 1).

### **DEFINITY ECS Number Portability**

Since DEFINITY ECS allows the specification of the routing of individual 5-digit extensions, full number portability is realized. The only restriction is the number of patterns that can exist in the UDP table (dependent upon system configuration).

## **Recommended Design of TSC**

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The following basic steps are required for implementing the D-channel signaling feature using SDN:

1. Determine the number of TSCs required at each location.
2. Determine the number of TSC message transfers expected.
3. Verify that the overall TSC requirement for each node per D-channel does not exceed the system capacity.

To determine the number of TSCs required, one has to know the DCS network configuration. However, the maximum number of CA-TSCs required at each SDN location is equal to the number of trunks accessing the SDN. This method can be used to estimate CA-TSCs required at any given location when cost is not a factor (for example, private network).

Number of CA-TSCs required = Number of Trunk group members accessing SDN

In addition to CA-TSCs, NCA-TSCs are also required between each pair of switches.

Number of NCA-TSCs required = Number of connections between each switch and every other switch

Total Number of TSCs = CA-TSCs + NCA-TSCs

For example, if a location has one PRI access to SDN, the maximum number of CA-TSCs required at that location is 23. However, the actual number of TSCs (CA-TSCs and NCA-TSCs) required may be some what less (see the following example), since some incoming and outgoing calls might not be DCS calls (for example if some callers are not provided with DCS features through COR).

### **CAUTION:**

*A node needs to be provided with enough TSCs to accommodate those initiated by itself as well as initiated by the other end and any tandemed TSCs.*

For example, consider the case of adding a remote node to a DCS network using SDN. In this case, it is possible to calculate the number of TSCs required with the following assumptions.

1. Average line size of the system is 400.
2. Average call rate generated or received by a station is 3 CCS (medium traffic).
3. 15 percent of the traffic load is internode outgoing DCS calls.

With the above assumptions, the total internode outgoing DCS traffic load is 180 CCS (400x3x0.15). TSCs must be established between all nodes to provide the DCS features over SDN. The objective of determining the number of TSCs required at each SDN location is to provide the customer an acceptable service level with a minimal cost. Service levels are generally measured by the percent of demands for service (in this case D-channel signaling feature) that fail to receive service (expressed as percent blocking). The service level for D-channel signaling feature has to be determined by the customer. Assuming two percent blocking, Retrial Capacity Tables can be used to determine the number of TSCs required at each SDN location. For the above example, 11 TSCs are required at the remote DCS node to implement the D-channel signaling feature using SDN. Since the customer can only subscribe in steps of 16 TSCs, in this case, 16 TSCs (or 1 unit of 16 TSCs) are needed to meet the service level. In this case, 5 remaining TSCs (16-11) can be used as NCA-TSCs to other SDN locations.

### **TSC Messages Usage**

The first step in analyzing the TSC messages usage is to evaluate the number of TSC messages involved in each successful DCS feature activation. The following tables summarize the TSC messages required for each feature operation.

| <b>D-channel signaling</b> |                                           |                            |
|----------------------------|-------------------------------------------|----------------------------|
|                            | <b>Feature</b>                            | <b>No. of TSC messages</b> |
| 1                          | Alphanumeric Display of Terminals         | MA-UUI                     |
| 2                          | Attendant Call Waiting                    | 1                          |
| 3                          | Attendant Control of Trunk Group Access   | N/A <sup>1</sup>           |
| 4                          | Attendant Direct Trunk Group Selection    | N/A <sup>1</sup>           |
| 5                          | Attendant Display                         | 2                          |
| 6                          | Automatic Callback                        | 2                          |
| 7                          | Automatic Circuit Assurance               | 2                          |
| 8                          | Busy Warning Indication                   | no. of nodes               |
| 9                          | Busy Verification of Terminals and Trunks | N/A <sup>1</sup>           |
| 10                         | Call Forwarding                           | 2 (activ.) 1 (use)         |
| 11                         | Call Waiting-Termination                  | 1                          |
| 12                         | Conference/Transfer                       | 6 (Max.)                   |
| 13                         | Distinctive ringing                       | MA-UUI                     |
| 14                         | Leave Word Calling                        | 3 (pre) 2 (post)           |
| 15                         | Priority Calling                          | MA-UUI                     |

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1. These features are not supported over SDN.

**ISDN-PRI D-channel DCS AUDIX**

|   | <b>Feature</b>             | <b>No. of TSC messages</b> |
|---|----------------------------|----------------------------|
| 1 | Direct Access to AUDIX     | 1 (retrieval)              |
| 2 | Redirected Calls to AUDIX  | 1                          |
| 3 | LWC store to AUDIX         | 2                          |
| 4 | Call Transfer into AUDIX   | 1                          |
| 5 | Call Conference into AUDIX | 1                          |
| 6 | Call Transfer Out Of AUDIX | 1                          |

**Table 3-16. TSC Messages For Successful Feature Activation**

| <b>Other Maintenance Messages</b> |                     |                            |
|-----------------------------------|---------------------|----------------------------|
|                                   | <b>Function</b>     | <b>No. of TSC messages</b> |
| 1                                 | TSC Heart Beat Test | 2/hour                     |
| 2                                 | Audit From AUDIX    | 2 (as requested)           |
| 3                                 | MW Status Request   | 1/station                  |

The above tables show that, on average, most DCS features use only one TSC message. However, most DCS calls do not require a transfer of TSC messages. For example, when a DCS call is initiated over SDN, display information and distinctive ringing feature information are carried over as MA-UUI messages that are already included in the call setup charges. However, if the user activate another DCS feature after initiating this call, then an appropriate TSC message is transferred over the SDN.

Assuming an average of one TSC message transfer per DCS call, it is possible to estimate the number of TSC messages transfers per month. For the example mentioned in TSC design section, the first step is to estimate the number of outgoing DCS calls generated per hour. Assuming an average call duration of 180 seconds, this can be calculated as  $180 \times 100/180 = 100$  BH calls/hr. Assuming 20 working days each handling 5 busy hour (5 hr is used instead of 8 to average out the busy hour traffic) traffic load per month, the messages transfers per month can be estimated as  $100 \times 1 \times 5 \times 20 = 10,000$ . This can be used in "TSC Tariff" elsewhere in this section to estimate the expected service charge for subscribing to SDN services.

Table 3-17 summarizes an estimated "billable" TSC messages usage for a given location.

**Table 3-17. TSC Message Usage**

| <b>"Billable" TSC Messages Usage</b> |                                               |
|--------------------------------------|-----------------------------------------------|
| <b>Location Size<br/>(lines)</b>     | <b>Number of TSC messages<br/>(per month)</b> |
| 100                                  | 2,500                                         |
| 500                                  | 12,500                                        |
| 1,000                                | 25,000                                        |
| 8,000                                | 200,000                                       |

---

### **DCS/AUDIX Gateway**

A DEFINITY switch can serve as an interface between PBXs that support the D-channel signaling feature and those that do not support this feature. The switch providing this interface is known as the ISDN-DCS Gateway node and provides backward compatibility to existing traditional DCS networks. It does so by maintaining a mapping between processor channels and Administered NCA-TSCs. When a DCS D-channel message arrives on an Administered NCA-TSC that is acting as a gateway, it is converted to a traditional DCS message and sent out through the processor channel that has been administered to map to this Administered NCA-TSC. This administration is done on the ISDN Gateway Channel form described in "Administration Overview of ISDN-DCS and ISDN-DCS AUDIX Networks" elsewhere in this section. Likewise, when a traditional DCS message arrives at the gateway node on a processor channel that is acting as a gateway, it is converted to a DCS D-channel message and sent out through the Administered NCA-TSC that has been associated with this processor channel on the ISDN Gateway Channel form.

The switch can also serve as an ISDN AUDIX Gateway by acting as a conduit for AUDIX messaging between the AUDIX and remote switches in the D-channel DCS network. The AUDIX Gateway node is directly connected to the AUDIX via a BX.25 link and to the remote switch(es) via Administered NCA-TSCs. AUDIX messages destined for remote switches arrive at the gateway node on processor channels administered as gateways, are repackaged in Q.931 format, and are sent out via the appropriate Administered NCA-TSC also administered as a gateway. In the reverse direction, Q.931 AUDIX messages from remote switches arrive at the gateway node on Administered NCA-TSCs, are repackaged in the traditional (BX.25) fashion, and are sent out to the AUDIX through the appropriate processor channel. If one of the remote switches does not support D-channel DCS then not only must the host switch act as an ISDN AUDIX Gateway, but the switch connected to the non D-channel DCS switch must also act as an ISDN-DCS Gateway.

In summary, a gateway is required whenever a transition is being made from BX.25 signaling to D-channel signaling. When this transition takes place at a switch acting as an AUDIX host, that switch is an ISDN AUDIX Gateway. When the transition takes place at a switch that sits between that part of the network that supports D-channel DCS and that part that does not, that switch is an ISDN-DCS Gateway. A DCS/AUDIX network consisting entirely of switches that support D-channel DCS will never require an ISDN-DCS Gateway because none of the switches require "translation" to/from BX.25. However, such a network will still require an ISDN AUDIX Gateway because AUDIX still "speaks" BX.25 and in this sense is like a switch that does not support D-channel DCS.

The number of processor channels at a node is limited (refer to Table C-1 in Appendix C, "System Capacity Limits" for maximum values for each configuration), and a switch acting as a gateway may have to allocate a large number of processor channels to this activity. Figure 3-15 shows how processor channels can be quickly consumed at a gateway node.

For the ISDN-DCS subnetwork (which uses administered temporary signaling connections to transport DCS information) to communicate with the BX.25 subnetwork (which uses special BX.25 links to transport DCS information), the gateway node must map administered TSCs to processor channels administered as X.25 links. One processor channel is consumed for each such mapping. The formula for the number of processor channels consumed by gateway functionality at a gateway node is simply  $m \text{ times } n$ , where  $m$  is the number of nodes in the ISDN-DCS subnetwork and  $n$  is the number of nodes in the BX.25 subnetwork.

If processor channel capacity is exhausted, the simple solution is to split the gateway functionality between two gateway nodes. Since retranslating an entire network to use a second gateway node can require an extensive amount of translation changes, this formula should be taken into consideration when first engineering the network.

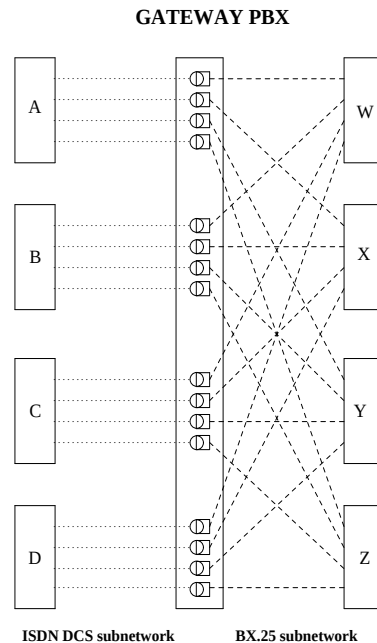


**Figure 3-15. Use of Processor Channels for Gateway Functionality**

Further examples of DCS/AUDIX gateways as well as sample administration can be found in subsequent sections.

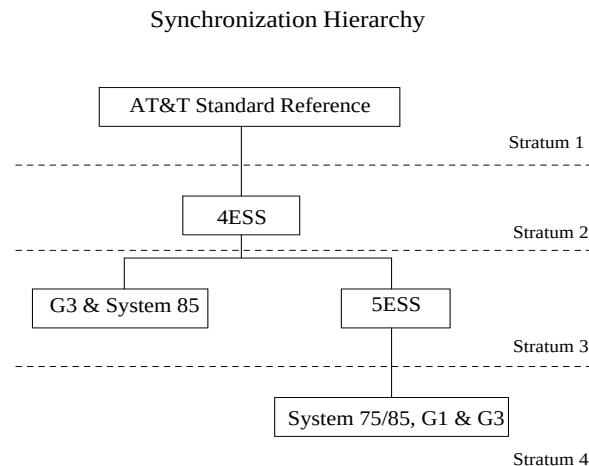
### **Recommended Design of Synchronization**

Synchronization design considerations are the same as when installing ISDN-PRI links. Since each switch can transmit at a rate determined by its internal clock, information will be lost if the digital network is not synchronized to a single clock. Furthermore, one switch should be selected as the master and all others should obtain slave-timing from it. Since synchronization issues affect all network nodes, a network synchronization plan must be developed, deployed, and verified to be installed correctly.

The primary objective of synchronization design is to minimize the slip rate. The impact of slips on a customer varies with the service used. For an example, voice services are insensitive to slips. However, data services are much more sensitive to slips since each bit of data is a discrete piece of information. For data applications, a slip requires retransmission of data, thus adversely degrading the performance of data transmission facilities. However, it is important to note that even if all network nodes are synchronized, slips can still occur due to transmission impairments.

The AT&T network synchronization plan specifies a hierarchy of synchronization nodes of stratum 1 to 4, where stratum 1 is the most accurate clock. Figure 3-16 shows the synchronization hierarchy and the node's internal clock stratum level.

---



---

**Figure 3-16. Synchronization Hierarchy**

Each node is compelled to take its timing from the following:

1. A higher stratum level
2. A node equal to its own stratum level
3. A free-running timing clock (generated internally) that meets or exceeds the requirements for its level

Large private networks require<sup>1</sup> stratum 4 type I synchronization. PBXs may someday be required by EIA and ANSI to support stratum 3 operation as well.

---

### Interactions with CBC Trunk Groups

Recall that a Call-by-Call trunk group is one that can carry calls to many network services or facilities, such as SDN, MEGACOM, MEGACOM 800, and so on. The only network service that currently supports Temporary Signaling Connections is SDN. As such, if a CBC trunk group is being used to carry ISDN-DCS information over the public switched network, then the service being requested (on the routing pattern form) must be SDN, otherwise a partial or complete loss of feature transparency may occur.

---

1. AT&T PUB 62411, "ACCUNET T1.5 Service Description and Interface Specification," August 1988.



Also, for those signaling groups being used to establish NCA-TSCs over the public network, the service/feature field on the second page of the signaling group form should be filled in with the appropriate network service/feature (currently only SDN).

### **Processor Performance Considerations**

---

Processor occupancy is the percent of time, averaged over the busy hour, that the call processor performs call processing and scanning. Since some processing time must be reserved for maintenance and other tasks, maximum occupancy is always less than 100%.

The maximum percentage allowed depends on the call mix and the number of nodes in the DCS cluster. Some calls, especially those involving the attendant or those across nodes, require a large amount of processor time for processing complicated instructions during part of the call.

For a DCS network, processor occupancy is increased to process DCS messages between nodes. For ISDN-DCS, the increase is slightly smaller than that for a traditional DCS network, but for all practical purpose, the increase in the two cases can be regarded as the same.

Maximum processor occupancy depends on calling patterns, the number of stations and nodes in the network. For private network ISDN DCS, reduce the BHCC for a private network without ISDN-DCS by one-third to account for DCS and ISDN additional load on the processor.

### **Examples of ISDN-DCS and ISDN-DCS AUDIX Networks**

---

Recommended general design steps:

1. Draw a network configuration diagram using the graphical notations described earlier in this section. Label PBX IDs, TSCs and BX.25 links to the nodes.
2. Design a network with required number of trunks among the nodes, using information from the "DSC Networks Design" earlier in this section.
3. Administer the required Dial Plan, Communication Links, DS1 circuit packs, and synchronization. This is required before ISDN-DCS can be superimposed.
4. Administer the Signaling Group, Trunk Group, Routing Pattern, Gateway Channel, and Processor Channel forms using the proper dial plan numbers for the TSCs. Administer Page 2 of Feature-Related System Parameters for the desired CDR format.
5. Check for consistency.

6. If facilities are available, load the translations on an actual network and perform basic functionality checks as outlined in "Maintenance and Troubleshooting" elsewhere in this section to verify the proper working of the feature.

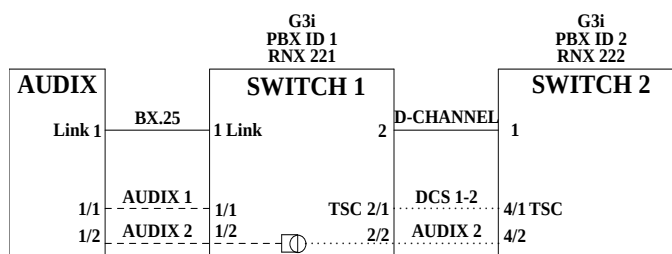
## 2-Node Private Network with AUDIX

Figure 3-17 shows a 2-node DCS/AUDIX D-channel network. In this configuration, DCS feature transparency is achieved exclusively through the exchange of user-to-user information on the D-channel using one of the three methods discussed earlier — MA-UUI, CA-TSCs or NCA-TSCs. Although NCA-TSCs are nothing more than virtual connections on the D-channel, they are shown as independent entities in the diagram for the purposes of clarity. Administered TSC 2/1 (that is, the first Administered NCA-TSC of signaling group 2) of Switch A is connected to TSC 4/1 of Switch B. This virtual connection is used in the exchange of user-to-user information for DCS features not associated with any current B-channel connection.

Notice that for AUDIX, a BX.25 data link is no longer required between the host switch and the remote switch(es). AUDIX messages between the AUDIX and the remote switch will use the AUDIX Gateway functionality of the host switch and will be transported to the remote switch via an NCA-TSC. Specifically, AUDIX messages destined for Switch B will arrive at Switch A on Link 1, Channel 2 (processor channel 57), be converted to ISDN-PRI Q.931 format and sent out via Administered NCA-TSC 2/2.<sup>2</sup>

This is accomplished by administering processor channel 57 as a gateway and mapping it on the gateway form to Administered NCA-TSC 2 of signaling group 2 that is also administered as a gateway.

---



---

**Figure 3-17. 2-Node Private Network**

---

2. A BX.25 link is still required between the AUDIX and the host switch.

**Sample Administration**

## ■ AUDIX Administration

**AUDIX Translations**

| Switch Number | AUDIX Port | Switch Port <sup>1</sup> | Logical Channel | Data Link |
|---------------|------------|--------------------------|-----------------|-----------|
| 1             | 1          | 59                       | 1               | 1         |
| 2             | 2          | 57                       | 2               | 1         |

---

1.Switch Port refers to the processor channel that is used for AUDIX in the PBX.

## Administration for Switch 1

## ■ Dial Plan Administration

**Dial Plan Form**

| Start Dig. | Len | Usage |
|------------|-----|-------|
| 4          | 4   | ext   |
| 5          | 4   | ext   |

## ■ UDP Administration

**Uniform Dial Plan Form**

| Ext Code | Type    | Location Code |
|----------|---------|---------------|
| 5xxx     | UDPcode | 222           |

## ■ AAR Digit Conversion

**AAR Digit Conversion Form**

| Matching Pattern | Min | Max | Del | Replacement String | Net | Conv |
|------------------|-----|-----|-----|--------------------|-----|------|
| 221              | 7   | 7   | 3   | -                  | ext | n    |

## ■ AAR Analysis Administration

**AAR Analysis Table**

| Dialed String | Min | Max | Rte Pat | Call Type | Node Num |
|---------------|-----|-----|---------|-----------|----------|
| 222           | 7   | 7   | 2       | aar       | 2        |

■ Signaling Group Administration

**Signaling Group Form (signaling group 2)**

| <b>TSC</b> | <b>Local</b> | <b>Enabled</b> | <b>Establish</b> | <b>Dest.</b> | <b>Far-end</b> | <b>Appl.</b> |
|------------|--------------|----------------|------------------|--------------|----------------|--------------|
| Index      | Ext.         |                |                  | Ext.         | PBX-ID         |              |
| 1          | 4900         | y              | permanent        | 5900         | 2              | dcs          |
| 2          | 4901         | y              | permanent        | 5901         | -              | gateway      |

■ Trunk Group Administration

**Trunk Group Form**

| <b>Group #</b> | <b>Grp Type</b> | <b>Used for DCS?</b> | <b>DCS Sig. Method</b> | <b>PBX ID</b> |
|----------------|-----------------|----------------------|------------------------|---------------|
| 2              | isdn-pri        | y                    | d-chan                 | 2             |

■ Routing Pattern Administration

**Routing Pattern Form**

| <b>Routing Pattern #</b> | <b>Trunk Group #</b> | <b>FRL</b> | <b>Del</b> | <b>TSC</b> | <b>CA-TSC Request</b> |
|--------------------------|----------------------|------------|------------|------------|-----------------------|
| 2                        | 2                    | 0          | 3          | y          | at-setup              |

■ Gateway Channel Administration

**Gateway Channel Form**

| <b>Signaling Group</b> | <b>TSC Index</b> | <b>Processor Channel</b> | <b>Application</b> |
|------------------------|------------------|--------------------------|--------------------|
| 2                      | 2                | 57                       | audix              |

■ Processor Channel Administration

**Processor Channel Form**

| <b>Proc Channel</b> | <b>Application</b> | <b>Inter. Link</b> | <b>Channel</b> | <b>Remote Proc. Channel</b> | <b>PBX ID</b> |
|---------------------|--------------------|--------------------|----------------|-----------------------------|---------------|
| 57                  | gateway            | 1                  | 2              | 2                           | -             |
| 59                  | audix              | 1                  | 1              | 1                           | 1             |

## Administration for Switch 2

## ■ Dial Plan Administration

**Dial Plan Form**

| Start Dig. | Len | Usage |
|------------|-----|-------|
| 4          | 4   | ext   |
| 5          | 4   | ext   |

## ■ Uniform Dial Plan Administration

**Uniform Dial Plan Form**

| Ext Code | Type    | Location Code |
|----------|---------|---------------|
| 4xxx     | UDPcode | 221           |

## ■ AAR Digit Conversion

**AAR Digit Conversion Form**

| Matching Pattern | Min | Max | Del | Replacement String | Net | Conv |
|------------------|-----|-----|-----|--------------------|-----|------|
| 222              | 7   | 7   | 3   | -                  | ext | n    |

## ■ AAR Analysis Administration

**AAR Analysis Table**

| Dialed String | Min | Max | Rte Pat | Call Type | Node Num |
|---------------|-----|-----|---------|-----------|----------|
| 221           | 7   | 7   | 1       | aar       | 1        |

## ■ Signaling Group Administration

**Signaling Group Form (signaling group 4)**

| TSC Index | Local Ext. | Enabled | Establish | Dest. | Far-end Ext. | Appl PBX-ID |
|-----------|------------|---------|-----------|-------|--------------|-------------|
| 1         | 5900       | y       | permanent | 4900  | 1            | dcs         |
| 2         | 5901       | y       | permanent | 4901  | -            | audix       |

■ Trunk Group Administration

**Trunk Group Form**

| <b>Group #</b> | <b>Grp Type</b> | <b>Used for DCS?</b> | <b>DCS Sig. Method</b> | <b>PBX ID</b> |
|----------------|-----------------|----------------------|------------------------|---------------|
| 1              | isdn-pri        | y                    | d-chan                 | 1             |

■ Routing Pattern Administration

**Routing Pattern Form**

| <b>Routing Pattern #</b> | <b>Trunk Group #</b> | <b>FRL</b> | <b>Del</b> | <b>TSC</b> | <b>CA-TSC Request</b> |
|--------------------------|----------------------|------------|------------|------------|-----------------------|
| 1                        | 1                    | 0          | 3          | y          | at-setup              |

### 3-Node Public/Private Network with AUDIX

The D-channel signaling feature expands the domain of DCS networks by supporting configurations that include public network ISDN facilities utilizing network services including Software Defined Network (SDN). By eliminating the need for dedicated private line facilities, this feature allows geographically dispersed DCS networks to be cost effective. Figure 3-18 shows a 3-node network.

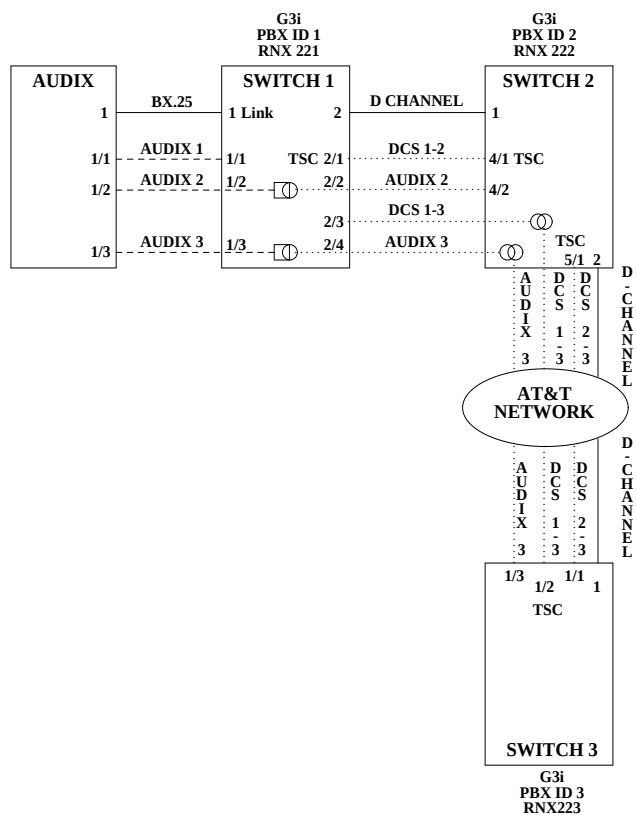


Figure 3-18. 3-Node Public/Private Network

### Sample Administration

#### ■ AUDIX Administration

#### AUDIX Translations

| Switch Number | AUDIX Port | Switch Port <sup>1</sup> | Logical Channel | Data Link |
|---------------|------------|--------------------------|-----------------|-----------|
| 1             | 1          | 59                       | 1               | 1         |
| 2             | 2          | 57                       | 2               | 1         |
| 3             | 3          | 58                       | 3               | 1         |

1. Switch Port refers to the processor channel that is used for AUDIX in the PBX.

## Administration for Switch 1

## ■ Dial Plan Administration

**Dial Plan Form**

| Start Dig. | Len | Usage |
|------------|-----|-------|
| 4          | 4   | ext   |
| 5          | 4   | ext   |
| 6          | 4   | ext   |

## ■ Uniform Dial Plan Administration

**Uniform Dial Plan Form**

| Ext Code | Type    | Location Code |
|----------|---------|---------------|
| 5xxx     | UDPcode | 222           |
| 6xxx     | UDPcode | 223           |

## ■ AAR Digit Conversion

**AAR Digit Conversion Form**

| Matching Pattern | Min | Max | Del | Replacement String | Net | Conv |
|------------------|-----|-----|-----|--------------------|-----|------|
| 221              | 7   | 7   | 3   | -                  | ext | n    |

## ■ AAR Analysis Administration

**AAR Analysis Table**

| Dialed String | Min | Max | Rte Pat | Call Type | Node Num |
|---------------|-----|-----|---------|-----------|----------|
| 222           | 7   | 7   | 2       | aar       | 2        |
| 223           | 7   | 7   | 3       | aar       | 3        |

## ■ Signaling Group Administration

**Signaling Group Form (signaling group 2)**

| TSC Index | Local Ext. | Enabled | Establish | Dest. Ext. | Far-end PBX-ID | Appl    |
|-----------|------------|---------|-----------|------------|----------------|---------|
| 1         | 4900       | y       | permanent | 5900       | 2              | dcs     |
| 2         | 4901       | y       | permanent | 5901       | -              | gateway |
| 3         | 4902       | y       | permanent | 6902       | 3              | dcs     |
| 4         | 4903       | y       | permanent | 6903       | -              | gateway |



## ■ Trunk Group Administration

**Trunk Group Form**

| Group # | Grp Type | Used for DCS? | DCS Sig. Method | PBX ID |
|---------|----------|---------------|-----------------|--------|
| 2       | isdn-pri | y             | d-chan          | 2      |
| 3       | isdn-pri | y             | d-chan          | 3      |

## ■ Routing Pattern Administration

**Routing Pattern Form**

| Routing Pattern # | Trunk Group # | FRL | Del | TSC | CA-TSC Request |
|-------------------|---------------|-----|-----|-----|----------------|
| 2                 | 2             | 0   | 3   | y   | at-setup       |
| 3                 | 3             | 0   | 3   | y   | at-setup       |

## ■ Gateway Channel Administration

**Gateway Channel Form**

| Signaling Group | TSC Index | Processor Channel | Application |
|-----------------|-----------|-------------------|-------------|
| 2               | 2         | 60                | audix       |
| 2               | 4         | 61                | audix       |

## ■ Processor Channel Administration

**Processor Channel Form**

| Proc Channel | Application | Inter. Link | Channel | Remote Proc. Channel | PBX ID |
|--------------|-------------|-------------|---------|----------------------|--------|
| 59           | audix       | 1           | 1       | 1                    | 1      |
| 57           | gateway     | 1           | 2       | 2                    | -      |
| 58           | gateway     | 1           | 3       | 3                    | -      |

## Administration for Switch 2

## ■ Dial Plan Administration

**Dial Plan Form**

| Start Dig. | Len | Usage |
|------------|-----|-------|
| 4          | 4   | ext   |
| 5          | 4   | ext   |
| 6          | 4   | ext   |

## ■ Uniform Dial Plan Administration

**Uniform Dial Plan Form**

| Ext Code | Type    | Location Code |
|----------|---------|---------------|
| 4xxx     | UDPcode | 221           |
| 6xxx     | UDPcode | 223           |

## ■ AAR Digit Conversion

**AAR Digit Conversion Form**

| Matching Pattern | Min | Max | Del | Replacement String | Net | Conv |
|------------------|-----|-----|-----|--------------------|-----|------|
| 222              | 7   | 7   | 3   | -                  | ext | n    |

## ■ AAR Analysis Administration

**AAR Analysis Table**

| Dialed String | Min | Max | Rte Pat | Call Type | Node Num |
|---------------|-----|-----|---------|-----------|----------|
| 221           | 7   | 7   | 1       | aar       | 1        |
| 223           | 7   | 7   | 3       | aar       | 3        |

## ■ Signaling Group Administration

**Signaling Group Form (signaling group 4)**

| TSC   | Local | Enabled | Establish | Dest. | Far-end | Appl. |
|-------|-------|---------|-----------|-------|---------|-------|
| Index | Ext.  |         |           | Ext.  | PBX-ID  |       |
| 1     | 5900  | y       | permanent | 4900  | 1       | dcs   |
| 2     | 5901  | y       | permanent | 4901  | -       | audix |

**Signaling Group Form (signaling group 5)**

| TSC   | Local | Enabled | Establish | Dest. | Far-end | Appl. |
|-------|-------|---------|-----------|-------|---------|-------|
| Index | Ext.  |         |           | Ext.  | PBX-ID  |       |
| 1     | 5905  | y       | permanent | 6905  | 3       | dcs   |

## ■ Trunk Group Administration

**Trunk Group Form**

| Group # | Grp Type | Used for DCS? | DCS Sig. Method | PBX ID | NCA-TSC Sig. Group <sup>1</sup> |
|---------|----------|---------------|-----------------|--------|---------------------------------|
| 1       | isdn-pri | y             | d-chan          | 1      | -                               |
| 3       | isdn-pri | y             | d-chan          |        | 5                               |

---

1.This field is only used for tandeming.

## ■ Routing Pattern Administration

**Routing Pattern Form**

| Routing Pattern # | Trunk Group # | FRL | Del | TSC | CA-TSC Request |
|-------------------|---------------|-----|-----|-----|----------------|
| 1                 | 1             | 0   | 3   | y   | at-setup       |
| 3                 | 3             | 0   | 3   | y   | at-setup       |

Administration for Switch 3

## ■ Dial Plan Administration

**Dial Plan Form**

| Start Dig. | Len | Usage |
|------------|-----|-------|
| 4          | 4   | ext   |
| 5          | 4   | ext   |
| 6          | 4   | ext   |

## ■ Uniform Dial Plan Administration

**Uniform Dial Plan Form**

| Ext Code | Type    | Location Code |
|----------|---------|---------------|
| 4xxx     | UDPcode | 221           |
| 5xxx     | UDPcode | 222           |

## ■ AAR Digit Conversion

**AAR Digit Conversion Form**

| Matching Pattern | Min | Max | Del | Replacement String | Net | Conv |
|------------------|-----|-----|-----|--------------------|-----|------|
| 223              | 7   | 7   | 3   | -                  | ext | n    |

## ■ AAR Analysis Administration

**AAR Analysis Table**

| Dialed String | Min | Max | Rte Pat | Call Type | Node Num |
|---------------|-----|-----|---------|-----------|----------|
| 221           | 7   | 7   | 1       | aar       | 1        |
| 222           | 7   | 7   | 2       | aar       | 2        |

## ■ Signaling Group Administration

**Signaling Group Form (signaling group 4)**

| TSC Index | Local Ext. | Enabled | Establish | Dest. Ext. | Far-end PBX-ID | Appl. |
|-----------|------------|---------|-----------|------------|----------------|-------|
| 1         | 6905       | y       | permanent | 5905       | 2              | dcs   |
| 2         | 6902       | y       | permanent | 4902       | 1              | dcs   |
| 3         | 6903       | y       | permanent | 4903       | -              | audix |

## ■ Trunk Group Administration

**Trunk Group Form**

| Group # | Grp Type | Used for DCS? | DCS Sig. Method | PBX ID |
|---------|----------|---------------|-----------------|--------|
| 1       | isdn-pri | y             | d-chan          |        |

## ■ Routing Pattern Administration

**Routing Pattern Form**

| Routing Pattern # | Trunk Group # | FRL | Del            | TSC | CA-TSC Request |
|-------------------|---------------|-----|----------------|-----|----------------|
| 1                 | 1             | 0   | 3 <sup>1</sup> | y   | at-setup       |

---

1.Should be blank if SDN network routing requires 7 digits.

**Special Administration at the Tandem Node**

To illustrate administration of a tandem node, it is useful to examine the administration at Switch 2 of Figure 3-18. In this network configuration, Switch 2 acts as a tandem for TSC establishment between switches 1 and 3. (For this example, ignore that the public network is between switches 2 and 3.) NCA-TSC 3 of signaling group 2 on PBX 1 has as its destination digits 6902, an extension local to PBX 3. When these digits arrive at PBX 2, the *Trunk Group for NCA-TSC* field (from the Signaling Group form) is checked to determine whether to manipulate the incoming digits to produce a new destination address. When no manipulation is necessary, the destination address in the NCA-TSC SETUP message is used unaltered. At PBX 2, the destination address remains 6902,

which is seen to be non-local, and routing is performed. The Dial Plan form steers us to AAR entry 223 which sends us to routing pattern 3. Routing pattern 3 has as its first and only preference trunk group 3. On the second page of the trunk group form, there is a field called NCA-TSC Signaling Group. This field should be filled in with the signaling group number that the NCA-TSC request should be tandemed out over. In our example, this is signaling group 5. The NCA-TSC request with destination digits 6902 is now transmitted to Switch 3 via signaling group 5.

## DCS Trunk Group Busy/Warning Indication

---

Provides attendants with a visual indication that the number of busy trunks in a remote group has reached an administered level. A visual indication is also provided when all trunks in a trunk group are busy. This feature requires that there be a DCS Trunk Group between the local and remote switches, and that the trunks in that trunk group are not set up to insert digits on incoming calls. If digit insertion is needed on such trunks, it should be performed on the outgoing trunk based on the dialed digits.

**NOTE:**

This feature is not available for trunk groups with 4-digit trunk access codes or for trunk members 100 through 999.

### Administration

---

To implement this feature, the following form(s) or sections of the form(s) must be completed.

| Form               | Field                                                                                                                | Form Instructions (Page) |
|--------------------|----------------------------------------------------------------------------------------------------------------------|--------------------------|
| Attendant Console  | Direct Trunk Group Select Button Assignments (1-6) for 301A Basic or (1-12) for the 302A Enhanced Attendant Console. | 5-34                     |
| Trunk Groups (All) | Busy Threshold                                                                                                       | 4-139                    |

- Attendant Console Form — Trunk group must be assigned to one of the first six Direct Trunk Group Button Assignments (Access Codes) fields on the console. Refer to "Attendant Direct Trunk Group Selection" for additional information.
- Trunk Group Forms — Assign Busy Threshold (Warning) field.

### Hardware Requirements

---

DCS interface hardware is required. Refer to the "Distributed Communications System" section in this chapter for information.

## Default Dialing

---

Default Dialing enhances Data Terminal (Keyboard) Dialing by allowing a data terminal user to place a data call to a pre-administered destination by either entering a Return at the DIAL: prompt (for data terminals using DCP data modules) or typing d and entering Return at the CMD: prompt (for data terminals using ISDN-BRI data modules). The data terminal user with a DCP data module can still place calls to other destinations by entering the complete address after the DIAL: prompt (normal Data Terminal Dialing alphanumeric Dialing).

**NOTE:**

ADU-type hunt groups connecting the System to terminal servers on a host computer should have these hunt group extensions assigned as "no" keyboard dialing.

For the AT command interface supported by the 7400A/7400B/8400B Data Module, the "ATD" command may be entered instead of a carriage return to dial the default destination.

Default Dialing can be assigned to any data endpoint that has Data Terminal Dialing capability.

## Administration

---

To implement this feature, the following form(s) or sections of the form(s) must be completed.

| Form                     | Field                                                              | Form Instructions (Page) |
|--------------------------|--------------------------------------------------------------------|--------------------------|
| Abbreviated Dialing List | All                                                                |                          |
| Enhanced                 |                                                                    | 5-2                      |
| Group                    |                                                                    | 5-5                      |
| System                   |                                                                    | 5-11                     |
| Personal                 |                                                                    | 5-8                      |
| 7103A                    |                                                                    | 5-14                     |
| Data Module              | Special Dialing Option<br>Abbreviated Dialing List<br>AD Dial Code | 5-106                    |

- Abbreviated Dialing List form — Enter the default destination on the appropriate Abbreviated Dialing List form for your terminal. This list can be a System, Group, Personal, or Enhanced List.
- Data Module form — Complete the following fields on appropriate Data Module forms (that is, Data Line, MPDM) as follows:
  - Special Dialing Option — Enter "default".



**NOTE:**

Default Dialing and the Data Hotline feature cannot both be assigned on the Data Module form.

- Abbreviated Dialing List — Enter the abbreviated dialing list type where the default destination is stored.
- AD Dial Code — Enter the AD list number associated with the stored default destination.

### **Hardware Requirements**

---

Refer to "Data Call Setup" for associated hardware requirements.



## **Demand Print**

---

Allows the voice terminal user to print their own undelivered messages without calling the Message Center.

### **Administration**

---

To implement this feature, the following form(s) or sections of the form(s) must be completed.

| <b>Form</b>                   | <b>Field</b>                                                      | <b>Form Instructions (Page)</b> |
|-------------------------------|-------------------------------------------------------------------|---------------------------------|
| Station<br>(multi-appearance) | Button/Feature Button Assignments<br>-print-msgs<br>Security Code | 5-346                           |
| Feature Access Codes          | Print Messages Access Codes                                       | 5-170                           |

- Station Forms — Assign Demand Print (print-msgs) feature buttons to multi-appearance stations. Assign 4-digit code in the Security Code field to enable retrieving Demand Print messages.
- Feature Access Codes Form — Assign Print Messages Access Codes.

### **Hardware Requirements**

---

A Messaging Server Adjunct (MSA) such as a 3B2 equipped with appropriate Messaging Server software and associated printers is required. Refer to the "Messaging Server Interface" implementation instructions for additional information.

## Dial Plan

---

The Dial Plan is the system's guide to digit translation. When a digit is dialed, the system must know what to expect based on that digit. For example, if a voice terminal user dials a 4, the system must know how many more digits to expect before the call will be processed.

A feature access code cannot be assigned to a feature if it is not already defined and consistent with the Dial Plan.

## Administration

---

To implement this feature, the following form(s) or sections of the form(s) must be completed.

| Form                         | Field                          | Form Instructions (Page) |
|------------------------------|--------------------------------|--------------------------|
| Dial Plan                    | All                            | 5-155                    |
| Second Digit Table           | All                            | 5-155                    |
| Uniform Dialing Plan         | Plan Number<br>Extension Codes | 4-259                    |
| Extension Number Portability | All                            | 4-83                     |
| Extended Trunk Access        | Call Screening Entry           | 5-164                    |
| Route Pattern                | All                            | 4-15                     |
| Trunk Group                  | Digit Treatment<br>Digits      | 4-139                    |
| Feature Access Code          | As required                    | 5-170                    |
| Attendant Console            | As required                    | 5-34                     |

- Dial Plan Form — Enter the HNPA (Area Code) and complete the ARS Prefix 1 Required field. This is required only in North America.

Enter the ETA Node Number and/or the ETA Routing Pattern. These values determine which trunk (or pattern) to use when routing the call to the remote PBX. (Node Numbers are used when no Routing Patterns are assigned or for DCS.)

- Second Digit Table Form — Assign routing of the second digit (the corresponding first digit must be assigned as a "miscellaneous" type in the first digit table). This table determines which extensions are UDP extensions.

- Uniform Dialing Plan Form — If the Uniform Dialing Plan (UDP) option is used, enter the number of digits in the plan (4 or 5), and the Extension Codes for non-home extensions in the ENP subnetwork are node number routed.
- Extension Number Portability Form — If the Uniform Dialing Plan (UDP) option is used, associate the leading one or two digits of extensions in the ENP subnetwork with a 3-digit ENP code, used to construct a 7-digit AAR-like ENP number.
- Extended Trunk Access Form — If the ETA Node Number field in the Dial Plan form is assigned an Node Number for a remote PBX from which calls can be attempted, enter those call strings that should be blocked in the Call Screening Entry fields.
- Route Pattern Form — If the ETA Node Number field in the Dial Plan form is assigned an Node Number for a remote PBX from which calls can be attempted, associate a trunk group with this Node Number along with a FRL, a NPA, a Prefix Mark, a Toll List, and either insertion of digits or deletion of digits.
- Trunk Group Form — For AAR configurations, assign "inserted" in the Digit Treatment fields and the inserted digits in the Digits field.
- Feature Access Code Form — Assign Feature Access Codes as required for those features to which you wish to restrict access.
- Attendant Console Form — Assign dial plan related buttons as required.

### **Hardware Requirements**

---

None.

## **Dialed Number Identification Service**

---

Dialed Number Identification Service (DNIS) provides a called party or answering position with a personalized identification of the service or product associated with the call. The System can be administered to detect and display the name of the product or service being called about.

For Integrated Services Digital Network (ISDN) Primary Rate Interface (PRI) calls, DNIS is the called party number in the associated call setup messages.

For non-ISDN-PRI type calls, DNIS can be obtained from the network by subscribing to AT&T-COMM DNIS service. The connecting central office passes digits within the dial plan (0 to 7 digits) representing the dialed 800 number to the digital switch. The System then can connect the call to an interim Terminating Extension Group (TEG), hunt group, phantom extension (see "Administration Without Hardware"), Vector Directory Number (VDN) or Automatic Call Distribution (ACD) split, which immediately forwards the call to a terminating extension. The terminating extension can be either a station, hunt group, or ACD split. The interim extension is assigned the name of the product or service associated with the call. When the terminating extension answers the call, the user's display-equipped voice terminal shows the name of the product or service being called. As a result, the user can answer the call accordingly.

The recorded announcements that a caller hears for the various methods of DNIS implementation are as follows:

- When the interim extension is a TEG or phantom extension and the final destination is a non-ACD hunt group, no announcements are heard by the caller, even if an announcement was administered via the hunt group.
- When the interim extension is a TEG or phantom extension and the terminating destination is an ACD split, one of two situations will occur. If a second announcement has been administered for the split, that announcement will be played for the caller. The first announcement will not be played. If a second announcement has not been administered, no announcement will be heard by the caller.
- When the interim extension is a hunt group or an ACD split and the final destination is a non-ACD hunt group, only an announcement administered at the interim extension could be played. This announcement must be administered as a forced first announcement at the interim extension.
- When the interim extension is a hunt group or ACD split and the final destination is an ACD split, a forced first announcement will be played for the interim extension and the second announcement at the final destination will be played.

When the interim extension is an ACD split, measurement of DNIS calls can be made. The CMS, for example, pegs all calls that leave the interim extension via the coverage path as overflowed calls. Therefore, a count of how many calls reached the interim extension can be made. To obtain an accurate count of DNIS

calls, it is essential that all such calls are routed to the interim extension first. If some DNIS calls are routed directly to the terminating extension, the measurements for calls reaching the split via the DNIS service will not be accurate.

The measurement facility (CMS for example) can also provide information on whether or not the covered call was connected or whether the caller abandoned the call. From this information, the number of calls terminated and abandoned can be determined.

Implementation of the switch for non-ISDN-PRI type calls can be accomplished in several ways.

**⇒ NOTE:**

The answering user requires a display-equipped station to identify the product or service being called.

### **Administration**

---

The following does not provide administration guidelines for the answering extension. Refer to the appropriate coverage (such as 7400D series Voice Terminals, ACD, DDC/UCD) in this chapter for those guidelines.

### **DNIS via DID Trunk Group**

To implement this feature, the following form(s) or sections of the form(s) must be completed.

| <b>Form</b>                 | <b>Field</b> | <b>Form<br/>Instructions<br/>(Page)</b> |
|-----------------------------|--------------|-----------------------------------------|
| Trunk Group (DID)           | All          | 4-197                                   |
| Hunt Group                  | All          | 5-207                                   |
| <b>or</b>                   |              |                                         |
| Station (phantom extension) | All          | 5-346                                   |
| <b>or</b>                   |              |                                         |
| Terminating Extension Group | All          | 5-332                                   |
| Call Coverage Paths         | All          | 5-62                                    |

- **Trunk Group (DID) Form** — A separate Direct Inward Dial (DID) trunk group must be assigned whose incoming calls will terminate at the interim extension. The extension can be a phantom extension, TEG, hunt group, or ACD split. The Group Name field on the form can be administered as "DNIS" or as appropriate to identify the trunk group usage.

- **Hunt Group Form** — This hunt group is administered as an interim extension. The purpose of the hunt group is to send the call along with the name of the product or service being called to an answering (display-equipped) station. The hunt group will not have Group Member Assignments (that is, no members). Administer the Group Extension field as the 4-digit number representing the 800 number being called. Administer the Group Name field with the name of the product or service being called. Assign a coverage path in the Coverage Path field. The Coverage Path form will be administered to forward the calls to the appropriate terminating extension. Optionally, the Hunt Group form can be administered as an ACD split (ACD field = "y"), and if appropriate, the Measured field as "internal" (Basic Call Management System), "external" (Call Management System), or "both" to obtain measurement reports of the call activity associated with the product or service.
- **Station Form** — Complete a station form to assign a phantom extension. Administer the Extension field as the number representing the 800 number being called. Administer the Name field with the name of the product or service being called. Assign a coverage path in the Coverage Path field. The Coverage Path form will be administered to forward the calls to the appropriate terminating extension. Enter "X" in the Port field. This permits the administering of a station form without having a port assigned and does not require a voice terminal.
- **Terminating Extension Group Form** — This form can be administered as the interim extension instead of the Hunt Group form. Administer the Group Extension, Group Name and Coverage Path fields as required for the Hunt Group form. Do not administer the Group Member Assignments fields. Note that when using a TEG as the interim extension, measurement reports cannot be obtained.
- **Call Coverage Paths Form** — Assign the Coverage Path Number field per the path number entered on the interim extension form (that is, Hunt Group, ACD split, phantom extension, or TEG form). Assign the Coverage Criteria All field as "y" for both inside and outside calls. Administer the Coverage Point 1 field as the terminating extension. This extension can be a station, hunt group, or ACD split.

**DNIS via MEGACOM 800 Service Tie Trunk Group**

To implement this feature, the following form(s) or sections of the form(s) must be completed.

| <b>Form</b>                 | <b>Field</b> | <b>Form Instructions (Page)</b> |
|-----------------------------|--------------|---------------------------------|
| Trunk Group (DID)           | All          | 4-197                           |
| Hunt Group                  | All          | 5-207                           |
| <b>or</b>                   |              |                                 |
| Station (phantom extension) | All          | 5-346                           |
| <b>or</b>                   |              |                                 |
| Terminating Extension Group | All          | 5-332                           |
| Vector Directory Number     | All          | 5-337                           |
| Call Coverage Paths         | All          | 5-62                            |

- **Trunk Group (Tie) Form** — A separate Tie trunk group must be assigned. Administer the Group Name field as "MEGACOM" or as required to identify the trunk group usage. Administer the Incoming Destination field as the interim extension. The extension can be a TEG, hunt group, phantom extension, or ACD split.
- **Hunt Group Form** — This hunt group is administered as an interim extension. The purpose of the hunt group is to send the call along with the name of the product or service being called to an answering (display-equipped) station. The hunt group will not have Group Member Assignments (that is, no members). Administer the Group Extension field as the 4-digit number representing the 800 number being called. Administer the Group Name field with the name of the product or service being called. Assign a coverage path in the Coverage Path field. The Coverage Path form will be administered to redirect the calls to the appropriate terminating extension based on the "busy" criteria (not "all" or "send or calls"). Optionally, the Hunt Group form can be administered as an ACD split (ACD field = "Y"), and if appropriate, the Measured field as "internal" (Basic Call Management System), "external" (Call Management System), or "both" to obtain measurement reports for the number of calls directed to this DNIS number for the associated product or service.

To get measurements, calls must be redirected via the Call Forwarding feature instead of Call Coverage. Dummy splits that are redirected via Call Forwarding can also have coverage paths that will be followed if the dummy split's coverage criteria are met at the split to which the call is forwarded.

- **Station Form** — Administer the Extension field as the number representing the number being called. Administer the Name field with the name of the product or service being called. Assign a coverage path in the Coverage Path field. The Coverage Path form will be administered to redirect the calls to the appropriate terminating extension. Enter "x" in the Port field. This permits the administering of a station form without having a port assigned and does not require a voice terminal. No BCMS or CMS measurements for the number of calls directed to the DNIS number can be provided if this method is used.
- **Terminating Extension Group Form** — This form can be administered as the interim extension instead of the Hunt Group form. Administer the Group Extension, Group Name and Coverage Path fields as required for the Hunt Group form. Do not administer the Group Member Assignments fields. No BCMS or CMS measurements for the number of calls directed to the DNIS number can be provided if this method is used.



**NOTE:**

When using a TEG as the interim extension or Call Coverage, measurement reports cannot be obtained.

- **Call Coverage Paths Form** — Assign the Coverage Path Number field per the path number entered on the interim extension form (that is, Hunt Group, VDN, ACD split, phantom extension, or TEG form). Assign the Coverage Criteria All field as "y" for both inside and outside calls. (If using coverage for an ACD split, use Cover on Busy.) Administer the Coverage Point 1 field as the terminating extension. This extension can be a station, hunt group, or ACD split. No BCMS or CMS measurements for the number of calls directed to the DNIS number can be provided if this method is used.

## **Hardware Requirements**

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### **DNIS via DID**

Requires a port on a TN753 DID trunk circuit pack or TN767 or TN464 DS1 Interface circuit pack for each DID trunk to be administered.

### **DNIS via MEGACOM 800 Service Tie Trunk Group**

Requires a port on a TN760B Tie Trunk, or TN722B, TN767, or TN464 DS1 Tie Trunk circuit pack for each tie trunk to be administered.

### **DNIS via ISDN-PRI**

Refer to the "Integrated Services Digital Network — Primary Rate Interface" coverage elsewhere in this chapter for hardware requirements.



## Digital Multiplexed Interface

---

The Digital Multiplexed Interface (DMI) provides for digital trunk interfaces to the System. DMI supports high-volume (high-speed, high-capacity) data transmission via DS1 digital facilities between host computers, another PBX, or a private or public network and analog and digital data endpoints. When ISDN-PRI signaling is used, associated trunks can be connected to host computers, another PBX, or a private or public network.

### Administration

---

Instructions for administering the DS1/DMI interface to the System are provided in the DS1/DMI Interface Manual.

To implement this feature, the following form(s) or sections of the form(s) must be completed.

| Form                 | Field | Form Instructions (Page) |
|----------------------|-------|--------------------------|
| DS1 Circuit Pack     | All   | 4-69                     |
| Trunk Group          | All   |                          |
| DMI-BOS              |       | 4-192                    |
| ISDN-PRI             |       | 4-211                    |
| Synchronization Plan | All   | 4-130                    |

- DS1 Circuit Pack Form — Complete all fields. Assign ports for each trunk member to be assigned on the associated Trunk Group form.
- Trunk Group (DMI-BOS) Form — Complete all fields as required when using Bit-Oriented Signaling.
- Trunk Group (ISDN-PRI) Form — Complete all fields as required when using Message-Oriented signaling.
- Synchronization Plan Form — Complete all fields.

### Hardware Requirements

---

A TN722B, TN767, or TN464D DS1 Tie Trunk circuit pack must be provided for trunk assignments. The circuit pack must be assigned (via a DS1 Circuit Pack form) prior to administration of DMI-BOS or ISDN-PRI Trunk Groups. If ISDN-PRI signaling is used, a TN767 must be used in conjunction with a TN765 Processor Interface circuit pack.

The TN722B or TN767 provides up to 24 independent trunks. When used with common channel or ISDN-PRI signaling, 23 trunks are available for data and one

trunk is used for signaling purposes. The TN464D provides up to 32 independent trunks. When used with common channel or ISDN-PRI signaling, 31 trunks are available for data and one trunk is used for signaling purposes.

A port is required on a TN754B Digital Line circuit pack if a Long Haul DCS is used with a high-speed modem, Data Service Unit, a DATAPHONE II data set, or a Local Area Data Set.

## **Direct Agent Announcement**

---

The Direct Agent Announcement (DAA) feature enhances the CallVisor ASAI and Expert Agent Selection (EAS) Direct Agent Calling capabilities by playing an announcement to Direct Agent callers waiting in the queue.

### **Administration**

---

Automatic Call Distribution (ACD) and Vectoring (Basic) must be enabled on the System-Parameters Customer-Options form before related fields on forms can be administered. In addition, either Expert Agent Selection (EAS) or ASAI Adjunct Routing (or both) must be enabled on the System-Parameters Customer-Options form.

To implement this feature, the following form(s) or sections of the form(s) must be completed.

| <b>Form</b>                       | <b>Field</b>                               | <b>Form Instructions (Page)</b> |
|-----------------------------------|--------------------------------------------|---------------------------------|
| Feature-Related System Parameters | Direct Agent Announcement Delay            | 5-138                           |
|                                   | Direct Agent Announcement Extension        |                                 |
|                                   | Minimum Agent-LoginID Password Length      |                                 |
|                                   | Expert Agent Selection (EAS) Enabled       |                                 |
| Feature Access Codes              | Automatic Call Distribution Features (All) | 5-170                           |
| Station (multi-appearance)        | Button/Feature Button Assignments          | 5-346                           |
|                                   | -manual-in                                 |                                 |
|                                   | -auto-in                                   |                                 |
|                                   | -aux-work                                  |                                 |
|                                   | -after-call                                |                                 |
|                                   | -assist                                    |                                 |
| Attendant Console                 | Feature Button Assignments                 | 5-34                            |
|                                   | -after-call                                |                                 |
|                                   | -assist                                    |                                 |
|                                   | -auto-in                                   |                                 |

*Continued on next page*

| Form                        | Field                   | Form Instructions (Page) |
|-----------------------------|-------------------------|--------------------------|
|                             | -aux-work<br>-manual-in |                          |
| Announcements/Audio Sources | All                     | 5-278                    |

- Feature-Related System Parameters Form — Complete the Direct Agent Announcement fields as required. If Expert Agent Selection is enabled, complete the Minimum Agent-LoginID Password Length and Expert Agent Selection (EAS) Enabled fields.
- Feature Access Codes Form — Assign ACD feature access codes as needed.
- Station Forms — Assign feature buttons to multi-appearance stations as needed.
- Attendant Console Form — Assign feature buttons to the Attendant Console as needed.
- Announcements/Audio Sources Form — Complete all fields as required.

## Hardware Requirements

---

With the exception of integrated announcements, each announcement requires announcement equipment and a port on a TN742, TN746B, or TN769 Analog Line circuit pack. If music is to be provided after the delay announcement, a music source and a port on the TN763C Auxiliary Trunk circuit pack are also required. The announcement and music equipment are not provided as part of the System equipment.

Refer to the "Recorded Announcement" and "Trunk Groups" features for additional administration and hardware requirements.

## **Direct Department Calling**

---

Allows direct inward access to an answering group other than the attendant even if the system does not have the Direct Inward Dialing (DID) feature.

A Direct Department Calling (DDC) answering group can consist of voice terminals and individual attendants.

### **Administration**

---

To implement this feature, the following form(s) or sections of the form(s) must be completed.

| <b>Form</b>                         | <b>Field</b>                       | <b>Form Instructions (Page)</b> |
|-------------------------------------|------------------------------------|---------------------------------|
| Recorded Announcements              | As Required                        | 5-278                           |
| Data Module (Recorded Announcement) | All                                | 5-107                           |
| Call Coverage Paths                 | All                                | 5-62                            |
| Hunt Groups                         | All                                | 5-207                           |
| Trunk Groups (All)                  | Incoming Destination Night Service | 4-139                           |

- Recorded Announcements Form — Assign recorded announcement extension numbers, if used.
- Recorded Announcement Data Module Form — Complete all fields if recorded announcements are used (TN750 circuit pack).
- Call Coverage Paths Form — Verify or assign Call Coverage Path for the group, if used.
- Hunt Groups Form — Complete all fields.
- Trunk Group Forms — If this feature is to be provided via DID, the assigned hunt group extension number must be accessible via DID. Enter the extension number assigned to the hunt group in the trunk group Incoming Destination and/or Night Service fields.

### **Hardware Requirements**

---

If the optional Auxiliary Queue Warning lamp is used, it requires one port on a TN742, TN746B, or TN769 Analog Line circuit pack for each warning lamp.

Each delay announcement requires announcement equipment and a port on a TN763C Aux Trunk circuit pack, or TN742, TN746B, or TN769 Analog Line circuit pack. If music is to be provided after the delay announcement, a music source and a port on the TN763C Auxiliary Trunk circuit pack are also required. The announcement and music equipment are not provided as part of the system equipment.

Refer to the "Recorded Announcement" and "Trunk Groups" features for additional administration and hardware requirements.

## Direct Inward Dialing

---

Direct Inward Dialing (DID) Connects calls from the public network directly to the dialed extension number without attendant assistance.

**NOTE:**

DID features are also supported over Main/Satellite TGU/TGE trunks.

### Administration

---

To implement this feature, the following form(s) or sections of the form(s) must be completed.

| Form                              | Field                                                  | Form Instructions (Page) |
|-----------------------------------|--------------------------------------------------------|--------------------------|
| Trunk Group (DID)                 | All                                                    | 4-197                    |
| Feature-Related System Parameters | DID/Tie/ISDN Intercept Treatment<br>DID Busy Treatment | 5-178                    |

- Trunk Group (DID) Form — Verify or complete all fields.
- Complete the DID/Tie/ISDN Intercept Treatment field and DID Busy Treatment field to specify call handling for invalid DID calls or DID calls that terminate to a busy station.

### Hardware Requirements

---

Each Group Member Assignment (DID trunk) in the DID Trunk Group requires a port on a TN753 DID Trunk circuit pack. The following circuit packs, each of which provides eight ports, are available:

- TN753 (used in the United States)
- TN436 (used in Australia)
- TN459 (used in the United Kingdom)
- TN2139 (used in Italy)
- TN2146 (used in Belgium and the Netherlands)
- TN2184 (used in Germany)
- TN767 DS-1
- TN464 DS-1

## **Direct Inward and Outward Dialing**

---

Direct Inward and Outward Dialing (DIOD) is a two-way trunk that provides a combination of the DID and the DOD (outgoing Central Office) features. It allows the same trunk circuit to be used for non-attendant assisted incoming and outgoing calls, both from and to, the local exchange.

A digital DIOD trunk has the ability to be used with incoming DID operation and outgoing CO trunk operation. Analog DIOD requires either the TN429 (Japan) or TN2184 (Germany) circuit boards. The TN429 is an 8-port loop-start circuit pack. The TN2184 is a 4-port loop-start circuit pack that sends addressing information for incoming and outgoing calls and detects Periodic Pulse Metering (PPM) signals for metering outgoing calls.

Digital DIOD must be from a TN464D (or later version) circuit board and must have a bit rate of 2.048 Mbps.

### **Administration**

---

To implement this feature, the following form(s) or sections of the form(s) must be completed.

| <b>Form</b>                          | <b>Field</b>                                              | <b>Form<br/>Instructions<br/>(Page)</b> |
|--------------------------------------|-----------------------------------------------------------|-----------------------------------------|
| Trunk Group (DIOD)                   | All                                                       | 4-201                                   |
| Feature-Related System<br>Parameters | DID/Tie/ISDN Intercept<br>Treatment<br>DOD Busy Treatment |                                         |

- Trunk Group (DIOD) Form — Verify or complete all fields. The group type field must contain "diod."
- Feature-Related System Parameters Form — Complete the DID/Tie/ISDN Intercept Treatment field and DID Busy Treatment field to specify call handling for invalid DID calls or DID calls that terminate to a busy station.

### **Hardware Requirements**

---

- One of the following circuit packs:
  - TN429 analog (Japan)
  - TN2184 analog with PPM detection (Germany)
  - TN464D or later digital version for Mexico
  - TN464F for Germany.



## Direct Outward Dialing

---

Allows voice terminal users by use of a Trunk Access Code to access the public network without attendant assistance.

### Administration

---

To implement this feature, the following form(s) or sections of the form(s) must be completed.

| Form          | Field                                                                                                                                        | Form Instructions (Page) |
|---------------|----------------------------------------------------------------------------------------------------------------------------------------------|--------------------------|
| Dial Plan     | Identification/Number Of Digits for:<br>-Local CO Trunk Group<br>-Foreign Exchange Trunk Group<br>-ISDN-PRI Trunk Group<br>-WATS Trunk Group | 5-155                    |
| Trunk Groups: | All                                                                                                                                          |                          |
| CO            |                                                                                                                                              | 4-182                    |
| FX            |                                                                                                                                              | 4-206                    |
| ISDN-PRI      |                                                                                                                                              | 4-211                    |
| WATS          |                                                                                                                                              | 4-253                    |

- Dial Plan Form — Verify trunk access codes for local Central Offices, Foreign Exchange offices, ISDN-PRI trunk groups, and/or outward WATS trunk groups.
- Trunk Group Forms — Verify or complete all fields for the applicable outgoing Central Office, Foreign Exchange, ISDN-PRI or WATS Trunk Group forms. Be sure to set the Dial Access field to “y.”

**NOTE:**

For Public-Network ISDN-PRI trunk groups, this field can only be set to “y” if the Service Type is “Public-ntwrk.”

### Hardware Requirements

---

Requires a port on a TN747B Central Office Trunk or TN767 or TN464D DS1 Interface circuit pack for each trunk to be assigned in the trunk group. Each TN747B provides eight ports, each TN767 provides 24 ports, and each TN464D provides 32 ports.

## Disconnect Supervision

---

Allows the system at call completion to remove resources used on a call and make them available for servicing new calls; otherwise, the resources can be used indefinitely. At international locations, it cannot always be assumed that incoming Public Network trunks will provide a disconnect supervision signal. If no parties on a call provide disconnect supervision, the call cannot be allowed, and without a guaranteed disconnect supervision a transfer operation is denied.

In the United States, all incoming trunks are assumed to provide disconnect supervision, while an outgoing trunk is assumed never to have disconnect supervision. In locations outside the United States, public network trunks provide other combinations of disconnect supervision. This requires administration of incoming and outgoing disconnect supervision on a trunk group basis. If the Disconnect Supervision - Out? field is set to "n", trunk to trunk transfers will be denied.

### NOTE:

When "y" is entered in the Disconnect Supervision - Out? field, when you tab out of the field a warning message will be displayed stating that this setting can cause trunk lock-up. You must press Return a second time for the System to accept the setting.

## Administration

---

To implement this feature, the following form(s) or sections of the form(s) must be completed.

| Form               | Field                  | Form<br>Instructions<br>(Page) |
|--------------------|------------------------|--------------------------------|
| Trunk Groups (All) | Disconnect Supervision | 4-139                          |

- Trunk Group Forms — Complete the Disconnect Supervision fields as required.

## Hardware Requirements

---

None.

## **Distinctive Ringing (Alerting)**

---

Distinctive Ringing (Alerting) helps voice terminal users and attendants distinguish between incoming call types. You can customize the feature to match local customs or customer needs. You can also disable the feature for single-line voice terminals.

### **Administration**

---

To implement this feature, the following form(s) or sections of the form(s) must be completed.

| <b>Form</b>                          | <b>Field</b>                                                                                                     | <b>Form<br/>Instructions<br/>(Page)</b> |
|--------------------------------------|------------------------------------------------------------------------------------------------------------------|-----------------------------------------|
| Station (single-line)                | Distinctive Audible Alert<br>Redirect Notification                                                               | 5-346                                   |
| Feature-Related System<br>Parameters | Internal/External/Priority Call<br>(ringing patterns)<br>Transferred Ring Pattern<br>Attendant Originating Calls | 5-178                                   |

- Station Forms for 500, 2500, 7101A, 7102A, 7103A, and 7104A voice terminal — Complete Distinctive Audible Alert field.
- Station Forms — Enter "y" in the Redirect Notification field to provide a half ring at the voice terminal when calls to the terminal have been redirected (via Call Coverage or Call Forwarding).
- Feature-Related System Parameters Form
  - Assign a ringing pattern (one-, two-, or three-burst) to the desired call type (internal, external, or priority).
  - Enter "y" in the Transferred Ring Pattern field to cause the ring pattern to change from internal to external when an internal station transfers an external call.
  - Assign internal, external, or priority ringing to calls from an attendant in the Attendant Originating Calls field.

### **Hardware Requirements**

---

Requires that a 500-type, 2500-type, or 7100-series voice terminal be assigned.

## **Distributed Communications System**

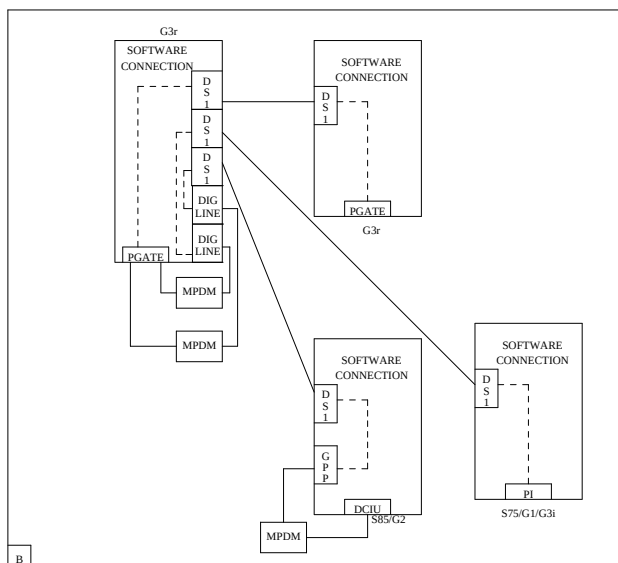
---

Distributed Communications System (DCS) allows a configuration (cluster) of two or more switches (nodes) to provide certain attendant and voice terminal features as if the cluster is a single large DEFINITY System. This simplifies dialing procedures between locations, and also allows transparent use of some of the DEFINITY System's features between locations.

For detailed information on DCS, refer to *AT&T Network and Data Services Reference Manual*, 555-025-201.

Figure 3-19 illustrates an example of connecting switches in a DCS configuration using voice tie trunks and DS1 signaling.

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**Figure 3-19. Distributed Communications System Using DS1 Facilities**

### **Administration**

---

The Distributed Communications System (DCS) and UDP options must be enabled on the System-Parameters Customer-Options form before associated forms and fields on forms can be administered.

To implement this feature, the following form(s) or sections of the form(s) must be completed.

| <b>Form</b>                  | <b>Field</b>                            | <b>Form Instructions (Page)</b> |
|------------------------------|-----------------------------------------|---------------------------------|
| DS1 Circuit Pack             | All                                     | 4-69                            |
| Synchronization Plan         | All                                     | 4-130                           |
| Trunk Group                  | All                                     |                                 |
| Tie                          |                                         | 4-246                           |
| ISDN-PRI                     |                                         | 4-211                           |
| Dial Plan                    | All                                     | 5-155                           |
| Uniform Dial Plan            | All                                     | 4-259                           |
| AAR Digit Analysis Table     | All                                     | 4-8                             |
| AAR Digit Conversion Table   | All                                     | 4-12                            |
| Routing Patterns             | All                                     | 4-15                            |
| Node Number Routing          | All                                     | 4-26                            |
| Data Module                  | All                                     |                                 |
| X.25 (R5r only)              |                                         | 5-140                           |
| Processor interface          |                                         | 5-135                           |
| Netcon (R5si only)           |                                         | 5-131                           |
| Interface Links              | Interface Links (assign DCS links)      | 4-108                           |
| Processor Channel Assignment | All Proc Chan fields to be assigned DCS | 4-117 <b>or</b><br>4-121        |
| Signaling Group              | All (for TSCs)                          | 4-124                           |
| Hop Channel Assignments      | as required                             | 4-96                            |
| PGATE (R5r only)             | All                                     | 4-115                           |

- DS1 Circuit Pack Form — This form must be completed if DS1 tie trunks are used for DCS signaling.
- Synchronization Plan Form — This form must be completed if the tie trunk is used for DCS signaling. Assign a secondary circuit pack that the System can use if the primary circuit pack fails.
- Trunk Group (Tie) Form — Provide data links (can be DS1 or tie trunks) and voice channels. If trunk group is used for voice, enter the required number. If the trunk group is used for DS1 signaling, enter one member in

the trunk group. This one member is used to establish the link using a port on a DS1 circuit pack. Enter wink/wink in the trunk Type field and "avd" in the Comm Type field for DS1 signaling trunk groups.

- Trunk Group (ISDN-PRI) Form — Used to provide voice and data paths. Assign Service Type field as "tie", "tandem", or "access" as appropriate.
- Dial Plan Form — Complete all fields to assign a 4- or 5-digit number for DCS and complete all applicable fields for Uniform Dial Plan.
- Uniform Dialing Plan Form — Enter the Extension Codes for non-home extensions in the ENP subnetwork that are node number routed.
- AAR Digit Analysis Table Form — Assign routing patterns and destination Node Numbers.
- AAR Digit Conversion Table Form — Assign the replacements for all or part of a dialed digit string with a modified string and/or change of analysis type. The modified string represents an alternative equivalent address and results in the call being analyzed according to the network type. If the AAR Access Code is dialed, this table is accessed during call processing.
- Routing Patterns Form — Assign routing patterns and destination Node Numbers.
- Node Number Routing Form — Associate a routing pattern with each node in the Extension Number Portability (ENP) subnetwork.
- Netcon Data Module Form (R5si only) — Assign Netcon physical channels as required.
- PGATE Form (R5r only) — Enter the board location and "rs232" as the cable type.
- Data Module (X.25) Form (R5r only) — Enter "dte" or "dce". One side of the link should be "dte" and the other side should be "dce." Enter "9600" as the Baud Rate.
- Interface Links Form — In the destination number field, enter "external" or the digits used to dial the remote X.25 data module. These digits can be a TAC plus an extension or a UDP extension. The digits used to dial the X.25 data module should be entered **only** if connecting to another R5r over a digital trunking facility.

In addition, only if digits are entered will the Establish Connection field be displayed. One side of the connection should have "y" in this field and the other side should have "n."

- Processor Channel Assignment Form — Complete the required fields on the form for the AUDIX interface.
  - The Application field is "dcs."
  - The Interface Link field must be the number of the interface link administered above.

- The Interface Channel field must be the channel on the link on which communication will be established. It must match the Interface Channel field on the remote switch.
  - The local port field on the local switch can be any number 1 through 64, but it must match the value of the remote port field on the remote switch.
  - The remote port field on the local switch can be any number 1 through 64, but it must match the value of the local port field on the remote switch.
  - The Machine-ID field must match the Node Number of the remote switch (usually administered on the Dial Plan form).
- **Signaling Group Form** — Complete the following fields:
    - Max number of NCA TSC — Specifies the number of NCA TSCs that will be supported in the Signaling Group. Valid entries are 0 through 256; default is 0.
    - Max number of CA TSC — Specifies the number of CA TSCs that will be supported in the Signaling Group. Valid entries are 0 through 479; default is 0.
    - Trunk Group for NCA TSC — Specifies the ISDN-PRI trunk group whose Incoming Call Handling Table (ICHT) will be used to handle incoming NCA TSCs through this signaling group.

Complete Pages 2 through 5 of the form as required to assign administered NCA TSCs. Up to 64 NCA TSCs may be administered as part of the Signaling Group form.
  - **Hop Channel Assignments Form** — Identify the link numbers and associated channels that are to be assigned as "hop" channels in the DCS. Complete all fields of the form as required.



**NOTE:**

To provide 4- or 5-digit dial plan among a group of switches, refer to the "Uniform Dial Plan" feature and complete all forms as indicated.

## **Hardware Requirements**

---

R5si and R5vs require a TN765 Processor Interface circuit pack if not already provided. A DCS data link may be assigned to a vacant channel on a TN722B Tie Trunk or TN767 DS1 Interface circuit pack or a vacant port on TN754B Digital Line circuit pack.

## Do Not Disturb

---

Allows guests, attendants, and authorized front desk voice terminal users to request that no calls, other than priority calls, terminate at a particular extension number until a specified time. At the specified time, the system automatically deactivates the feature and allows calls to terminate normally at the extension.

For the attendant console and display-equipped voice terminals, messages may be administered to display in either English, Italian, French, Spanish, or in a "user-defined" language. Refer to the "Administrable Language Display" feature for more information.

 **NOTE:**

You cannot use PC Console to implement this feature.

### Administration

---

To implement this feature, the following form(s) or sections of the form(s) must be completed.

| Form                              | Field                                                                              | Form Instructions (Page) |
|-----------------------------------|------------------------------------------------------------------------------------|--------------------------|
| Attendant Console                 | Feature Button Assignments<br>-dn-dst<br>-ext-dn-dst<br>-grp-dn-dst                | 5-34                     |
| Station (multi-appearance)        | Button/Feature Button Assignments<br>-dn-dst<br>-ext-dn-dst<br>-grp-dn-dst         | 5-346                    |
| Feature Access Codes              | Group Control Restrict Activation/Deactivation<br>Voice Do Not Disturb Access Code | 5-170                    |
| Feature-Related System Parameters | Controlled Termination Restriction (Do Not Disturb)                                | 5-178                    |

- Attendant Console Form — Assign do not disturb feature buttons (ext-dn-dst, grp-dn-dst).



- Station Forms — Assign dn-dst, ext-dn-dst, and grp-dn-dst feature buttons as required to appropriate voice terminals.
- Feature Access Code Form — Assign a feature access code to the Group Control Restriction Activation and Deactivation fields.
- Feature Access Codes for Hospitality Features Form — Assign a feature access code to the Voice Do Not Disturb Access Code field.
- Feature-Related System Parameters Form — Assign the type of intercept treatment (that is, intercept tone, recorded announcement, call coverage, or attendant) the caller will receive when the call is placed to a termination restricted (Do Not Disturb active) voice terminal.

### **Hardware Requirements**

---

A TN725B Speech Synthesizer circuit pack is required if voice prompting is used. Each circuit pack has four ports to provide voice prompting.

## DS1 Tie Trunk Service

---

DS1 Tie Trunk Service provides a set of digital trunks that support voice and data communications.

Refer to Chapter 4 for additional information on DS1 Tie Trunk Services including a listing and description of each type of trunk supported.

### Administration

---

To implement this feature, the following form(s) or sections of the form(s) must be completed.

| Form                 | Field | Form Instructions (Page) |
|----------------------|-------|--------------------------|
| DS1 Circuit Pack     | All   | 4-69                     |
| Trunk Group          | All   |                          |
| Access               |       | 4-172                    |
| APLT                 |       | 4-177                    |
| DMI-BOS              |       | 4-192                    |
| ISDN-PRI             |       | 4-211                    |
| RLT                  |       | 4-234                    |
| Tandem               |       | 4-240                    |
| Tie                  |       | 4-246                    |
| Synchronization Plan | All   | 4-130                    |

- DS1 Circuit Pack Form — Assign the circuit pack to the System before the administration of the associated trunks.
- Trunk Group Forms — Associate trunk members to groups, as required. Verify or complete all fields.
- Synchronization Plan Form — Complete all fields.

### Hardware Requirements

---

A TN780, TN722, TN722B, TN767, or TN464B (or later release) DS1 circuit pack is required. Refer to "DS1 Trunk Service" in Chapter 4 for DS1 circuit pack usage requirements. A TN765 Processor Interface circuit pack is required in addition to the TN767 if ISDN-PRI signaling is used. A TN768 or TN2182 Tone Clock circuit pack is required to provide synchronization for the DS1 tie trunks.

## Dual DCP I-Channels

---

Supports the use of dual I-channels for AUDIX networking. In this case, "networking" refers to the ability to send data files between AUDIXs, not to communications with the switch.

Each AUDIX has two DCP and two external (EIA 232C) connections that can be used for networking with each external connection capable of running one communications session. Data support for both I-channels increases the simultaneous AUDIX networking capacity from four ports to six ports.

Dual DCP I-channel data modules are administered as Processor Data Modules (PDMs) with both the primary and secondary data module having the same port location but different extensions.

**⇒ NOTE:**

If the primary data module is a TTI port, the secondary data module cannot be administered as the TTI feature cannot be used on a secondary data module

**⇒ NOTE:**

If the secondary data module is already administered, the TTI feature cannot be administered on the primary data module.

## Administration

---

**⇒ NOTE:**

Refer to "Audio Information Exchange (AUDIX) Interface" in this chapter and the appropriate DEFINITY AUDIX documentation for information on how to administer an AUDIX installation.

To implement this feature, the following form(s) or sections of the form(s) must be completed.

| Form              | Field | Form<br>Instructions<br>(Page) |
|-------------------|-------|--------------------------------|
| Data Module (PDM) | All   | 5-110                          |

- Data Module (PDM) Form — Enter "pdm" in the Type field. Complete all other fields as required.

## Hardware Requirements

---

Refer to "Audio Information Exchange (AUDIX) Interface" in this chapter for hardware requirements.

## Duplicate Station

---

The Duplicate Station feature provides a quick and efficient way to populate similar station translations. This feature can also be used from the G3-MT.

### Administration

---

To implement this feature, the following form(s) or sections of the form(s) must be completed.

| Form    | Field | Form Instructions (Page) |
|---------|-------|--------------------------|
| Station | All   | 5-346                    |

- Station Form — Assign the first station of a given set type and with similar buttons with the *add station* command. Then, using this station as a template, use the *duplicate station* command to replicate this translation. Up to 16 stations can be added with a single command. The syntax of this command is:

#### Command Line (Note)

| Form    | Action    | Object              | Qualifier                                                                                   |
|---------|-----------|---------------------|---------------------------------------------------------------------------------------------|
| Station | duplicate | station (extension) | ['start' (start extension)]<br>['board' (board addr) or 'x']<br>['count' (1-16)] ['one-ep'] |

- extension — Voice terminal extension number to be duplicated.
  - start extension — Starting extension used for finding unassigned extensions.
  - board addr — Starting board address for finding unassigned ports or "x" for no port searching.
  - 'count' (1-16) — Is the number of station forms to generate.
  - one-ep — Specifies that during duplication of a BRI station, ports are selected in such a way that one endpoint is associated with one port. No entry of this option (default) specifies one endpoint per port for a non-BRI station, and two multipoint configurable endpoints per port for BRI stations.
- Brackets [ ] indicate the qualifier is optional.
  - Single Quotes ( ' ' ) indicate the word inside the quote must be entered exactly as shown or an abbreviated form of the word may be entered.

### **Duplicate Station Form and Fields**

---

A duplicate station form is composed of two parts. The first part contains a list of parameters that can be customized for each station. The second part contains the station form used as a template, which is a standard station form containing fields that are common to all stations being added.

Using the command count "n" option, the system selects "n" default extensions and ports. These default values can be changed, a list of parameters customized, or fields on the station template customized. Fields on the template are common to all the stations being added.

### **Duplicate Station Port Selection**

---

When the count "n" on the command is nonzero, the system selects ports for the duplicate station form on the basis of the following criterion. These ports could have been logically administered with circuit pack administration.

If no board is specified on the command line, a preferred port search is started from the first port in the system and continues in an alphanumerically ascending order of locations and ports until no preferable port is available.

If a board address of "x" is used, no port search occurs. A value of "X" is placed in the first "n" port fields on the duplicate station form. This refers to the Administration Without Hardware feature where an "x" or "X" can be overwritten with a valid port number (if needed).

If a board address is specified, the search starts from that board and continues as described above. The search ends when the count is satisfied or when there is no preferred port at an alphanumerically higher numbered location.

#### **NOTE:**

There is no wraparound to start searching for boards that have not been searched for earlier.

Any valid port used in the *add station* command is a preferred port for the *duplicate station* command. This applies for non-BRI endpoints as duplicating stations and non-multipoint configured BRI endpoints as duplicating stations.

A special case of a multipoint configurable endpoint (these are BRI by definition) as the duplicating station must be considered.

With *one-ep* not specified on the command line:

- If the port is multipoint configurable and is not used, select the port twice.
- If the port is multipoint configurable and is used once, select the port.
- If the port is multipoint configured (and hence used twice, by definition), do not select it.

- If the port is not multipoint configurable and is used once, do not select it.

With *one-ep* specified on the command line:

- If the port is multipoint configurable and is not used, select the port once.
- If the port is multipoint configurable and is used once, do not select it.
- If the port is multipoint configured (and hence used twice, by definition), do not select it.
- If the port is not multipoint configurable and is used once, do not select it.

### **Duplicate Station Extension Selection**

---

When the count "n" on the command is nonzero, the system searches for "n" unassigned extensions. If the "start" option has been included on the command line, the search for extensions begins with the specified starting extension number. Otherwise the search begins with the smallest extension number. Only unused extensions (either not defined in the UDP tables or are defined as "Local" in the UDP tables), are selected. Extensions defined as "non-local" in the UDP tables are skipped.

### **Field Interactions**

---

The customized section of the duplicate station form changes according to certain values of the duplicating station as summarized in the table below.

| <b>Supports Data</b> | <b>Data Module field</b> | <b>Result</b>              |
|----------------------|--------------------------|----------------------------|
| n                    | N/A                      | Page 1 Without Data Module |
| y                    | n                        | Page 1 Without Data Module |
| y                    | y                        | Page 1 With Data Module    |

In the template section, the SPID field is given special treatment. If it appears on the form, it does so as a read-only field and its value is defaulted to the extension of the duplicating station. The SPID of the duplicated station is defaulted to its extension.

### **Hardware Requirements**

---

None.

## EIA Interface

---

The EIA Interface provides an alternative to Digital Terminal Data Modules (DTDM) and Modular Processor Data Modules (MPDM) within the System hardware for interconnection between EIA 232 compatible Digital Terminal Equipment (DTE) and the System. The EIA Interface consists of a Data Line circuit pack port and an Asynchronous Data Unit (ADU).

Figure 3-20 shows a typical EIA interface connection.

### Administration

---

To implement this feature, the following form(s) or sections of the form(s) must be completed.

| Form                       | Field                                                    | Form Instructions (Page) |
|----------------------------|----------------------------------------------------------|--------------------------|
| Station (multi-appearance) | Button/Feature Button Assignments<br>-data-ext (Ext: __) | 5-346                    |
| Data Module                | All                                                      | 5-106                    |

- Station Forms — Assign Data Extension (data-ext) buttons to multi-appearance voice terminals.
- Data Module Form — Assign a vacant port of a Data Line circuit pack (TN726B) and complete the Capabilities and Options fields.

The following permissions can be administered on a data line port to allow DTEs to be used.

- Keyboard Dialing (KYBD) — Must be set to allow data endpoints to receive and send text during data call origination or termination. Text prompts are provided.

**NOTE:**

ADU-type hunt groups connecting the System to terminal servers on a host computer should have these hunt group extensions assigned as "no" keyboard dialing.

- Configuration — Must be set to allow DTEs to change their data module options; that is, examine and change options, such as speed, from the DTE. Keyboard Dialing permission must be granted first.
- Busy Out — Should be set for DTEs that are members of a hunt group, and to allow "busy out" (when DTE turns power off) so that calls will not terminate on that DTE.

The following options can be examined and changed from the DTE if the "configuration" permission has been granted:

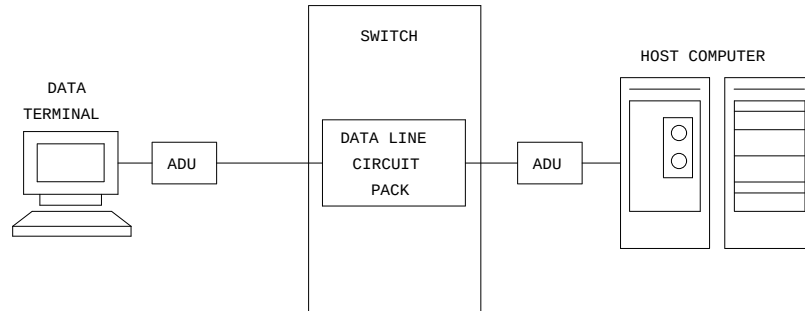
- **Speed** — All speeds (up to 19.2 kbps) at which the DTE can operate are selectable, including Autoadjust. Autoadjust is the capability of the data line port to determine what speed and parity the associated DTE is transmitting at and match it for terminal dialing and/or text feedback purposes.
- **Permit Mismatch** — The EIA Interface may be operated at a higher transmission speed rate than the rate between the Data Line circuit and the far end data module. This allows for calls between digital endpoints with different speeds without changing the speed of the DTE.
- **Dial Echoing** — Can be set to echo typed characters back to the DTE during dialing.
- **Disconnect Sequence** — Set the signal to indicate "disconnect." Choices are one break greater than 2 seconds or two breaks within 1 second.
- **Answer Text** — Can be selected when DTE is an intelligent device to allow text messages to be delivered to the DTE when a call is being answered; also, applies to text generated by the data line circuit and received from the System. The following call progress messages may be answered:
  - INCOMING CALL
  - PLEASE ANSWER
  - TRANSFER
  - FORWARDED
  - ANSWERED
  - ABANDONED
  - DISCONNECTED
  - OTHER END
- **Parity** — All choices of parity (even, odd, mark, or space) can be selected.
- **Connected Indication** — Can be set to allow the text "CONNECTED SPEED= XXXX" to be sent to the DTE when the data call has been established.
- **Other Characteristics** — The Data Line circuit always operates in automatic answer (provided the DTE is on), asynchronous, and full duplex modes. The "Loss of Carrier Disconnect" is set to off; that is, the Data Line circuit, unlike other data modules, does not disconnect upon loss of EIA updates in the previous 4 seconds.

## **Hardware Requirements**

---

Requires an ADU and a port on a TN726B Data Line circuit pack for each interface to be provided. A TN726B provides eight ports.





---

**Figure 3-20. Typical EIA Interface**

## **Emergency Access to the Attendant**

---

Emergency Access to the Attendant allows emergency calls to be placed to an attendant. These calls can be placed automatically by the system or can be dialed by system users. Such calls can receive priority handling by the attendant.

### **Administration**

---

The Emergency Access to Attendant option must be enabled on the System-Parameters Customer-Options form before associated forms and fields on forms can be administered.

To implement this feature, the following form(s) or sections of the form(s) must be completed.

 **NOTE:**

At least one attendant console must be administered before activating this feature.

| <b>Form</b>                                   | <b>Field</b>                                                                                                                                                                                                          | <b>Form Instructions (Page)</b> |
|-----------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------|
| Class of Service                              | Off-Hook Alert                                                                                                                                                                                                        |                                 |
| Feature-Related System Parameters             | Reserved Slots for Attendant Priority Queue<br>Time Before Off-Hook Alert<br>Emergency Access<br>Redirection Extension<br>Time of Scheduled Emergency Access Activity Report<br>Extension of Journal/Schedule Printer | 5-178                           |
| Hospitality-Related System Parameters         | Time of Scheduled Emergency Access Summary Report                                                                                                                                                                     | 5-199                           |
| Attendant Console                             | Feature Button Assignments<br>-em-acc-att                                                                                                                                                                             | 5-34                            |
| Feature Access Codes for Hospitality Features | Emergency Access To Attendant Access Code                                                                                                                                                                             | 5-199                           |

- Class of Service Form — Assign correct permission to access Off-Hook Alert.

- Feature-Related System Parameters Form — Assign the number of calls that can go in the emergency queue. Assign the time, in seconds, a voice terminal with an off-hook alert class of service can remain off-hook before an emergency call for the voice terminal is sent to the attendant. Assign the extension number where emergency queue overflow will redirect.
- Hospitality-Related System Parameters Form — Assign time for scheduled emergency access activity report.
- Attendant Console Form — Assign emergency access feature button (em-acc-att) to provide lamp notification of an emergency call (optional).
- Feature Access Codes for Hospitality Features Form — Assign access code to the Emergency Access To Attendant Access Code field.

### **Hardware Requirements**

---

Requires a 301A Basic or 302A Enhanced Attendant Console if a unique Emergency tone is required at the console; otherwise, normal ringing is heard for an emergency call and the attendant display flashes.

## Enhanced DCS

---

Enhances DCS (EDCS) capabilities for the System by providing the following features:

- Class of restriction (COR) checking between PBXs in the DCS network
- Call progress information for the attendant
- Attendant intrusion between a main and a satellite
- DID/CO intercept treatment provided by a main PBX rather than the satellite PBX

**NOTE:**

EDCS is not compatible with DCS Over/Under ISDN-PRI. If used with ISDN-PRI, configure the switch as a DCS node. Also, DCS/ISDN display enhancements are not currently available in EDCS.

## Administration

---

To implement this feature, the following form(s) or sections of the form(s) must be completed.

| Form                              | Field                                                                                 | Form Instructions (Page) |
|-----------------------------------|---------------------------------------------------------------------------------------|--------------------------|
| Feature-Related System Parameters | Enhanced DCS Enabled?<br>Apply Intercept Locally?<br>Enforce PNT-to-PNT Restrictions? | 5-178                    |

- Feature-Related System Parameters Form — Enter "y" in the Enhanced DCS Enabled? field (page 6 of form) to enable the Enhanced DCS feature on a system-wide basis. Choices are "y" and "n". The default is "n." When Enhanced DCS Enabled field is "y," the following fields are displayed:
  - Apply Intercept Locally — Enter "y" to indicate that DID/CO intercept treatment will be applied locally instead of on the originating switch. Choices are "y" and "n". The default is "y".
  - Enforce PNT-to-PNT Restrictions — Enter "y" to indicate that restrictions and denial of PNT-to-PNT connections will be enforced when the EDCS message is unavailable. Choices are "y" and "n". The default is "n".

## Hardware Requirements

---

None.

## Enhanced Terminal Administration

---

Provides for the administration of new terminals that are not supported by the System's software. Administration information associated with terminals that are supported (such as MET sets, 7100 series, 7400D series, and so on) is provided at the end of this chapter. For any new terminal types, the Enhanced Terminal Administration (ETA) feature allows the new terminal to be "mapped" to an existing or supported type. The mapping does not guarantee set compatibility. It does allow non-supported types to be administered and tracked by their own unique names. The administration commands that are used to display station set types and to obtain help messages will include the new set types.

The administrator must refer to customer set-type documentation for supported types and terminal manuals for non-supported types to avoid set type mismatches between the new terminal and the supported set-type. In particular, the protocol used by the new terminal (such as analog, DCP, hybrid) must match the protocol used by the terminal to which it is mapped. For example, DCP type terminals (such as 7400D series) must be matched to existing DCP set types.

### Administration

---

To administer a new voice terminal-type not supported by a system form, the following form must be completed.

| Form          | Field | Form<br>Instructions<br>(Page) |
|---------------|-------|--------------------------------|
| Alias Station | All   | 5-28                           |

- Alias Station Form — Verify or complete all fields as required.

### Hardware Requirements

---

None.

## Enhanced Voice Terminal Display

---

### Description

---

The Enhanced Voice Terminal Display feature allows users to administer the switch to display information and soft key labels on display terminals, using either the Katakana alphabet or various European characters, In addition to the Roman alphabet. The system accepts entries as Roman characters preceded by a tilde (~), and maps them to corresponding Katakana or European characters.

The character set that displays on supported voice terminals can be divided into two different groups.

- Group 1 contains the Roman alphabet, numerals and special characters found on the standard US English keyboard.
- Group 2 contains one of two alternate character sets:
  - Group 2a contains Katakana characters, as well as some European characters and other symbols.
  - Group 2b contains characters required to display most European languages.

The enhanced display feature allows users to administer the system to display either Group 1 or one of the Group 2 character sets. Whether your system displays group 2a or 2b depends on the terminal types attached to the ECS (see the table below).

### Administration

---

To administer voice terminal displays in Group 2 characters, first update the following form.

| Form                                 | Field                           | Form Instructions (Page) |
|--------------------------------------|---------------------------------|--------------------------|
| System-Parameters<br>Country-Options | Enhanced 84xx Terminal Display? | 5-300                    |

### Hardware Requirements

---

Each character set for Enhanced Voice Terminal Display requires a specific type of terminal, based on which Group 2 character set you want to display.

 **NOTE:**

It is very important to make sure that you use the same terminal type across your entire system, that is, use only Group 2a *or* Group 2b terminals.

**Taxi driver**

```

SYSTEM PARAMETERS COUNTRY-OPTIONS

Companding Mode:      Mu Law           Base Tone Generation Set:  1
440Hz PBX-dial Tone?  n               440Hz Secondary-dial Tone? n
Digital Loss Plan:    1               Version of Digital Loss Plan: 1
Analog Ringing Cadence: 1           Set Layer 1 timer T1 to 30 seconds? n
Analog Line Transmission: 1       Enhanced 84xx Display Character Set? n


TONE DETECTION PARAMETERS
Tone Detection Mode:    6               Dial Tone Validation Timer:
Interdigit Pause:      short

```

[illegible]

4. Use the character map on the following pages to determine the Roman characters that correspond to the Group 2 characters you want.
5. Type the Roman characters in the display field.
6. If you want to end the display of Group 2 characters and continue with Roman characters, type another tilde, then continue using the Roman set. If you want the entire field to display in Group 2 characters, you can omit the tilde from the end of the field.
7. Submit the form.

**⇒ NOTE:**

The Katakana characters that combine symbols do not appear as single characters in the terminal display set. To display these characters, you must use a combination. See the example below.

Also, the characters will appear on the display terminal in the order that you enter them. If you want the display to read right to left, you must enter the characters in reverse order on the form.

**Examples**

Table 3-18 shows a few examples of what you would need to enter in a display value field in order for the Group 2 characters to appear.

**Table 3-18. Characters to Enter for Group 2 Character Display**

| Enter this: | To display this: |
|-------------|------------------|
| ~2<@^       | ÒÃàÐ             |
| ~2<@^~, Max | ÒÃàÐ, Max        |
| ~N_         | îß               |
| Pe~n~a      | Peña             |
| Fr~a~ulein  | Fräulein         |



**Table 3-19. Character Map, Group 1 to Group 2a**

| <b>Group 2a</b> | <b>Group 1</b> | <b>Group 2a</b> | <b>Group 1</b> |
|-----------------|----------------|-----------------|----------------|
| space           | space          | Ø               | 8              |
| û               | !              | Ù               | 9              |
| ý               | "              | Ú               | :              |
| þ               | #              | Á               | ;              |
| ü               | \$             | Ã               | <              |
| À               | %              | Å               | =              |
| Æ               | &              | Â               | >              |
| Ç               | '              | Ä               | ?              |
| È               | (              | à               | @              |
| É               | )              | á               | A              |
| Ê               | *              | â               | B              |
| Ë               | +              | ã               | C              |
| Ì               | ,              | ä               | D              |
| Í               | -              | å               | E              |
| Î               | .              | æ               | F              |
| Ï               | /              | ç               | G              |
| Ð               | 0              | è               | H              |
| Ñ               | 1              | é               | I              |
| Ò               | 2              | ê               | J              |
| Ó               | 3              | ë               | K              |
| Ô               | 4              | ì               | L              |
| Õ               | 5              | í               | M              |
| Ö               | 6              | î               | N              |
| ×               | 7              | ï               | O              |

**Table 3-20. Character Map, Group 1 to Group 2a, continued**

| Group 2a | Group 1 | Group 2a  | Group 1 |
|----------|---------|-----------|---------|
| ð        | P       | μ         | d       |
| ñ        | Q       | σ         | e       |
| ò        | R       | ρ         | f       |
| ó        | S       | √         | h       |
| ô        | T       | -1        | i       |
| õ        | U       | *         | k       |
| ö        | V       | ¢         | l       |
| ÷        | W       | £         | m       |
| ø        | X       | ñ         | n       |
| ù        | Y       | ö         | o       |
| ú        | Z       | θ         | r       |
| û        | [       | ∞         | s       |
| ü        | \       | Ω         | t       |
| ý        | ]       | ü         | u       |
| þ        | ^       | Σ         | v       |
| ß        | _       | π         | w       |
| α        | `       | $\bar{x}$ | x       |
| ä        | a       | ÷         | }       |
| —        | b       | •         |         |

**NOTE:**

For Group 2a, the z and { characters map to Kanji characters as follows:

z - symbol for 1,000

{ - symbol for 10,000

### **Group 2b character map**

---

The following pages contain the character map for Group 2b.



**NOTE:**

Some of the characters in the following map appear in only upper or lower case, for example, i, Ê, ø, and others. These display the same for both upper and lower case.

**Table 3-21. Character Map, Group 1 to Group 2b**

| Group 2b | Group 1 | Group 2b | Group 1 |
|----------|---------|----------|---------|
| Ì        | space   | »        | 8       |
| Ô        | !       | Ë        | 9       |
| „        | “       | £        | :       |
| •        | #       | Š        | ;       |
| ‡        | \$      | ›        | <       |
| •        | %       | —        | =       |
| •        | &       | Ê        | >       |
| È        | '       | ”        | ?       |
| Ë        | (       | Ó        | @       |
| Ê        | )       | Â        | A       |
| Š        | *       | ¼        | B       |
| œ        | +       | ,        | C       |
| ”        | ,       | ◦        | D       |
| ℓ        | -       | •        | E       |
| i        | .       | Í        | F       |
| Ú        | /       | ³        | G       |
| Õ        | 0       | Í        | H       |
| œ        | 1       | «        | I       |
| Ð        | 2       | —        | J       |
| i        | 3       | —        | K       |
| ç        | 4       | ÿ        | L       |
| /        | 5       | Ò        | M       |
| ÿ        | 6       | ý        | N       |
| ...      | 7       | i        | O       |

Table 3-22. Character Map, Group 1 to Group 2b, continued

| Group 2b | Group 1 | Group 2b | Group 1 |
|----------|---------|----------|---------|
| Œ        | P       | š        | h       |
| Ý        | Q       | ä        | i       |
| •        | R       | —        | j       |
| ¬        | S       | ø        | k       |
| α        | T       | ⌘        | l       |
| ÿ        | U       | Ú        | m       |
| þ        | V       | Ò        | n       |
| ð        | W       | ^        | o       |
| þ        | X       | Ã        | p       |
| å        | Y       | f        | q       |
| ÿ        | Z       | „        | r       |
| ¥        | [       | Ð        | s       |
| ÿ        | \       | α        | t       |
| —        | ]       | ‚        | u       |
| —        | ^       | Ã        | v       |
| ‘        | —       | À        | w       |
| ï        | `       | —        | x       |
| ‰        | a       | ½        | y       |
| —        | b       | ç        | z       |
| °        | d       | •        | {       |
| ‹        | e       | ø        |         |
| ï        | f       | “        | }       |
| î        | g       |          |         |

**Table 3-23. Troubleshooting tips**

| <b>Problem</b>                                                                          | <b>Cause/Solution</b>                                                                                                                                                                                                      |
|-----------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| The characters that display are not what you thought you entered.                       | This feature is case sensitive. Check the table to make sure you entered the right case.                                                                                                                                   |
| You entered a lower case "c", and "*" appears on the display instead.                   | The lower case "c" has a specific meaning in the DEFINITY system, and therefore cannot be mapped to any other character. An asterisk "*" appears in its place.                                                             |
| You entered ">" or "<" and nothing appears on the display.                              | These characters do not exist as single keys on the standard US-English keyboard. Therefore the system is not programmed to handle them.                                                                                   |
| Enhanced display characters appear in fields that you did not update.                   | If an existing display field contains a tilde (~) followed by Roman characters, and you update and submit that form after this feature is activated, that field will display the enhanced character set.                   |
| Nothing displays on the terminal at all.                                                | Some non-supported terminals do not display anything if a special character is presented. Check the model of display terminal you are using.                                                                               |
| You entered a character with a descender and part of it appears cut off in the display. | Some of the characters in Group 2a have descenders that do not appear entirely within the display area. These characters are not included in the character map. For these characters (g,j,p,q,y), use Group 1 equivalents. |

## Expert Agent Selection

---

Expert Agent Selection (EAS) builds on the capabilities of Call Vectoring by allowing calls to be routed to specialized agents.

Using ACD queueing and Call Vectoring, the incoming call is matched to an agent who has at least one of the skills required to handle the call. Each skill has an associated Skill Hunt Group administered in a similar fashion to a vector-controlled hunt group.

When EAS is optioned on the System-Parameters Customer-Options form, Skill Hunt Groups replace splits. In addition, help messages, error messages and field titles will be changed from "Split" to "Skill" on the various forms where appropriate.

### NOTE:

Station User records cannot be shared between TTI ports and EAS LoginID extensions. This causes a reduction in the number of possible EAS LoginID extensions allowed by the System depending on the number of administered TTI ports. For example, if 2,000 TTI ports are administered, the maximum number of allowable EAS LoginIDs is reduced by 2,000.

## Administration

---

ACD, Vectoring (Basic), and Expert Agent Selection must be optioned on the System-Parameters Customer-Options form before you administer the forms and fields listed below. In addition, to use the Preference Handling Distribution (PHD) enhancements, EAS-PHD also must be enabled on the System-Parameters Customer-Options form.

To implement this feature, complete the following form(s) or sections of form(s).

| Form                    | Field                                                      | Form Instructions (Page) |
|-------------------------|------------------------------------------------------------|--------------------------|
| Agent LoginID           | All                                                        | 5-24                     |
| Hunt Group              | Skill<br>ACD<br>Vector                                     | 5-207                    |
| Vector Directory Number | 1st/2nd/3rd Skill                                          | 5-337                    |
| System-Parameters CDR   | Record Called Agent Login ID<br>Instead of Group or Member | 5-69                     |
| Call Vector             | All                                                        | 5-77                     |

| Form                              | Field                                                                                                                                          | Form Instructions (Page) |
|-----------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------|
| Feature-Related System Parameters | <ul style="list-style-type: none"> <li>— Minimum Agent-LoginID Password Length</li> <li>— Direct Agent Announcement Extension/Delay</li> </ul> | 5-178                    |

- Agent LoginID Form — Complete all fields as required.
- Hunt Group Form — Enter “y” in the Skill, ACD and Vector fields.
- Vector Directory Number Form — Enter the desired Skill numbers in the 1st Skill, 2nd Skill, and 3rd Skill fields.
- System-Parameters CDR Form — Enter “y” in the Record Called Agent Login ID Instead of Group or Member field if desired.
- Call Vector Form — Complete all fields as required.
- Feature-Related System-Parameters Form — Enter “y” in the Expert Agent Selection Enabled field. Enter the minimum number of digits the Agent must enter as a LoginID password in the Minimum Agent-LoginID Password Length field. If Direct Agent Announcements are desired, complete the Direct Agent Announcement Extension and Direct Agent Announcement Delay fields.

## Hardware Requirements

---

None.



## Extended User Administration of Redirected Calls

---

The Extended User Administration of Redirected Calls feature allows users to change their lead coverage path or their call forwarding from any on-site or off-site location.

### Administration

---

The Extended Cvg/Fwd Admin field on the System-Parameters Customer-Options form must be set to yes before you can administer the Extended User Administration of Redirected Calls feature. Only an authorized Lucent Technologies representative can change this field. However, you can display it via the Display System-Parameters Customer Options command.

### Extended Call Forwarding All or B/DA

To give system users this capability, complete the following form(s) or sections of form(s).

| Form                 | Field                                                                             | Form Instructions (Page) |
|----------------------|-----------------------------------------------------------------------------------|--------------------------|
| FAC                  | Extended Call Fwd Activate Busy D/A, Extended Call Fwd Activate All, Deactivation | 5-170                    |
| COS                  | Extended Forwarding All<br>Extended Forwarding B/DA                               | 5-96                     |
| Station              | Station Security Code                                                             | 5-346                    |
| Telecommuting Access | Telecommuting Access Extension                                                    | 5-320                    |

- FAC

- Provide the Extended Call Fwd Activate Busy D/A FAC.
- Provide the Extended Call Fwd All Activate FAC.
- Provide the deactivation code for both Extended Call Fwd FACs.

**NOTE:**

A system user must also have a non-blank Station Security code to use these FACs.

- COS

Set the Extended Forwarding All and the Extended Forwarding B/DA fields for the appropriate classes of service to yes.

- Station  
Provide the user's Station Security Code.
- Telecommuting Access  
Provide the system-wide Telecommuting Access Extension.

### Change Coverage Path Options

To give system users this capability, complete the following form(s) or sections of form(s).

| Form                 | Field                                                       | Form Instructions (Page) |
|----------------------|-------------------------------------------------------------|--------------------------|
| FAC                  | Change Coverage                                             | 5-170                    |
| COR                  | Can Change Coverage                                         | 5-88                     |
| Station              | Station Security Code, Coverage Path 1, and Coverage Path 2 | 5-346                    |
| Telecommuting Access | Telecommuting Access Extension                              | 5-320                    |

- FAC  
Provide the Change Coverage FAC.  
  
 **NOTE:**  
A system user must also have a non-blank Station Security Code to use this FAC.
- COR  
Set the Can Change Coverage COR to yes.
- Station  
Provide the user's Station Security Code, Coverage Path1, and Coverage Path2.
- Telecommuting Access  
Provide the system-wide Telecommuting Access Extension.

### Security Violation Notification

If you want to track security violations, refer to the "Security Violation Notification" feature description for administration information.

### Hardware Requirements

---

None.

## External Device Alarming

---

External Device Alarming allows analog line ports to be used for external alarm interfaces. It also allows identification of the port location, the adjunct associated with the port location (including product identifier), and the alarm level to report when a contact closure occurs. You can designate the alarm condition for an external device as major, minor, or warning. External Device Alarming is supported on all analog line circuit packs that are supported by DEFINITY ECS.

Prior to the introduction of this feature, only two external alarm ports per cabinet were available. Now the maximum number of external alarm interfaces available for R5si is 32, including the maintenance boards. The maximum number for R5r is 90, including the maintenance boards.

### Administration

---

The External Device Alarm Admin options must be enabled on the System-Parameters Customer-Options form before you can administer External Device Alarming. Only AT&T Services can administer System-Parameters Customer-Options and the add/change/remove external-device-alarm commands.

To implement this feature, complete the following form(s) or sections of form(s).

| Form                  | Field | Form<br>Instructions<br>(Page) |
|-----------------------|-------|--------------------------------|
| External-Device-Alarm | All   | 5-166                          |

### Hardware Requirements

---

Hardware interfaces for external alarm lead connections to analog line ports and maintenance board major and minor external alarm ports are specified in the *DEFINITY Enterprise Communications Server Release 5 Installation and Test for Multi-Carrier Cabinets*.

## Extension Number Portability Numbering Plan

---

The Extension Number Portability (ENP) Numbering Plan feature converts a 4- or 5-digit Uniform Dialing Plan (UDP) extension to an AAR-like 7-digit ENP number. Conversion of a 5-digit UDP extension is done by prepending a 3-digit ENP code to the last four digits of the extension; the conversion of a 4-digit UDP extension is done by prepending a 3-digit ENP code to the UDP extension. UDP extensions are converted to ENP numbers if node number routing is specified for the extensions in the UDP table. The 3-digit ENP conversion codes are specified by ENP Numbering Plan administration. The ENP Numbering Plan specifies which 3-digit ENP code is to be used with each extension starting with the same one or two leading digits. ENP codes are different from AAR location codes because they are location-independent within the ENP subnetwork. That is, each 3-digit ENP code is administered to be home on every node within the ENP subnetwork (on the AAR Digit Conversion Table).

This feature allows extensions to be moved across PBXs while retaining the original extension number, as long as these PBXs are part of the ENP subnetwork.

### **NOTE:**

Only one ENP code is required for a 4-digit ENP subnetwork; 5-digit UDP requires one ENP code for each leading digit of extensions used within the ENP subnetwork.

DCS message signaling links are not required to support ENP. As a result, many multiple switch configurations are possible with ENP. Typically the ENP network will be a subnetwork of a UDP or ETN network.

## Administration

---

The Uniform Dialing Plan option must be enabled on the System-Parameters Customer-Options form before associated forms and fields on forms can be administered.

To implement this feature, the following form(s) or sections of form(s) must be completed.

| Form                 | Field    | Form<br>Instructions<br>(Page) |
|----------------------|----------|--------------------------------|
| AAR Digit Conversion | All      | 4-12                           |
| ENP Numbering Plan   | All      | 4-83                           |
| Node Number Routing  | All      | 4-26                           |
| Uniform Dialing Plan | Ext Code | 4-259                          |

- AAR Digit Conversion Form — Assign all 3-digit ENP codes as home, and if using a 5-digit UDP, associate the ENP codes with the leading, or 10 thousands, digit (that is, the fifth digit of the extension). For example, for extension number 73446, "7" is the 10 thousands digit.



**NOTE:**

ENP Codes are distinguished from AAR location codes because ENP Codes are home on every node within the ENP subnetwork, and ENP Codes are administered in the ENP Numbering Plan table as well as in the AAR Analysis table. Since ENP Codes are home on every node, they cannot be used as AAR location codes.

- ENP Numbering Plan Form — Associate the leading one or two digits of extensions in the ENP subnetwork with a 3-digit ENP code, used to construct a 7-digit AAR-like ENP number.
- Node Number Routing Form — Associate a routing pattern with each node in the ENP subnetwork.
- Uniform Dialing Plan Form — Enter the number of digits in the plan (4 or 5) and the Extension Codes for non-home extensions in the ENP subnetwork as ENPNode (node number routed).

### **Hardware Requirements**

---

None.

## Extended Trunk Access

---

Extended Trunk Access permits a switch to send any unrecognized number (such as an extension not administered locally) to another switch for analysis and routing. Such unrecognized numbers can be Facility Access Codes, Trunk Access Codes, or Extensions that are not defined locally (that is, not in the UDP table for extensions). The "form" of these unrecognized numbers must be administered on either the First Digit Table (on the Dial Plan Record form) or the Second Digit Table For Digit X form.

 **CAUTION:**

*When administering Extended Trunk Access on separate switches, care must be taken to not create a circular Extended Trunk Access call setup; otherwise, all trunk members being used for Extended Trunk Access will be tied up until the calling party releases the call. Thus, if PBX A routes calls to the PBX B and the PBX B has been administered to route calls to PBX A, then any time an invalid set of digits is dialed all trunk members being used for Extended Trunk Access will be busied in an attempt to route the Extended Trunk Access call. Since both switches point to each other, an infinite loop has been administered. Care should be taken not to have a receiving PBX administered with Extended Trunk Access when the switch it attempts to route to is in fact the sending PBX.*

 **CAUTION:**

*This does not rule out chaining PBXs together using Extended Trunk Access, that is, PBX A points to PBX B which points to PBX C, and so on.*

 **NOTE:**

When Trunk Access or Facility Access Codes are dialed, users must wait for the Remote Switch to generate dial tone before entering additional digits.

## Administration

---

The Uniform Dialing Plan option must be enabled on the System-Parameters Customer-Options form before associated forms and fields on forms can be administered.

To implement this feature, the following form(s) or sections of form(s) must be completed.

| Form                     | Field                                             | Form Instructions (Page) |
|--------------------------|---------------------------------------------------|--------------------------|
| Dial Plan                | ETA Routing Pattern <b>and/or</b> ETA Node Number | 5-155                    |
|                          | ETA Routing Pattern                               |                          |
| ETA Call Screening Table | Call Screening Entry                              | 5-164                    |

- Dial Plan Form — Enter the ETA Node Number and/or the ETA Routing Pattern. These values determine which trunk (or pattern) to use when routing the call to the remote PBX. (Node Numbers are used when no Routing Patterns are assigned or for DCS.)
- ETA Call Screening Table Form — Enter the digit strings that cannot be routed to the remote PBX (blocked strings). Wildcards can be used (such as 45x) to block any dialed string beginning with those digits (such as 451, 452, and so on). The "#" and "\*" characters for Feature Access Codes can also be used.

### Hardware Requirements

---

None.

## Facility and Non-Facility Associated Signaling

---

Facility Associated Signaling (FAS) allows an ISDN DS1 Interface D-channel to carry signaling information for those B-channels located on the same DS1 facility (circuit pack) as the D-channel.

Non-Facility Associated Signaling (NFAS) allows an ISDN DS1 Interface D-channel (signaling channel) to convey signaling information for B-channels (voice and data channels) on ISDN-PRI DS1 facilities other than the one containing the D-channel. As a result, a D-channel can carry signaling information for numerous B-channels located on different DS1 facilities.

### NOTE:

It is recommended that NFAS only be used over DS1/E1 circuit packs that are administered using Country Code 1 (even in a private network environment) independent of what country the System is in.

In addition, to improve reliability in the event of a signaling link failure, a signaling channel (D-channel Backup) may be administered. If a signaling link failure does occur, a switch to a backup signaling channel (D-channel) can be implemented.

D-channel Backup requires that one D-channel be administered as the Primary D-channel and that a second D-channel be administered as the Secondary D-channel. These assignments ensure that at certain times during the D-channel backup process, that each switch at each end of the interface selects the same D-channel. In these cases, the Primary D-channel is given precedence over the Secondary D-channel.

Immediately following the administration instructions, an example is provided for administering a FAS/NFAS interface.

## Administration

---

Refer to "Integrated Services Digital Network — Primary Rate Interface" coverage in this chapter for a complete listing of forms and fields on forms to be completed for ISDN-PRI applications.

The following provisioning and administration must be considered when implementing FAS, NFAS, and D-channel backup. Coordinate the following with the far-end switch for the DS1 facilities to be used:

- Decide which DS1 facilities will use FAS.
- Decide which of the remaining DS1 facilities will carry D-channel signaling information on the 24th/16th channel. For those channels that have a D-channel Backup, D-channel pairs must be allocated.



- Define Signaling Groups. Each Signaling Group must be designated as either a FAS or NFAS Signaling Group.
  - A FAS Signaling Group must contain all the ISDN B-channels on the DS1 interface associated with the group's D-channel, and cannot contain B-channels from any other DS1 circuit pack. Some of the DS1 ports may use in-band (robbed-bit) signaling and be members in a tie trunk group rather than an ISDN trunk group. These tie trunks cannot be members of a Signaling Group.
  - There is no restriction on which DS1 ports can belong to a NFAS Signaling Group. Normally, an NFAS Signaling Group would consist of one or two D-channels and several complete DS1 interfaces as shown in Figure 3-21.

**⇒ NOTE:**

If a Signaling Group contains only a subset of a DS1's B-channels (ports 1 through 12 for example), it is considered an NFAS Signaling Group, not a FAS Signaling Group. The remaining B-channels on the DS1 would then be assigned as members of another NFAS Signaling Group.

- An Interface ID must be assigned to each DS1 facility in a NFAS Signaling Group. For example, if the B-channels in a Signaling Group span three DS1 facilities, a unique Interface ID must be assigned to each of the three DS1 facilities.
- D-channel Backup involves two or more ISDN-PRI DS1 facilities that interconnect the switch to another PBX or to the network. Two D-channels must be present on the facilities. One of the D-channels is designated as Primary and the other as Secondary. This designation must be agreed upon by both sides of the interface and administered prior to initialization. The purpose of this designation is to resolve glare situations between the two D-channels.

To implement FAS/NFAS and/or D-channel Backup, the following form must be completed:

| Form            | Field | Form Instructions (Page) |
|-----------------|-------|--------------------------|
| Signaling Group | All   | 4-124                    |

- Signaling Group Form — Complete all fields as required.

**⇒ NOTE:**

The use of the DS1 circuit pack form and other related ISDN-PRI forms for implementation of an ISDN-PRI interface are described in the ISDN-PRI feature coverage.

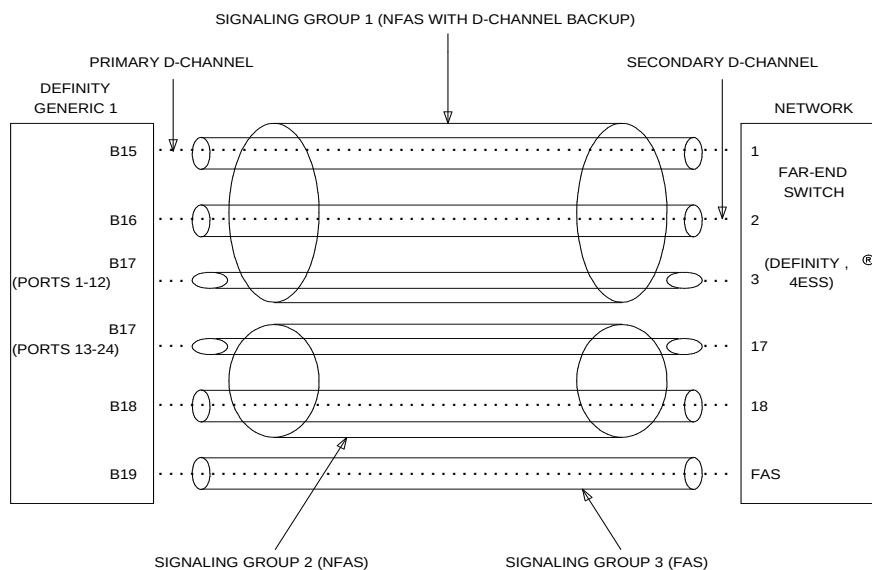


**Figure 3-21. Example FAS/NFAS Interface Configurations with Interface IDs**

The following examples describe the DS1 interface configuration shown in Figure 3-21 for NFAS. The examples make use of key forms associated with implementation of the "Integrated Services Digital Network — Primary Rate Interface" feature described elsewhere in this chapter in addition to the use of the Signaling Group form. Refer to the "Integrated Services Digital Network — Primary Rate Interface" coverage for additional information associated with implementing ISDN-PRI. When implementing FAS and NFAS, the DS1 form must be submitted first, followed by the Interface Link and associated forms followed by the ISDN- PRI trunk group form.

Note that the Interface Link and associated forms may be administered at any time after the DS1 forms have been administered, with the following restrictions:

- A D-channel cannot be assigned on a Signaling Group form unless the associated link is disabled.
- A trunk member cannot be assigned unless its associated Signaling Group has been administered.

The Signaling Mode must be specified for each DS1 circuit pack. Currently the options are "common-channel" (default), "robbed-bit", "isdn-pri", or "isdn-ext". The "isdn-ext" entry is used to indicate that the circuit pack uses ISDN (mixed) signaling, but that the 24th/16th port on the circuit pack will not be used as a D-channel. All trunks on this circuit pack will be signaled using either inband robbed-bit signaling, or by a D-channel on another DS1 circuit pack. Table 3-2 shows the fields that are displayed when "isdn-ext" is entered.

Page 1 of 1

DS1 CIRCUIT PACK

Location: 1B17  
Bit Rate: 2.048  
Signaling Mode: isdn-ext  
Interface Companding: 5law  
Idle Code: 11111111  
MAINTENANCE PARAMETERS  
Slip Detection? n

Name: \_\_\_\_\_  
Line Coding: hdb3

Remote Loop-Around Test? n

**Screen 3-2. DS1 Circuit Pack Form (Signaling Mode = isdn-ext)**

Next, Signaling Groups are administered using Signaling Group forms.

Page 1 of 1

SIGNALING GROUP

Group Number : 1  
Associated Signaling? n  
Primary D-Channel: 1B1524  
Secondary D-Channel: 1B1624  
Trunk Group for Channel Selection: \_\_\_\_\_

Max number of NCA TSC: 0  
Max number of CA TSC: 0  
Trunk Group for NCA TSC: \_\_\_\_

|    | Trunk Brd | Interface ID | Trunk Brd | Interface ID |
|----|-----------|--------------|-----------|--------------|
| 1: | 1B15      | 15           | 11:       | _____        |
| 2: | 1B16      | 16           | 12:       | _____        |
| 3: | 1B17      | 17           | 13:       | _____        |
| 4: | _____     | _____        | 14:       | _____        |
| 5: | _____     | _____        | 15:       | _____        |

**Screen 3-3. Signaling Group Form (Group 1) — D-channel Backup, Three DS1 Interfaces**

Page 1 of 1

SIGNALING GROUP

Group Number : 2      Associated Signaling? n      Max number of NCA TSC: 0  
                                  Primary D-Channel: 1B1824      Max number of CA TSC: 0  
                                  Secondary D-Channel: \_\_\_\_\_      Trunk Group for NCA TSC: \_\_  
                                  Trunk Group for Channel Selection: \_\_\_\_\_

| Trunk Brd | Interface ID | Trunk Brd | Interface ID |
|-----------|--------------|-----------|--------------|
| 1: 1B17   | 17           | 11: _____ | _____        |
| 2: 1B18   | 18           | 12: _____ | _____        |
| 3: _____  | _____        | 13: _____ | _____        |
| 4: _____  | _____        | 14: _____ | _____        |
| 5: _____  | _____        | 15: _____ | _____        |

**Screen 3-4. Signaling Group Form (Group 2) — No D-channel Backup, Two DS1 Interfaces**

Page 1 of 1

SIGNALING GROUP

Group Number : 3      Associated Signaling? y      Max number of NCA TSC: 0  
                                  Primary D-Channel: 1B1924      Max number of CA TSC: 0  
                                  Trunk Group for NCA TSC: \_\_  
                                  Trunk Group for Channel Selection: \_\_\_\_\_

**Screen 3-5. Signaling Group Form (Group 3) — Facility Associated Signaling**

Note in Screen 3-3, Screen 3-4 and Screen 3-5:

- Signaling Group 1 B-channels on DS1 circuit packs (boards) B15 and B16 are signaled by D-channel pair B1524 (see Primary D-channel field) and B1624 (see Secondary D-channel field).
- Signaling Group 2 B-channels on board B18 are signaled by D-channel B1824.
- Board B17 has no D-channel. The B-channels on board B17 can be signaled by either D-channel pair B1524/B1624 (Signaling Group 1) or D-channel B1824 (Signaling Group 2).
- The DS1 interface on board B19 (Signaling Group 3) is a Facility Associated Signaling case. Note that the Secondary D-channel and Trunk Board/Interface ID fields are not displayed when the Associated Signaling field is "y."

The following two communications-interface forms must be completed for the ISDN-PRI interface on R5vs/si Systems if the D-channel is switched through the TN765 Processor Interface (PI) circuit pack:

- Interface Links Form — Used to create an association between the D-channel on a DSI circuit pack and the port on a TN765 Processor Interface circuit pack used for this link.
- Processor Channels Form — Used to assign processor channels to the link administered on the Interface Links form.

Finally, trunk ports are added to the ISDN-PRI trunk group and to Signaling Groups.

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TRUNK GROUP

Administered Members (min/max): xxx/yyy

Total Administered Members: xxx

| GROUP | MEMBER | ASSIGNMENTS | Port  | Code | Sfx | Name  | Night | Sig Grp |
|-------|--------|-------------|-------|------|-----|-------|-------|---------|
| 1:    | 1B1501 |             | _____ |      |     | _____ | _____ | —       |
| 2:    | 1B1523 |             | _____ |      |     | _____ | _____ | —       |
| 3:    | 1B1601 |             | _____ |      |     | _____ | _____ | —       |
| 4:    | 1B1623 |             | _____ |      |     | _____ | _____ | —       |
| 5:    | 1B1701 |             | _____ |      |     | _____ | _____ | 1       |
| 6:    | 1B1709 |             | _____ |      |     | _____ | _____ | 1       |
| 7:    | 1B1716 |             | _____ |      |     | _____ | _____ | 2       |
| 8:    | 1B1724 |             | _____ |      |     | _____ | _____ | 2       |
| 9:    | 1B1801 |             | _____ |      |     | _____ | _____ | —       |
| 10:   | 1B1823 |             | _____ |      |     | _____ | _____ | —       |
| 11:   | 1B1901 |             | _____ |      |     | _____ | _____ | —       |
| 12:   | 1B1923 |             | _____ |      |     | _____ | _____ | —       |
| 13:   | _____  |             | _____ |      |     | _____ | _____ | —       |
| 14:   | _____  |             | _____ |      |     | _____ | _____ | —       |
| 15:   | _____  |             | _____ |      |     | _____ | _____ | —       |

**Screen 3-6. ISDN-PRI Trunk Group Form — Trunk Members with Required Signaling Group**

The Sig Grp column on the above trunk group form is completed as follows:

- If a DS1 interface appears in one and only one Signaling Group, then the Sig Grp field may be left blank because the System will automatically populate the field with the correct Signaling Group.
- If a DS1 circuit pack appears in more than one Signaling Group, then the Signaling Group numbers must be entered in the appropriate fields before submitting the form.

### **Hardware Requirements**

---

Refer to the "Integrated Services Digital Network — Primary Rate Interface" feature coverage in this chapter.

## Facility Busy Indication

---

Provides multi-appearance voice terminal users with a visual indication of the busy or idle status of an extension number, a trunk group, terminating extension group, a hunt group (Direct Department Calling or Uniform Call Distribution group), or any loudspeaker paging zone, including all zones. The Facility Busy Indication button provides the voice terminal user direct access to the extension number, trunk group, or paging zone.



**NOTE:**

The Facility Busy lamp indication for a VDN is always off (that is, dark). The associated button may be used to place a call to a VDN.

## Administration

---

To implement this feature, the following form(s) or sections of the form(s) must be completed.

| Form                       | Field                                          | Form Instructions (Page) |
|----------------------------|------------------------------------------------|--------------------------|
| Station (multi-appearance) | Button/Feature Button Assignments<br>-busy-ind | 5-346                    |
| Attendant Console          | Feature Button Assignments<br>-busy-ind        | 5-34                     |

- Station Forms — Assign "busy-ind" to a voice terminal button.
- Attendant Console Form — Assign "busy-ind" feature button.

## Hardware Requirements

---

None.

## Facility Restriction Levels and Traveling Class Marks

---

Provides up to eight levels of restriction for users of the Automatic Alternate Routing (AAR) and/or Automatic Route Selection (ARS) features.

### Administration

---

The Private Networking and/or Automatic Route Selection (ARS) options must be enabled on the System-Parameters Customer-Options form before associated forms and fields on forms can be administered.

To implement this feature, the following form(s) or sections of the form(s) must be completed.

| Form                 | Field     | Form Instructions (Page) |
|----------------------|-----------|--------------------------|
| Class of Restriction | FRL       | 5-88                     |
| Routing Patterns     | FRL (0-7) | 4-15                     |

- Class of Restriction Form — Assign originating FRLs.
- Routing Patterns Form — Assign terminating FRLs.

### FRL and TCM Guidelines and Examples

The examples given here are designed to help understand FRLs and to illustrate some of the practical aspects of FRLs. These are, however, only examples. In reality, each System must be administered to meet individual needs.

#### NOTE:

Facility Restriction Levels are an important part of System security. The lowest possible FRL should be assigned on the Class of Restriction and AAR/ARS Routing Patterns forms in order to help prevent unauthorized use of System features.

FRLs on the terminating end of a call are not checked unless the terminating facility is a trunk group. This simplifies assignments. At each switch, the trunk groups available to handle a given AAR or ARS call can be listed in any order within the Routing Pattern. Access to each of the listed trunk groups must be determined. This, of course, is specified via an FRL. On a scale of 0 to 7, the relative value is determined and assigned. Decisions are normally based on the cost, or appropriateness, of using the facility, although other criteria can be used. The same FRL value can be assigned to more than one trunk group if there is no reason to prefer one trunk group over the other.



If some users within the System are not allowed to make outside calls, use a value other than 0 as the value for the first-choice trunk group. By assigning these users an FRL of 0, none of the trunk groups can be accessed (since all trunk group FRLs will be greater than 0). Such calls are denied.

Each Routing Pattern must be individually constructed. The same trunk group can be used in more than one pattern. The associated FRL is assigned within the pattern and is not associated with the trunk group itself. The same trunk group can have a different FRL in a different pattern.

Be consistent in FRL assignments. Do not use a range of 0 to 5 in one pattern and a range of 2 to 7 in another pattern if all users can access both routes. Admittedly, the trunk group with an FRL of 2 may be more expensive than the trunk group with an FRL of 0, but there is no real reason to assign a 2 to a trunk group that everyone can access. For ease of assignments, always use a 0 for such a trunk group.

At least one class of restriction (COR) should be established for each FRL used in a Routing Pattern. The appropriate COR is then assigned to the users who can access the routes restricted by the FRL value. For example, a middle executive might be able to access all routes with an FRL of 5 or lower, whereas the president can access all routes. In this case, the executive is assigned a COR with an FRL of 5 and the president is assigned a COR with an FRL of 7.

Remote Access users can access the System's features and services the same as an on-premises user. FRL assignment is via Remote Access Barrier Codes or Authorization Codes. Up to 10 Barrier Codes, each with its own COR (and FRL), can be assigned. Although the COR defines other restrictions, 10 Barrier Codes are enough to also provide a range of FRL assignments. Assignment of Barrier Code FRLs is the same as if the user were on-premises. The simplest way to assign these FRLs is to duplicate the on-premises FRLs, and then merely relate the appropriate Barrier Code to those that will be using Remote Access.

FRLs apply only on ARS and AAR calls. If CDR 15-digit account codes are used, the FRL field in the CDR record is overwritten.

The following is an example of how FRLs can be assigned in a COR:

- **FRL0** — No outgoing calls.
- **FRL1** — Local calls only.
- **FRL2** — FRL1 plus the home area code calls using WATS.
- **FRL3** — FRL2 plus the use of local lines for all calls in the home area code.
- **FRL4** — FRL3 plus the calls to all the USA, using WATS only.
- **FRL5** — FRL4 plus the calls to all the USA, using local lines.
- **FRL6** — FRL5 plus the international calls.
- **FRL7** — Reserved for a spare.

## Facility Test Calls

---

Provides a voice terminal user with the capability of making test calls to access specific trunks, touch-tone receivers, time slots, and system tones. The test call is used to make sure the facility is operating properly. A local voice terminal user can make a test call by dialing an access code. An Initialization and Administration System (INADS) terminal user can also make test calls.

**⇒ NOTE:**

Lucent Technologies has designed the Facility Test Calls feature such that, when properly administered by the customer, will enable the customer to minimize the ability of unauthorized persons to gain access to the network. It is the customer's responsibility to take the appropriate steps to properly implement the features, evaluate and administer the various restriction levels, protect access codes and distribute them only to individuals who have been advised of the sensitive nature of the access information. Each authorized user should be instructed concerning the proper use and handling of access codes.

**⇒ NOTE:**

In rare instances, unauthorized individuals make connections to the telecommunications network through use of test call features. In such an event, applicable tariffs require that the customer pay all network charges for traffic. Neither Lucent nor your long distance vendor is responsible for such charges, and you will not receive any allowance or credit for charges that result from unauthorized access.

## Administration

---

To implement this feature, the following form(s) or sections of the form(s) must be completed.

| Form                       | Field                                            | Form Instructions (Page) |
|----------------------------|--------------------------------------------------|--------------------------|
| Feature Access Codes       | Facility Test Calls Access Code                  | 5-170                    |
| Class of Restriction       | Facility Access Trunk Test                       | 5-88                     |
| Station (multi-appearance) | Button/Feature Button Assignments<br>-trk-ac-alm | 5-371                    |

- Feature Access Codes Form — Assign the "Facility Test Calls Access Code."

- Class of Restriction Form — Enter "y" in the Facility Access Trunk Test (FAT) field to allow FAT calls from facilities assigned the associated COR.
- Station (Multi-appearance) Form — Assign a "trk-ac-alm" feature button if required. The associated status lamp lights when a successful FAT call has occurred. Pressing the button when the status lamp is lighted will turn off all trk-ac-alm lamps administered in the System.

### **Hardware Requirements**

---

None.

## Fiber Link Administration

---

Port cabinets are connected via direct fiber link connections or through fiber link connections to a center stage switch (CSS) to provide the inter-port network connectivity required for voice/data information transfer. The CSS is composed of "switch node carriers" that are interconnected by fiber links. The CSS provides circuit switched connectivity among port networks (PN) for voice and data communications as well as packet-switched connectivity. Fiber Link administration creates the translation data defining these fiber link connections by identifying the endpoint pairs for each link. The two fiber endpoints can be:

- An expansion interface (EI) circuit pack
- A switch node interface (SNI) circuit pack

### Administration

The (port network connectivity) PNC Duplication option must be enabled on the System-Parameters Customer-Options form before related fields on forms can be administered.

To implement this feature, the following form(s) or sections of the form(s) must be completed.

| Form                                  | Field                               | Form Instructions (Page) |
|---------------------------------------|-------------------------------------|--------------------------|
| Circuit Pack                          | All                                 | 5-83                     |
| Fiber Link                            | All                                 | 4-85                     |
| Duplication-Related System-Parameters | Enable Operation of PNC Duplication | 5-162                    |

Fiber Link administration interacts with or is dependent on other system features that must be administered before it. The order of administration is:

- Cabinet Form — Assign the system's cabinets and their carrier configurations (such as switch node carriers, port carriers, and processor carriers).
- Circuit Pack Form — Assign circuit packs into the carriers of the cabinets previously administered. Of those circuit packs, SNI, and optionally DS1 converter circuit packs are of importance.

Port network connectivity (PNC) has two different reliability configurations: simplex and duplex. The duplex configuration has three stages that the Fiber Link form can be in at any one time as described next.

### **Stage 1 — Simplex PNC**

---

Provides the most cost-effective product with standard reliability. During stage 1, PNC Duplication is disabled on the System-Parameters Customer-Options form and Operation of Duplication is disabled on the Duplication-Related System-Parameters form.

### **Stage 2 — Administration of Duplication**

---

During stage 2, the PNC operates as a simplex system. PNC Duplication is enabled on the System-Parameters Customer-Options form and Operation of Duplication is disabled on the Duplication-Related System-Parameters form. Duplication is not in operation during this stage but merely in the process of being administered. When PNC Duplication is enabled on the System-Parameters Customer-Options form, the following administration forms change:

- Cabinet Form — Additional fields appear to allow administration of switch nodes to A-PNC and B-PNC sides of the CSS. Pairing of switch nodes is also defined here.
- Fiber Link Form — Additional fields appear to allow administration of fiber links on the B-PNC side of the CSS. If an endpoint on the A-PNC side is administered as an SNI, its corresponding endpoint on the B-PNC side is determined (if Switch Nodes are paired in the cabinet form prior to this administration) and displayed. However, administration of the duplicate B-PNC link are not enforced until duplication is in full operation (stage 3).
- Duplication-Related System-Parameters Form — An additional field appears to enable operation of PNC Duplication.

### **Stage 3 — Duplex PNC**

---

During stage 3, Operation of Duplication is enabled on the Duplication-Related System-Parameters form. To configure a duplicated system, the following administration must take place:

- Duplication-Related System-Parameters Form — Enter "y" to enable the operation of PNC Duplication in the Enable Operation of PNC Duplication field.



**NOTE:**

Before operation of duplication can be enabled:

- All switch nodes must be paired with a duplicate
- All fibers that contain an EI board must be duplicated.

Once stage three is reached, duplication is in full operation and affects the following administration features in the following way:

- Cabinet Form — All switch nodes administered must have a duplicate administered.
- Fiber Link Form — All fiber links administered must have a duplicate administered. If a DS1 Converter Complex is administered, then it too must have a duplicate administered.

### **Hardware Requirements**

---

With more than three PNs in the system, a CSS must be added. The CSS provides the interconnection facilities between PNs. With three or fewer PNs, interconnection facilities are provided by connecting each PN to other PNs via EI boards.

## **Flexible Billing**

---

Flexible Billing allows the DEFINITY switch or an adjunct to communicate with the public network through ISDN PRI messages to change the rate at which an incoming 900-type call is billed.

### **Administration**

---

To administer Flexible Billing, the Flexible Billing and ISDN-PRI fields on the System-Parameters Customer-Options form must be set to yes. Only an AT&T authorized representative can administer the System-Parameters Customer-Options form. You can display the form by entering the **display system-parameters customer-options** command.

### **Hardware Requirements**

---

Flexible Billing requires an ASAI Adjunct Processor and customer-supplied application software.

## Forced Entry of Account Codes

---

Requires users to dial an account code when making certain types of outgoing calls.

 **NOTE:**

To maximize system security, it is recommended that the Forced Entry of Account Codes feature be enabled and administered on the System.

### Administration

---

The Forced Entry of Account Codes option must be enabled on the System-Parameters Customer-Options form before associated forms and fields on forms can be administered.

To implement this feature, the following form(s) or sections of the form(s) must be completed.

#### For All Toll Calls via ARS or a Trunk Access Code (TAC)

| Form                  | Field                                                    | Form Instructions (Page) |
|-----------------------|----------------------------------------------------------|--------------------------|
| System Parameters CDR | Forced Entry of Account Codes<br>CDR Account Code Length | 5-69                     |
| Toll Analysis         | Dialed String, Min, Max, CDR<br>FEAC                     | 4-133                    |

- System Parameters CDR Form — Enter "y" in the Forced Entry of Account Codes field to indicate that an account code must be entered when making a call. Complete the CDR Account Code Length field.
- Toll Analysis Form — Complete entries for the Dialed String, Min, and Max fields if the Dialed String is not already on form and enter "x" in the CDR FEAC field for each dialed string to be marked as a call associated with the Forced Entry of Account Code feature.



**For Toll Calls Made By A Particular Group of Users (via ARS or a TAC)**

| Form                                                            | Field                             | Form Instructions (Page) |
|-----------------------------------------------------------------|-----------------------------------|--------------------------|
| Class of Restriction                                            | Forced Entry of Account Codes     | 5-88                     |
| Call Originating Facility<br>(e.g., station, data module, etc.) | COR                               |                          |
| Toll Analysis                                                   | Dialed String, Min, Max, CDR FEAC | 4-133                    |

- Class of Restriction Form — Assign "y" to the Forced Entry of Account Codes field on each appropriate COR form.
- Call Originating Facility Forms — Assign the appropriate COR (Forced Entry of Account Codes field = "y") to each station, data module, etc., form as required.
- Toll Analysis Form — Complete appropriate lines on the form for each dialed string to be associated with the Forced Entry of Account Code feature. For each line, complete the Dialed String, Min, and Max fields if the Dialed String is not already on form and enter "x" in the CDR FEAC field for each dialed string to be marked as a call associated with the Forced Entry of Account Code feature.

**For All Calls Routed Over A Particular Trunk Group (TAC calls only)**

| Form                 | Field                         | Form Instructions (Page) |
|----------------------|-------------------------------|--------------------------|
| Class of Restriction | Forced Entry of Account Codes | 5-88                     |
| Trunk Group          | COR                           | 4-139                    |

- Class of Restriction Form — Assign "y" to the Forced Entry of Account Codes field on each appropriate COR form.
- Trunk Group Forms — Assign the appropriate COR (Forced Entry of Account Codes field = "y") to each Trunk Group form as required.

**Hardware Requirements**

---

None.

## **Foreign Exchange Trunk group**

---

A Foreign Exchange (FX) Trunk Group provides for trunk connections between the System and a distant central office.

### **Administration**

---

To assign an FX Trunk Group, the following form must be completed.

| <b>Form</b>      | <b>Field</b> | <b>Form<br/>Instructions<br/>(Page)</b> |
|------------------|--------------|-----------------------------------------|
| Trunk Group (FX) | All          | 4-206                                   |
| Digit Absorption | All          | 4-67                                    |

- Trunk Group (FX) Form — Complete all fields.
- Digit Absorption Form — If required, complete this form when the far-end central office is a step-by-step office. The Digit Absorption List field on the Foreign Exchange trunk group must reference the Digit Absorption List number entered on the form.

### **Hardware Requirements**

---

A port is required on a TN747B CO Trunk, or TN464D or TN767 DS1 Interface circuit pack for each trunk to be assigned. A TN747B provides eight ports, a TN767 provides 24 ports, and a TN464D provides either 24 or 32 ports.

## Generalized Route Selection

---

Enhances the AAR and ARS features by providing additional parameters to be considered in the routing decision. Optimal routing of voice and data calls is supported.

Refer to *DEFINITY Enterprise Communications Server Release 5 Feature Description* for more information.

### Administration

---

The ISDN-PRI and the Automatic Route Selection options must be enabled on the System-Parameters Customer-Options form before associated forms or fields on forms can be administered.

To implement this feature, the following form(s) or sections of the form(s) must be completed.

| Form             | Field                                 | Form Instructions (Page) |
|------------------|---------------------------------------|--------------------------|
| Routing Patterns | IXC<br>BCC<br>Service/Feature<br>Band | 4-15                     |
| Trunk Group      | BCC                                   |                          |
| Access           |                                       | 4-172                    |
| CO               |                                       | 4-182                    |
| FX               |                                       | 4-206                    |
| ISDN-PRI         |                                       | 4-211                    |
| Tandem           |                                       | 4-240                    |
| Tie              |                                       | 4-246                    |

- Routing Patterns Form — Complete the IXC, BCC, Service/Feature, and Band fields as required.
- Trunk Group Forms — Complete the BCC field where required for all trunk groups with "avd" in the Conn Type field.

### **Hardware Requirements**

---

None.

## Go to Cover

---

Allows users, when making a call to another internal extension, to send the call directly to coverage.



**NOTE:**

Go to Cover cannot be activated for calls placed to a Vector Directory Number extension, but can be used to force a call to cover to a VDN if the called principal has a VDN as a coverage point in their coverage path.

## Administration

---

To implement this feature, the following form(s) or sections of the form(s) must be completed.

| Form                       | Field                                            | Form Instructions (Page) |
|----------------------------|--------------------------------------------------|--------------------------|
| Station (multi-appearance) | Button/Feature Button Assignments<br>-goto-cover | 5-346                    |

- Station Forms — Assign a Go to Cover (goto-cover) button.

## Hardware Requirements

---

None.

## Hold

---

Allows terminal users to disconnect from a call temporarily, use the voice terminal for other call purposes, and then return to the original code.

### Administration

---

To administer this feature, the following form(s) or sections of the form(s) must be completed.

| Form                 | Field                                      | Form Instructions (Page) |
|----------------------|--------------------------------------------|--------------------------|
| Feature Access Codes | Answer Hold-Unhold                         | 5-170                    |
| Station              | Button/Feature Button Assignments<br>-hold | 5-346                    |

- Feature Access Codes Form — Assign an access code to the Answer Hold-Unhold field.
- Station Forms — Assign an attendant Hold (hold) button.

### Hardware Requirements

---

None.

## **Hold — Automatic**

---

Automatic Hold allows attendants and Multi-Function station set users to alternate easily between calls by merely selecting call appearances.

For example, with this feature enabled, depressing a second call appearance button automatically puts the active call on hold (without pressing the HOLD button) and makes the second call appearance the active call; pressing the first call appearance places the second call on hold and makes the first call appearance the active call.

If the Automatic Hold feature is disabled, Automatic Drop is enabled and the same actions listed above will drop the active call appearance.

This feature is enabled or disabled on a system-wide (not individual) basis.

## **Administration**

---

To implement this feature, complete the following forms.

| <b>Form</b>                          | <b>Field</b> | <b>Form<br/>Instructions<br/>(Page)</b> |
|--------------------------------------|--------------|-----------------------------------------|
| Feature-Related System<br>Parameters | Auto Hold    | 5-178                                   |

- Feature-Related System Parameters form — Enable Auto Hold by entering 'y' in the Auto Hold field. Entering 'n' in the Auto Hold field enables Automatic Drop.

## **Hardware Requirements**

---

None.

## **Hospitality Services**

---

A System with the Hospitality option enabled and Hospitality Parameter Reduction disabled on the System-Parameters Customer-Options form provides all System capabilities and supports all types of customers. A System with both the Hospitality and Hospitality Parameter Reduction options enabled provides reduced System parameters that have a major impact on essential System features used by non-lodging customers. The Hospitality features set (Auto Wakeup, Do Not Disturb, PMS) is the same on both packages.

The parameters that are reduced when the Hospitality Parameter Reduction option is enabled are shown in Table C-1 in Appendix C, "System Capacity Limits". The table shows maximums with each parameter for both the Standard or Current packages and the reduced (New Package).

The following parameters are offered:

- Trunks
- Hunt Groups
- Pickup Groups
- Call Coverage Paths

## **Administration**

---

To implement this feature, complete the following forms.

| <b>Form</b>                   | <b>Field</b>                      | <b>Form<br/>Instructions<br/>(Page)</b> |
|-------------------------------|-----------------------------------|-----------------------------------------|
| System-Parameters Hospitality | All                               | 5-199                                   |
| COS                           | Client room                       | 5-96                                    |
| Attendant console             | Hospitality button<br>assignments | 5-34                                    |
| Station                       | Display client<br>redirect        | 5-346                                   |

## **Hardware Requirements**

---

None.



## Hot Line Service

---

Allows single-line voice terminal users, by simply lifting the handset, to automatically place a call to a preassigned extension number, public or private network telephone number, or feature access code.

### Administration

---

To implement this feature, the following form(s) or sections of the form(s) must be completed.

| Form                  | Field                                                                           | Form Instructions (Page) |
|-----------------------|---------------------------------------------------------------------------------|--------------------------|
| Station (single-line) | Hot Line Destination Number and Dial Code<br>Abbreviated Dialing (List 1, 2, 3) | 5-346                    |
| Abbreviated Dialing   | Dial Code (hot line destination)                                                |                          |
| 7103A List            |                                                                                 | 5-14                     |
| System List           |                                                                                 | 5-11                     |
| Group List            |                                                                                 | 5-5                      |
| Personal List         |                                                                                 | 5-8                      |
| Enhanced List         |                                                                                 | 5-2                      |
| Data Modules          | Special Dialing Option                                                          |                          |
| Data Line             | Hot Line Destination AD List                                                    | 5-110                    |
| MPDM/MTDM             |                                                                                 | 5-126                    |
| Netcon (R5si only)    |                                                                                 | 5-131                    |
| Processor Interface   |                                                                                 | 5-135                    |
| SAP (R5r only)        |                                                                                 | 5-138                    |
| PGATE (R5r only)      |                                                                                 | 4-115                    |

- Station Forms — On associated Voice Terminal forms, complete the Hot Line Destination field to specify the list entry containing the Hot Line Destination. Complete Abbreviated Dialing List 1, 2, 3 field.
- Abbreviated Dialing List Forms — Assign the Hot Line Destination to the Abbreviated Dialing list.
- Data Module Forms — Complete the Special Dialing Option field as "hot-line" where required. Complete the Hot Line Destination Abbreviated Dialing Code field.

### **Hardware Requirements**

---

None.

## **Hunting**

---

Checks for the active or idle status of extension numbers in one or more ordered groups. If all members of a group are active on calls, the call can route to another group through Call Coverage or can wait in a queue for an available group member, if a queue is provided.

Refer to "Automatic Call Distribution", "Direct Department Calling", "Uniform Call Distribution" or "Call Coverage" for more information. Hunting is implemented via these features, either singularly or in combination with each other.

## **Inbound Call Management**

---

The Inbound Call Management feature provides automated handling of incoming calls to Automatic Call Distribution (ACD) splits, such as telemarketing, to increase ACD agent efficiency and tracking. ACD agent terminal displays can be automated and associated with new and transferred calls and assist calls to a supervisor. Incoming call information such as Calling Party Number (CPN), Billing Number (BN), and Dialed Number Identification Service (DNIS) may be displayed on the terminal. Calls can terminate on an Inbound Call Management (ICM) adjunct such as a CONVERSANT voice system, and using CallVisor ASAI third party call capabilities, route the call accordingly. Or, for example, the adjunct can perform a database search on the caller information (that is, CPN/BN) and retrieve caller data to display on a selected agent's screen based on the service dialed (that is, DNIS).

A CallVisor Adjunct/Switch Applications Interface (ASAI) link between the ICM adjunct and the switch allows the adjunct to control incoming call processing such as: who should receive call, control the routing. If optioned, Direct Agent Calling allows the adjunct to direct a call to a particular ACD agent when required and have the call treated as an ACD call.

## **Administration**

---

The Automatic Call Distribution, CallVisor ASAI, and appropriate ASAI Capability Groups options must be enabled on the System-Parameters Customer-Options form before associated forms and fields on forms can be administered. In addition, if Call Vectoring is to be used with this feature, the Vectoring (Basic) and/or Vectoring (Prompting) options must also be enabled.

In addition to the following administration requirements, refer to the "Automatic Call Distribution", "Call Vectoring", "Call Prompting" and "CallVisor Adjunct-Switch Application Interface Link" features (in this chapter) for associated administration requirements. Figure 3-7 (provided with the CallVisor Adjunct/Switch Applications Interface feature coverage) shows the system connections required for an ICM interface link.

To implement this feature, the following form(s) or sections of form(s) must be completed:

| Form                     | Field                                                                                                                                                                                                           | Form Instructions (Page) |
|--------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------|
| Trunk Group (ISDN-PRI)   | Per Call CPN/BN                                                                                                                                                                                                 | 4-139                    |
| Hunt Groups              | Group Type<br>ACD<br>Queue<br>Vector<br>Measured<br>Supervisor Extension<br>Controlling Adjunct<br>Queue Length<br>Calls Warning Threshold<br>Calls Warning Port<br>Time Warning Threshold<br>Time Warning Port | 5-207                    |
| Class of Restriction     | Direct Agent Calling                                                                                                                                                                                            | 5-88                     |
| Call Vector              | All                                                                                                                                                                                                             | 5-77                     |
| Station (agent stations) | All                                                                                                                                                                                                             | 5-346                    |

- Trunk Group (ISDN-PRI) Form — Administer the Per Call CPN/BN field on the appropriate ISDN-PRI trunk group. Valid entries are "cpn-only", "cpn-pref", "bn-only", and "bn-pref". The corresponding information will be sent with a call offered event report to the adjunct. If the field is blank, no CPN/BN information is sent to the adjunct.
- Hunt Group Form — Complete a form for each split to be monitored by the ICM adjunct. Specific entries are:
  - Group Type — "ucd" is usually preferred.
  - ACD — Enter "y".
  - Queue — Enter "y".
  - Vector — Enter "y" for adjunct routing.
  - Measured — Enter "internal", "external", "both", or "none".
  - Supervisor Extension — Enter the supervisor extension, if applicable.
  - Controlling Adjunct — Enter the name of the adjunct.
  - Queue Length — Assign a Queue Length.

- Calls Warning Threshold — Enter the number of queued calls it takes to activate the queue warning lamp.
  - Calls Warning Port — Enter the location of the auxiliary queue warning lamp.
  - Redirect on No Answer — Enter the number of rings before a call should redirect.
  - Redirect to VDN — Enter the extension number of the VDN a call should redirect to.
  - Timed ACW Interval — Enter the number of seconds an agent should remain in Timed ACW following a call to this hunt group.
  - Time Warning Threshold — Enter the age of the oldest queued call that will activate the queue warning lamp.
  - Time Warning Port — Enter the location of the auxiliary time warning lamp.
- COR Form (Optional) — Enter "y" in the Direct Agent Calling (DAC) field on the appropriate COR form to enable the DAC feature for the COR. DAC is only allowed if the call originator and the destination agent have a COR that allows the DAC.
  - Call Vector Form — If Call Vectoring is to be used, ensure that a Call Vector form has been completed. An ASAI link interface extension number is required for an "adjunct routing" command entered on the form. This extension is the same as that entered on the station form.
  - Station Forms — On the appropriate station forms, complete all fields as required to administer agent voice terminals. Queue status feature buttons may be assigned (status lamps are functional after agent login).

## **Hardware Requirements**

---

Additional hardware requirements for the ASAI port interface are described with the "CallVisor Adjunct-Switch Application Interface Link" feature coverage (this chapter).

## Individual Attendant Access

---

Allows users to access a specific attendant console. Each attendant console can be assigned an individual extension number.

### Administration

---

To implement this feature, the following form(s) or sections of the form(s) must be completed.

| Form               | Field              | Form Instructions (Page) |
|--------------------|--------------------|--------------------------|
| Dial Plan          | First Digit Table  | 5-155                    |
| Attendant Console  | Extension and Name | 5-34                     |
| Console Parameters | COR and COS        | 5-99                     |

- Dial Plan Form — Ensure that the First Digit Table Assignments include extension numbers to be assigned individual attendants.
- Attendant Console Form — Enter attendant extension and name. Assign optional Make Busy feature buttons for Hunting and Centralized Attendant Service (CAS) Backup feature button for status indication.
- Console Parameters Form — Assign Class of Restriction (COR) and Class of Service (COS).

### Hardware Requirements

---

None.

## Information System Network Interface

---

The AT&T Information System Network (ISN) interface is a packet-switched local area network that links mainframe computers, minicomputers, word processors, storage devices, personal computers, printers, terminals, and communications processors into a single system. The interface to the System is via an Asynchronous Data Unit (ADU).

Figure 3-22 provides a typical ISN interface connection to the System using a port on a TN726B Data Line circuit pack.

### Administration

---

To implement this feature, the following form(s) or sections of the form(s) must be completed.

| Form                    | Field | Form Instructions (Page) |
|-------------------------|-------|--------------------------|
| Data Module (Data Line) | All   | 5-110                    |

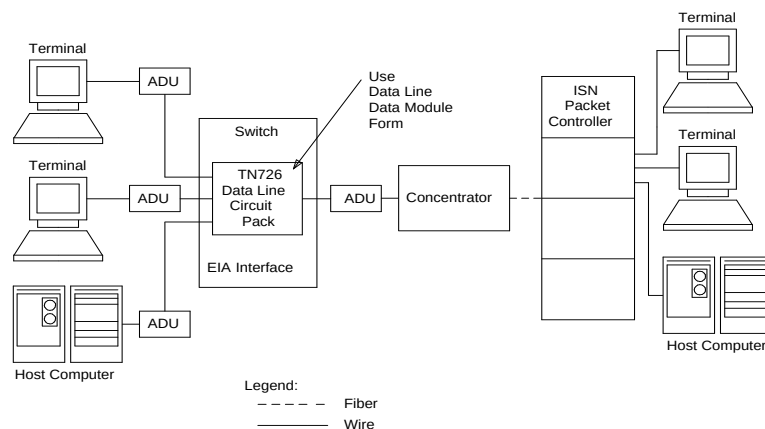
- Data Module (Data Line) Form — Complete all fields.

### Hardware Requirements

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One TN726B Data Line circuit pack is required for every eight ISN interfaces.

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**Figure 3-22. Typical ISN Connection to the System**



## Integrated Directory

---

Allows internal System users with display-equipped terminals to access the System database, use the touch-tone buttons to key in a name, and retrieve an extension number from the System directory. The directory contains an alphanumeric listing of the names and extension numbers assigned to all voice terminals administered in the System.

**NOTE:**

The use of Vector Directory Number names and extensions are not supported for this feature.

### Administration

---

To implement this feature, the following form(s) or sections of the form(s) must be completed.

| Form                                                      | Field                                                                               | Form Instructions (Page) |
|-----------------------------------------------------------|-------------------------------------------------------------------------------------|--------------------------|
| Station<br><br>(Associated Display Module Form)           | Display Module Button Assignments<br><br>-directory<br><br>-next<br><br>-call-disp  | 5-346                    |
| Attendant Console                                         | Feature/Display Button Assignments<br><br>-directory<br><br>-next<br><br>-call-disp | 5-34                     |
| 7404D Voice Terminal<br><br>(Associated Data Module Form) | All                                                                                 | 5-430                    |

- Station Forms — Enter 'y' in the Display Module field. Assign an Integrated Directory (directory) display button.

- Display Module Form — Assign one Integrated Directory (directory) display feature button, if desired. If an Integrated Directory button is assigned as a feature button, you cannot assign an Integrated Button on the Display Module, or vice versa. Assign Next and Return Call (call-disp) buttons also.
- Attendant Console Form — Assign one Integrated Directory display feature button. Assign Next and Return Call (call-disp) display buttons also.
- 7404D Station Form — Assign a 'y' to the Display and Data Module fields if a 7404D Messaging Cartridge is attached to the voice terminal. Complete an associated 7404D Data Line Data Module form.

### **Hardware Requirements**

---

The 7404D voice terminal requires an optional Messaging Cartridge if the terminal is to be connected to an associated data terminal. (The data terminal provides display capabilities for the 7404D.)

## **Integrated Services Digital Network — Basic Rate Interface**

---

Allows connection of the system to an Integrated Services Digital Network (ISDN) by using a standard ISDN frame format called the Basic Rate Interface (BRI).

An ISDN provides end-to-end digital connectivity and uses a high-speed interface that provides service-independent access to switched services. Through internationally accepted standard interfaces, an ISDN provides circuit- or packet-switched connectivity within a network and can link to other ISDN-supported interfaces to provide national and international digital connectivity. Two types of ISDN interfaces are currently defined: the Primary Rate Interface (PRI) and the Basic Rate Interface (BRI). This description focuses on ISDN-BRI. (For details on ISDN-PRI, refer to "Integrated Services Digital Network — Primary Rate Interface" in Chapter 3 and Chapter 4.)

The term "endpoint" is used whenever statements apply to both ISDN-BRI voice terminals and ISDN-BRI data modules.

The ISDN-BRI is a 192-kbps interface that carries two 64-kbps "B-channels," which transport voice and/or data, and one 16-kbps "D-channel," which transports data, signaling, and other bits for framing.

An ISDN-BRI device (most commonly a terminal) operates at 192 kbps, and provides bearer service over two 64 kbps B-channels for voice and/or data. An ISDN-BRI device also has one 16-kbps D-channel for signaling and/or data. Although ISDN-BRI supports data transmission on the D-channel, DEFINITY ECS does not support this capability, and only provides signaling on this channel. ISDN-BRI provides much of the same functionality that is provided with the Digital Communications Protocol (DCP).

With ISDN-BRI, there are two possible configurations: passive bus "multipoint" and "point-to-point." In the passive bus multipoint configuration, the system supports two ISDN-BRI endpoints per port. The ISDN-BRI supports two endpoints per port. In this multipoint configuration, you can have:

- Two voice-only endpoints per port
- Two data-only endpoints per port
- One data-only endpoint and one voice-only endpoint per port

In each of the multipoint configurations, each endpoint has its own ISDN-BRI interface. In these multipoint configurations, both endpoints use the same wire connected to the switch. One endpoint uses the B1-channel, while the other endpoint uses the B2-channel. Although both endpoints use the B-channels on the same wire, they each have their own extension number. The system is able to distinguish between the two endpoints by using the Service Order Profile Identifier (SPID) of each endpoint. The SPID enables each endpoint in a multipoint configuration to identify itself to the switch.

## ISDN-BRI Data Services

---

Data transmission on ISDN-BRI is provided by the 7500 Data Module and the Asynchronous Data Module (ADM). The 7500 Data Module is a stand-alone unit that supports asynchronous or synchronous DCE and asynchronous DTE. In asynchronous mode, the 7500 supports packet or circuit-switched data communications, and can be controlled via the front panel or the keyboard of a connected terminal. In synchronous mode, the 7500 supports circuit-switched or nailed-up data communications requires either the Multi-purpose Enhancement Board or the High-Speed Synchronous Enhancement Board, and can only be controlled via the front panel.

The Asynchronous Data Module (ADM) may be used with asynchronous DTE as a data stand for 7500-series ISDN-BRI voice terminals. Consisting of a circuit pack located inside the ISDN-BRI voice terminal, the ADM allows the transmission of integrated voice and data through one voice terminal. The ADM supports the Hayes command set for compatibility with PC communications packages. In addition, data transmission on ISDN-BRI is provided by a BRI terminal adapter or the Asynchronous Data Module.

## Administration

---



### NOTE:

ISDN-BRI is not supported by the R5vs configuration.

The ADM are administered through station administration forms, using the data module administration page.

To implement this feature, the following form(s) or sections of the form(s) must be completed.

| Form                  | Field | Form Instructions (Page) |
|-----------------------|-------|--------------------------|
| Station (7500 series) | All   | 5-477                    |
| Station (8500 series) | All   | 5-477                    |
| 7500 Data Module      | All   | 5-144                    |

- Station Form (7505D, 7506D, and 7505D) — Complete all fields.
- Station Form (8505D) — Complete all fields.
- 7500 Data Module Form — Complete all fields.

## Hardware Requirements

---

ISDN-BRI services require the following hardware:

- The 4-wire TN556 ISDN-BRI line circuit pack, which can support 12 line interfaces, each operating at 192 Kbps.
- The 2-wire TN2198 ISDN-BRI line circuit pack, which can support 12 line interfaces, each operating at 192 Kbps.
- The TN2198 line circuit pack requires an NT1 interface. It can support 12 line interfaces, each operating at 160 Kbps.
- ISDN-BRI Type B and Type D Terminal Management S/T interface terminals.
- The AT&T ISDN 7505D, 7506D, 7507D, 8503D, 8510T, and 8520T voice terminals.
- The 7500 Data Module and the Asynchronous Data Module (ADM). The ADM is supported by the AT&T ISDN 7505D, 7506D, and 7507D voice terminals with firmware version FP2.0 or later.
- PACCON board TN778 on the R5si.

For additional information, refer to the "7500 Data Modules", "Asynchronous Data Module" and "Data Modules" sections in this chapter and to the "7500 Data Module" and "7505D, 7506D, 7507D, 8503D, 8510T, and 8520T Voice Terminals" sections in Chapter 5.

## **Integrated Services Digital Network — Primary Rate Interface**

---

Provides end-to-end digital connectivity within the network and can provide national and international digital connectivity to other Integrated Services Digital Networks (ISDN) that support the Primary Rate Interface (PRI) standard. A number of ISDN/DCS Display features are available on ISDN.

For the most part, you administer the handling of call information on a system-wide basis using the ISDN System Parameters on the System-Parameters Features form. You can administer the following fields: Send Non-ISDN Trunk Group Name as Connected Name and Display Connected Name/Number for ISDN DCS calls.

If you want to administer call handling information on a trunk-by-trunk basis, you use the following fields on the ISDN Trunk Group form: Send Name, Send Calling Name, and Send Connected Number.

### **Administration**

---

To implement this feature using the TN765 Processor Interface (PI) for R5si, complete the following form(s) or sections of the form(s).

| <b>Form</b>                           | <b>Field</b>                                                                                                      | <b>Form<br/>Instructions<br/>(Page)</b> |
|---------------------------------------|-------------------------------------------------------------------------------------------------------------------|-----------------------------------------|
| System-Parameters<br>Customer-Options | Version, ISDN-PRI                                                                                                 |                                         |
| System-Parameters Features            | Send Non-ISDN Trunk<br>Group Name as<br>Connected Name,<br>Display Connected<br>Name/Number for ISDN<br>DCS calls | 5-178                                   |
| DS1 Circuit Pack                      | All                                                                                                               | 4-69                                    |
| Signaling Group                       | All                                                                                                               | 4-124                                   |
| Synchronization Plan                  | All                                                                                                               | 4-130                                   |
| Data Module                           | All                                                                                                               | 5-106                                   |
| Processor Interface                   |                                                                                                                   | 5-135                                   |
| Interface Links                       | All                                                                                                               | 4-108                                   |
| Processor Channel                     | All                                                                                                               | 4-117 <b>or</b><br>4-121                |
| Trunk Group (ISDN-PRI)                | All                                                                                                               | 4-211                                   |

*Continued on next page*

| <b>Form</b>                     | <b>Field</b>        | <b>Form<br/>Instructions<br/>(Page)</b> |
|---------------------------------|---------------------|-----------------------------------------|
| ISDN Numbering - Public/Unknown | All                 | 4-103                                   |
| ISDN Numbering - Private        | All                 | 4-101                                   |
| Routing Patterns                | All                 | 4-15                                    |
| Hunt Groups                     | ISDN Caller Display | 5-207                                   |
| Terminating Extension Group     | ISDN Caller Display | 5-332                                   |

---

To implement this feature using the TN778 Packet Control (PACCON) for a R5si and R5r, complete the following form(s) or sections of the form(s).

| <b>Form</b>                           | <b>Field</b>                                                                                         | <b>Form<br/>Instructions<br/>(Page)</b> |
|---------------------------------------|------------------------------------------------------------------------------------------------------|-----------------------------------------|
| System-Parameters Featuresy           | Send Non-ISDN Trunk Group Name as Connected Name?, Display Connected Name/Number for ISDN DCS calls? | 5-178                                   |
| DS1 Circuit Pack                      | All                                                                                                  | 4-69                                    |
| System-Parameters Customer-Options    | Version, ISDN-PRI, PRI Over PACCON                                                                   | N/A                                     |
| System-Parameters Maintenance-Options | Packet Bus Maint                                                                                     | N/A                                     |
| Signaling Group                       | All                                                                                                  | 4-124                                   |
| Synchronization Plan                  | All                                                                                                  | 4-130                                   |
| Trunk Group (ISDN-PRI)                | All                                                                                                  | 4-211                                   |
| ISDN Numbering - Public/Unknown       | All                                                                                                  | 4-103                                   |
| ISDN Numbering - Private              | All                                                                                                  | 4-101                                   |
| Routing Patterns                      | All                                                                                                  | 4-15                                    |
| Hunt Groups                           | ISDN Caller Display                                                                                  | 5-207                                   |
| Terminating Extension Group           | ISDN Caller Display                                                                                  | 5-332                                   |

---

To implement this feature for a R5r System, complete the following form(s) or sections of the form(s).

| Form                               | Field                                                                                                | Form Instructions (Page) |
|------------------------------------|------------------------------------------------------------------------------------------------------|--------------------------|
| System-Parameters Customer-Options | Version, ISDN-PRI                                                                                    | N/A                      |
| System-Parameters Features         | Send Non-ISDN Trunk Group Name as Connected Name?, Display Connected Name/Number for ISDN DCS calls? | 5-178                    |
| DS1 Circuit Pack                   | All                                                                                                  | 4-69                     |
| Signaling Group                    | All                                                                                                  | 4-124                    |
| Synchronization Plan               | All                                                                                                  | 4-130                    |
| Trunk Group (ISDN-PRI)             | All                                                                                                  | 4-211                    |
| ISDN Numbering - Public/Unknown    | All                                                                                                  | 4-103                    |
| ISDN Numbering - Private           | All                                                                                                  | 4-101                    |
| Routing Patterns                   | All                                                                                                  | 4-15                     |
| Hunt Groups                        | ISDN Caller Display                                                                                  | 5-207                    |
| Terminating Extension Group        | ISDN Caller Display                                                                                  | 5-332                    |

- System-Parameters Customer-Options — Ensure that the ISDN-PRI field is enabled. For a TN778, ensure that the PRI Over PACCON field is set to yes.
- System-Parameters Features — Set the Send Non-ISDN Trunk Group Name as Connected Name and Display Connected Name/Number for ISDN DCS calls fields. (Default is “n” for no.)
- DS1 Circuit Pack —
  - DS1 (T1) Circuit Pack

Assign all fields as required. For Facility Associated Signaling, up to 23 ports are available for administration as trunk members in an associated ISDN-PRI trunk group. The 24th port is used as a signaling channel. For Non-Facility Associated Signaling, all 24



ports may be used on certain DS1 circuit packs. The D-channel signaling function for these packs must be provided by a designated DS1 pack on its 24th channel.

— E1 Circuit Pack

Assign all fields as required. For Facility Associated Signaling, up to 30 ports are available for administration as trunk members in an associated ISDN-PRI trunk group. Port number 16 is used as a signaling channel.

- **System-Parameters Maintenance-Options** — Use this form only for a TN778. Set the Packet Bus Maint field to yes.
- **ISDN-PRI Trunk Group** — Enter information in all of the fields except the trunk group members. You must enter the members after you have established the signaling links.
- **Signaling Group** — Complete all fields. This form identifies groups of ISDN-PRI DS1 interface B-channels for which a given D-channel (or D-channel pair) will carry the associated signaling information (supports the Facility and Non-Facility Associated Signaling feature). Each DS1 board that is required to have a D-channel must be in a different signaling group by itself (unless D-channel backup is needed in which case a second DS1 is administered as a backup D-channel). You are not required to select a channel for a trunk group, but if you do, you must have already defined the trunk group as type ISDN.



**NOTE:**

The following three forms, Processor Interface Data Module, Communication Interface Links, and Communication Processor Channel Assignment are used only to implement the ISDN-PRI feature using PI TN765.

- **Processor Interface Data Module** — Use this form only for a TN765. Assign up to eight interface links using eight Processor Interface Data Module forms for multi-carrier cabinet Systems and up to four links for single-carrier cabinet Systems. One Processor Interface Data Module form must be completed for each interface link to be assigned.
- **Communication Interface Links** — Use this form only for a TN765. Assign link numbers 01 to 08 for a multi-carrier cabinet System or links 01 to 04 for a single-carrier cabinet System as required. When first administering this form in DEFINITY ECS for ISDN, do not administer the Enable field.
- **Communication Processor Channel Assignment** — Use this form only for a TN765. Enter assigned link numbers and assign associated channel numbers to each link. Complete all fields of the form as required. When first administering this form in DEFINITY ECS for ISDN, you need to:
  - First, administer the Interface Links form, except the Enable field.
  - Second, administer the ISDN fields on this form, the Processor Channel form.

— Last, go back to the Interface Links form and administer the Enable field.

- ISDN Numbering - Public/Unknown — Complete all fields. This form is used to support the ISDN-PRI Call Identification Display.
- ISDN Numbering - Private — Complete all fields. This form is used to support the ISDN-PRI Call Identification Display.
- Routing Pattern — Complete all fields including the Supplemental ISDN Routing Information fields as required.
- Hunt Group — Complete the ISDN Caller Display field by entering either "grp-name" or "mbr-name" to specify whether the hunt group name or member name, respectively, will be sent to the originating user (used in support of the ISDN-PRI Call Identification Display feature).
- Terminating Extension Group — Complete the ISDN Caller Display field by entering either "grp-name" or "mbr-name" to specify whether the group name or member name, respectively, will be sent to the originating user (used in support of the ISDN-PRI Call Identification Display feature).
- Synchronization Plan — Used to assign primary and secondary external synchronization sources for the DS1 circuit pack. Complete all fields of the form as required.

## **Hardware Requirements**

---

ISDN-PRI is supported by the TN767 circuit pack (for assignment of a T1 signaling link and up to 24 ISDN-PRI trunk group members), or the TN464C or later circuit pack (for assignment of a T1 or E1 signaling link and up to 24 or 31 ISDN-PRI trunk group members, respectively).

- For R5si and R5vs, the D-channel is switched through either the TN765 Processor Interface (PI) circuit pack or the TN778 Packet Control (PACCON) circuit pack.
- For R5r, the D-channel is switched through the TN1655 Packet Interface (PKTINT) circuit pack.
- A TN780 or TN2182 Tone Clock circuit pack is required to provide synchronization for the DS1 circuit pack.

### **⇒ NOTE:**

The TN767 cannot be used to carry the D-channel if either the TN778 (PACCON) or TN1655 (PKTINT) circuit packs is used to switch the D-channel; however, the TN767 in these circumstances can be used for NFAS interfaces carrying only B-channels.

## Intercept Treatment

---

Provides a recorded announcement or routes the call to an attendant for assistance when calls cannot be completed or when use of a feature is denied.

**NOTE:**

A Vector Directory Number (VDN) extension cannot be administered to receive intercept treatment.

### Administration

---

To implement this feature, the following form(s) or sections of the form(s) must be completed.

| Form                              | Field                            | Form Instructions (Page) |
|-----------------------------------|----------------------------------|--------------------------|
| Feature-Related System Parameters | DID/Tie/ISDN Intercept Treatment | 5-178                    |
|                                   | Controlled Restrictions          |                          |
| Recorded Announcements            | Port Assignments                 | 5-278                    |

- Feature-Related System Parameters Form — Complete the following:
  - DID/Tie/ISDN Intercept Treatment — This entry (extension number or "attd" for the attendant) is to be used for intercepting invalid DID and/or tie trunk calls.
  - Controlled Outward Restriction Intercept Treatment — This entry determines the type of intercept treatment the caller receives on outward restricted calls.
  - Controlled Termination Restriction (Do Not Disturb) — This entry determines the type of intercept treatment a caller receives when a call is placed to a termination restricted voice terminal.
  - Controlled Station-to-Station Restriction — This entry determines the type of intercept treatment the caller receives when a call is placed to a restricted voice terminal.
- Recorded Announcements Form — Assign intercept announcement extension number, if used.

### Hardware Requirements

---

Intercept Treatment requires one of the following:

- Announcement equipment and a port on a TN742, TN746B, or TN769 Analog Line circuit pack for each announcement device to be assigned.

- A TN750 Announcement circuit pack can be used to provide up to 16 different announcements. The announcements can be directly recorded onto the TN750 circuit pack (does not require announcement equipment).
- Multiple TN750C Announcements packs provide up to 256 different announcements for the R5r and 128 for the R5si/ws. The number depends on your system's configuration.

## **Intercom — Automatic**

---

Provides a talking path between two voice terminal users. Calling users press the Automatic Intercom button and lift the handset, or vice versa. The called user receives a unique intercom alerting signal, and the status lamp associated with the Dial or Automatic Intercom button, if provided, flashes.

### **Administration**

---

To implement this feature, the following form(s) or sections of the form(s) must be completed.

| <b>Form</b>                | <b>Field</b>                                                                   | <b>Form<br/>Instructions<br/>(Page)</b> |
|----------------------------|--------------------------------------------------------------------------------|-----------------------------------------|
| Intercom Groups            | All                                                                            | 5-224                                   |
| Station (multi-appearance) | Button/Feature Button<br>Assignments<br><br>-auto-icom<br><br>(Grp: __ DC: __) | 5-346                                   |

- Intercom Groups Form — Complete all fields as required.
- Station Forms — Assign Auto Intercom (auto-icom) button(s).

### **Hardware Requirements**

---

None.

## **Intercom — Dial**

---

Allows multi-appearance voice terminal users to gain rapid access to as many as 32 other voice terminal users within an administered group. Calling voice terminal users lift the handset, press the Dial Intercom button, and dial the 1- or 2-digit code assigned to the desired party. The called user receives alerting tone, and the status lamp associated with the Intercom button, if provided, flashes.

### **Administration**

---

To implement this feature, the following form(s) or sections of the form(s) must be completed.

| <b>Form</b>                | <b>Field</b>                                                 | <b>Form<br/>Instructions<br/>(Page)</b> |
|----------------------------|--------------------------------------------------------------|-----------------------------------------|
| Intercom Groups            | All                                                          | 5-224                                   |
| Station (multi-appearance) | Button/Feature Button<br>Assignments<br>-dial-icom (Grp: __) | 5-346                                   |

- Intercom Groups Form — Complete all fields as required.
- Station Forms — Assign Dial Icom buttons on voice terminals for all intercom group members who can originate an intercom call. Anyone in a group can be called, but only those members with an assigned Intercom button can originate an intercom call.

### **Hardware Requirements**

---

None.

## Internal Automatic Answer

---

Allows specific voice terminals to answer incoming internal calls automatically. Internal Automatic Answer (IAA) is intended primarily for use with hybrid and Digital voice terminals that have a built-in speakerphone, adjunct speakerphone, or headset. IAA cannot be used with analog or BRI voice terminals, or hybrid voice terminals that have only a speaker.

### Administration

---

To implement this feature complete the following form(s) or sections of the form(s):

| Form                              | Field                                                  | Form Instructions (Page) |
|-----------------------------------|--------------------------------------------------------|--------------------------|
| Feature-Related System Parameters | Internal Automatic Answer for Attendant Extended Calls | 5-178                    |
| Station (multi-appearance)        | All                                                    | 5-346                    |

- Feature-Related System-Parameters Form — Enter "y" to enable the IAA feature for Attendant extended calls.
- Station Form — Administer a station form as required for each voice terminal to be assigned. Assign an optional Internal Auto Answer feature button ("int-aut-an") to each terminal. Consider assignment of the Scroll ("scroll") and Local/Normal ("disp-norm") display-type feature buttons to the 7315H and 7317H voice terminals as required.

**NOTE:**

Internal Automatic Answer will not work for the receiving station if its Active Station Ringing option is set to "continuous". IAA and the continuous ring options are mutually exclusive.

### Hardware Requirements

---

A port interface on a TN762B Hybrid Line circuit pack, or a digital line circuit pack, TN754B for example, is required for each voice terminal to be assigned.

## Inter-PBX Attendant Service

---

Allows attendant positions for more than one branch location to be concentrated at one central, or main, location. Incoming trunk calls to the branch location, as well as attendant-seeking voice terminal calls, are routed over tie trunks to the attendants at the main location.

### Administration

---

To implement this feature, the following form(s) or sections of the form(s) must be completed.

| Form                        | Field                                                           | Form Instructions (Page) |
|-----------------------------|-----------------------------------------------------------------|--------------------------|
| Trunk Group (Main)<br>Tie   | Incoming Destination                                            | 4-246                    |
| Console Parameters (Branch) | IAS (Branch)<br>IAS Tie Trunk Group No.<br>IAS Att. Access Code | 5-99                     |
| Trunk Group (Branch)<br>Tie | All                                                             | 4-246                    |

- Trunk Group (Tie) Form (Main) — Requires a Tie Trunk Group with the Incoming Destination field set to the attendant group access code (typically 0).
- Console Parameters Form (Branch) — Enter "y" in the IAS (Branch) field. The IAS (Branch) and Centralized Attendant Service (CAS) fields cannot both be "y." Assign an "IAS Trunk Group Number" and an "Inter-PBX Attendant Access Code."
- Trunk Group (Tie) Form (Branch) — Requires a tie trunk group connected to the IAS Main (this is the trunk group referred to as "IAS Tie Trunk Group No." on the Console Parameters form).

### Hardware Requirements

---

No additional hardware is required.



## Intra-switch CDR

---

### NOTE:

This section describes the implementation of the Intra-switch CDR feature. For administrative information on Call Detail Recording (CDR), refer to the "Call Detail Recording" section in this chapter.

An administrable option that allows CDR records to be generated for some internal calls (calls to and from a finite set of extensions on the switch, see "Administration" below).

For an Intra-switch CDR record to be generated, one of the extensions involved in a call (originating or dialed extension) must have been optioned for Intra-switch CDR. Intra-switch CDR will or will not generate a record based on the DIALED number (assuming the originator is not intra-switch optioned); however, the number that is actually displayed in the dialed number field will be determined by the administration to record hunt group/member or VDN information on the System-Parameters CDR form.

Some calls may look like intra-switch CDR calls, but will result in trunk calls. For example, a call from a station that is intra-switch optioned to another station which then forwards its calls to an outgoing trunk will not output an Intra-Switch CDR record, only a Trunk CDR record will be generated.

## Administration

---

To implement the Intra-switch CDR feature, the following forms must be completed.

| Form                  | Field            | Form Instructions (Page) |
|-----------------------|------------------|--------------------------|
| Intra-switch CDR      | All              | 5-228                    |
| System-Parameters CDR | Intra-switch CDR | 5-69                     |

Allowed extensions on the Intra-switch CDR form must correspond to Terminating Extension Groups (TEGs), stations, data modules, VDNs, PRI endpoints, access endpoints, or hunt groups. Attendants are not allowed to be optioned on the Intra-switch CDR form. To add the Intra-switch CDR feature to an extension, add the extension to the form. The *change intra-switch-cdr* and *display intra-switch-cdr* commands are supported for this feature.

### NOTE:

The Intra-switch CDR feature is not supported for CallVisor ASAI stations.

## Intraflow and Interflow

---

Allows Automatic Call Distribution (ACD) calls to be redirected from one split to another split under busy or unanswered conditions. Intraflow provides redirection of ACD calls to other splits within the system. Interflow uses the Call Forwarding All Calls feature to redirect ACD calls to an external location and requires no further administration.

### Administration

---

To implement the Intraflow feature, the following form(s) or sections of the form(s) must be completed in addition to ACD administration requirements.

| Form                              | Field                                                       | Form Instructions (Page) |
|-----------------------------------|-------------------------------------------------------------|--------------------------|
| Feature-Related System Parameters | Coverage — Don't Answer Interval for Subsequent Redirection | 5-178                    |
| Feature Access Codes              | Call Forwarding Activation<br>Call Forwarding Deactivation  | 5-170                    |
| Hunt Groups                       | Inflow Threshold<br>Priority on Intraflow                   | 5-207                    |
| Call Coverage Paths               | Don't Answer<br>Busy<br>Number of Rings                     | 5-62                     |

- Feature-Related System Parameters Form — Assign the number of times a voice terminal in a Call Coverage path will ring before the call is routed to the next coverage point.
- Feature Access Code Form — Assign the digits a user must dial to activate and deactivate call forwarding.
- Hunt Group Form — Assign "y" to the Priority On Interflow field if calls incoming from this split to a covering split will have priority over calls waiting in the covering split's queue. Assign the number of seconds in the Inflow threshold field (for the receiving split) that a call will remain in the queue before no more calls will be accepted by the queue (the age of the oldest call that can be in the queue at the receiving split before no intraflow calls will be accepted).
- Call Coverage Paths Form — Complete the Coverage Criteria Busy and Don't Answer fields for both inside and outside calls. In the Number of Rings field, assign the number of ring cycles for a call to queue to the hunt

group/split before it is redirected to coverage. One ring cycle is about four seconds. This interval also applies to ACD calls that terminate to an agent's terminal.

### **Hardware Requirements**

---

None.

## **Last Number Dialed**

---

Automatically redials the last number dialed when users press the Last Number Dialed button or dial the Last Number Dialed feature access code.

### **Administration**

---

To implement this feature, the following form(s) or sections of the form(s) must be completed.

| <b>Form</b>                | <b>Field</b>                                    | <b>Form<br/>Instructions<br/>(Page)</b> |
|----------------------------|-------------------------------------------------|-----------------------------------------|
| Feature Access Codes       | Last Number Dialed Access Code                  | 5-170                                   |
| Station (multi-appearance) | Button/Feature Button Assignments<br>-last-numb | 5-346                                   |
| Attendant Console          | Feature Button Assignments<br>-last-numb        | 5-34                                    |

- Feature Access Codes Form — Verify Last Number Dialed Access Code field.
- Station Forms — Assign Last Number Dialed (last-numb) button to voice terminal.
- Attendant Console Forms — Assign Last Number Dialed (last-numb) button to the console.

### **Hardware Requirements**

---

None.

## Leave Word Calling

---

Allows internal system users to leave a short preprogrammed message for other internal users. Users can activate Leave Word Calling (LWC) at any time during a call attempt.

The messages may be displayed (on the attendant console or display equipped voice terminal) in English, French, Italian, Spanish, or a "user-defined" language. Refer to the "Administrable Language Display" feature in this chapter for more information on display languages and administering a "user-defined" language.

Generic 3 also provides voice synthesis (either English or Italian) for the Leave Word Calling feature. The language provided depends on which voice synthesis circuit pack is installed in the System.



**NOTE:**

The LWC messages cannot be stored, canceled, or retrieved for Vector Directory Number extensions.

## Administration

---

To implement this feature, the following form(s) or sections of the form(s) must be completed.

**Table 3-24. Leave Word Calling**

| Form                              | Field                                                                                                                     | Form Instructions (Page) |
|-----------------------------------|---------------------------------------------------------------------------------------------------------------------------|--------------------------|
| Feature-Related System Parameters | Max. Number Of Messages Per Station                                                                                       | 5-178                    |
|                                   | Stations With System-Wide Message Retrieval Permission                                                                    |                          |
| Station                           | LWC Reception<br>LWC Activation<br>Button/Feature/Button Assignments<br>-lwc-store<br>-lwc-cancel<br>-aut-msg-wt (Ext:__) | 5-346                    |

*Continued on next page*

**Table 3-24. Leave Word Calling — Continued**

| <b>Form</b>          | <b>Field</b>                                                                                                          | <b>Form Instructions (Page)</b> |
|----------------------|-----------------------------------------------------------------------------------------------------------------------|---------------------------------|
|                      | -call-disp<br>-msg-retr<br>-next<br>-delete-msg<br>-lwc-lock<br>-cov-msg-rt                                           |                                 |
| Attendant Console    | Feature Button Assignments<br>-lwc-store<br>-lwc-cancel<br>-delete-msg<br>-next<br>-call-disp<br>-aut-msg-wt (Ext:__) | 5-34                            |
| Feature Access Codes | LWC Message Retrieval Lock<br><br>LWC Message Retrieval Unlock<br>LWC Send A Message<br>LWC Cancel A Message          | 5-170                           |

**NOTE:**

Refer to the "Attendant Display" and "Voice Terminal Display" features for additional information on LWC feature-related buttons that can be assigned an attendant console or voice terminal display.

- Feature-Related System Parameters Form — Complete the Maximum Number of Messages Per Station and Stations with System-wide Retrieval Permission fields.
- Station Forms — Complete the LWC Reception and LWC Activation fields (which specify if the voice terminal can receive and/or activate LWC messages, respectively).
  - Assign a Leave Word Calling button, if desired.

- Assign a Cancel button, if desired, to allow a calling party to cancel a previously left message.
- Automatic Message Waiting (the buttons associated status lamp lights at the same time the message lamp lights at the called voice terminal. A common use is to provide an indication of an extension's messages on a secretary's voice terminal. This lamp also provides an indication of LWC messages left for a DDC group, a UCD group, an ACD split, a TEG, or PCOL group.)
- Attendant Console Form or the Station Form — For each voice terminal or attendant console group that can retrieve LWC messages, optionally assign the following buttons:
  - Message Retrieval (to access one's own messages — voice terminals only)
  - Coverage Msg Retrieval (to access another user's message)
  - Delete Message (to remove a retrieved message)
  - Call Display (to automatically call the person who left the message while displaying a retrieved message)
  - Lock (displays locked or unlocked status of the Message Retrieval)
  - Next (to retrieve the next stored message)
  - Cancel Leave Word Calling (to allow canceling a previously left message)
  - Automatic Message Waiting (the buttons associated indicator is used to indicate a remote message waiting)



**NOTE:**

Buttons can be assigned on the visual display module or in the "features area" of the terminal or console. If a Message Retrieval or a Coverage Message Retrieval button is specified, a Next Message and a Delete Message button should also be specified.

- Feature Access Codes Form — Verify or assign the following access codes:
  - Leave Word Calling Message Retrieval Lock field
  - Leave Word Calling Message Retrieval Unlock field
  - Leave Word Calling Send a Message field
  - Leave Word Calling Cancel a Message field

## **Hardware Requirements**

---

Either a TN725B (American English), TN457 (British English), or TN433 (Italian) circuit pack is required for voice synthesis.

## Line Lockout

---

Removes single-line voice terminal extension numbers from service when users fail to hang up after receiving dial tone for 10 seconds (default) and then intercept tone for 30 seconds (default). These intervals are administrable.

Line Lockout occurs as follows:

- A user does not hang up after the other party on a call is disconnected.  
In this case, the user will receive dial tone for the administered time period, and then will receive intercept tone for the administered time period. The voice terminal is then taken out of service if the handset is still lifted.
- A user pauses for too long between digits while dialing.  
In this case, the user will receive intercept tone for the administered time period. The voice terminal is then taken out of service if the handset is still lifted.

The out-of-service condition remains in effect until the voice terminal user hangs up.

## Administration

---

To implement this feature, the following form(s) or sections of the form(s) must be completed.

| Form                                 | Field                      | Form<br>Instructions<br>(Page) |
|--------------------------------------|----------------------------|--------------------------------|
| Feature-Related System<br>Parameters | Time before Off-hook Alert | 5-178                          |
|                                      | Line Intercept Tone Timer  |                                |

- Feature-Related System Parameters Form — Enter the desired values for the Time Before Off-hook Alert and Line Intercept Tone Timer.

## Hardware Requirements

---

None.



## Lookahead Interflow

---

LookAhead Interflow provides a flexible and intelligent Automatic Call Distribution (ACD) load-balancing capability based on programmable call vectors. It enhances the Call Vectoring feature so that calls will not interflow to a remote location that cannot accept the calls. This service is provided by the use of private network Integrated Services Digital Network (ISDN) Primary Rate Interface (PRI) connections. The receiving switch may accept or deny the lookahead calls allowing the sending switch the option to initiate lookahead interflow to an alternate backup location.

**⇒ NOTE:**

The receiving switch must also have the Call Vectoring and the Lookahead Interflow features active. If it is not, calls may complete to the receiving switch, but vector steps on the originating switch may not be executed. In addition, all Lookahead Interflow calls must connect ISDN-PRI switch-to-switch using private facilities.

The Lookahead Interflow, ISDN-PRI, and Call Vectoring (Basic) options must be enabled on the System-Parameters Customer-Options form.

**⇒ NOTE:**

It is recommended that this feature only be used over DS1/E1 circuit packs that are administered using Country Protocol Option 1 (even in a private network environment) independent of what country the System is in.

## Administration

---

Refer to the "Call Vectoring" feature coverage in this chapter for associated Call Vectoring administration information.

To implement this feature, the following form(s) or sections of the form(s) must be completed:

| Form                            | Field                            | Form Instructions (Page) |
|---------------------------------|----------------------------------|--------------------------|
| Trunk Group                     | -Display, TCM, Lookahead Codeset |                          |
| ISDN-PRI                        | -Outgoing Display                | 4-211                    |
| ISDN Numbering - Public/Unknown | -Ext Len                         | 4-103                    |
|                                 | -Ext Code                        |                          |
|                                 | -CPN Prefix                      |                          |

- Trunk Group Form (ISDN-PRI) — If the far-end switch can only receive Lookahead Interflow information in Codeset 7 (for example, System 85 R2V4) the Display, TCM, Lookahead Codeset field must be administered as "7". Default is "6".

For those Systems that do not want the call originator's display to be updated on each Lookahead Interflow call attempt, lookahead calls should be routed over trunk groups with the Outgoing Display field set to "n".

- ISDN Numbering - Public/Unknown Form — Administer a CPN Prefix for each Vector Directory Number (VDN) that maps to a call vector that is used to place Lookahead Interflow calls. Failure to administer a CPN/Prefix results in a Lookahead Interflow Dialed Number Identification Service (DNIS) of all spaces being sent to and displayed on the answering agent's terminal.

### **Hardware Requirements**

---

Existing ISDN-PRI hardware can be used for Lookahead Interflow ISDN-PRI connectivity to the receiving switch. Interconnecting facilities must be ISDN-PRI with no interworking (that is, call connections that use both ISDN-PRI and non-ISDN-PRI facilities to complete) for the full capabilities of the feature to be operational. Lookahead Interflow calls that interwork may interflow successfully, but the ability to do so on an intelligent basis will be lost as will the lookahead DNIS information.

## **Loudspeaker Paging Access**

---

In addition to the System's Loudspeaker Paging Access feature, you can use a PagePac™ paging system. The following provides administration guidelines for Loudspeaker Paging Access feature and for administering a PagePac paging system.

### **Loudspeaker Paging Access**

---

Provides attendants and voice terminal users dial access to voice paging equipment. Up to nine individual paging zones and one zone that can be used to activate all nine zones simultaneously can each be accessed using unique trunk access codes assigned each zone. The access codes may be assigned on Abbreviated Dialing feature buttons or, when activated by an attendant, may also be assigned Trunk Group Select button(s) on the console.

This feature is particularly useful when used in conjunction with the Call Park feature. When a user is away from his or her location and receives a call, an incoming call can be answered and then parked by another user. The called party can then be paged and told what extension number to call to receive the incoming call. The called party dials the Answer-Back access code and (after receiving Dial tone) the extension number that the call is parked on.

Refer to the "Loudspeaker Paging Access — Deluxe" feature that integrates the Call Park feature into the use of the Loudspeaker Paging feature.

### **Administration — Loudspeaker Paging**

---

To implement this feature, the following form(s) or sections of the form(s) must be completed.

**Table 3-25. Loudspeaker Paging Access**

| <b>Form</b>                                | <b>Field</b>                              | <b>Form Instructions (Page)</b> |
|--------------------------------------------|-------------------------------------------|---------------------------------|
| Station (multi-appearance)                 | Button/Feature Button Assignments         | 5-346                           |
| Attendant Console                          | DTGS Select or Feature Button Assignments | 5-34                            |
| Loudspeaker Paging and Code Calling Access | All                                       | 5-247                           |

*Continued on next page*

**Table 3-25. Loudspeaker Paging Access — Continued**

| <b>Form</b>                       | <b>Field</b>                                      | <b>Form Instructions (Page)</b> |
|-----------------------------------|---------------------------------------------------|---------------------------------|
| Feature-Related System Parameters | Call Park Timeout Interval                        | 5-178                           |
|                                   | Deluxe Paging and Call Park Timeout to Originator |                                 |
| Dial Plan                         | First/Second Digit Table                          | 5-155                           |
| Console Parameters                | Common Shared Extensions                          | 5-99                            |
| Class of Service                  | Console Permission                                | 5-96                            |

- Station/Attendant Console Forms — Up to ten (one per zone) Loudspeaker Paging Access buttons (per multi-appearance voice terminal and attendant console) can be assigned through the Attendant Direct Trunk Group Selection, Abbreviated Dialing, and the Facility Busy Indication features, if required.
- Loudspeaker Paging and Code Calling Access Form — Complete Loudspeaker Paging fields.
- Feature-Related System Parameters Form — Enter in the Call Park Timeout Interval field, the desired time in minutes that a call can remain parked before it is canceled. Enter "n" in the Deluxe Paging and Call Park Timeout to Originator field. (All parked calls that time out are returned to the attendant console.)
- Dial Plan Form — Assign the length (1 to 4 digits) of the trunk access code to be used to activate Loudspeaker Paging Access.
- Console Parameters Form — Complete the Common Shared Extensions fields that are exclusively used for Call Park.
- Class of Service Form — Complete the Console Permission field on those Class of Service forms that will allow associated voice terminal users to park calls on the attendant consoles "Common Shared Extensions."

**Hardware Requirements — Loudspeaker Paging**

---

Requires loudspeaker paging equipment and a port on a TN763C Auxiliary Trunk circuit pack for each individual paging zone port (maximum of nine) to be assigned. In addition, paging interface hardware consisting of a 909 Adapter and a 24-volt power supply is required per paging zone. (This hardware can be shared with the Code Calling Access feature. Each feature is activated via an assigned trunk access code). Associated wiring information is provided in the wiring section of *DEFINITY Enterprise Communications Server Release 5 Installation for Multicarrier Cabinets*.

**PagePac Paging**

---

In addition to the system loudspeaker paging equipment, you can use a PagePac paging system. A PagePac paging system has an advantage over the System's Loudspeaker Paging Access feature in that a PagePac system requires only one port to provide as many as 39 paging zones. The System's Loudspeaker Paging Access feature requires a separate port for each paging zone with a maximum of nine zones.

PagePac equipment is easy to use. A user simply dials the trunk access code assigned to the PagePac system. This connects the user to the PagePac equipment. If there is only one paging zone, the user then uses the handset of the voice terminal to page someone. If there are multiple zones, the user, after hearing a steady tone, dials a 1- or 2-digit code to access the desired zone(s) before paging.

**Administration — PagePac Paging**

---

To implement this feature, the following form(s) or sections of the form(s) must be completed.

| Form                              | Field                      | Form Instructions (Page) |
|-----------------------------------|----------------------------|--------------------------|
| Trunk Group (CPE)                 | All                        | 4-188                    |
| Feature-Related System Parameters | Call Park Timeout Interval | 5-178                    |
| Dial Plan                         | First/Second Digit Table   | 5-155                    |
| Console Parameters                | Common Shared Extensions   | 5-99                     |
| Class of Service                  | Console Permission         | 5-96                     |

- Trunk Group (CPE) Form — Complete a CPE Trunk Group form and associated member number to assign a TN763C Auxiliary Trunk port interface to the PagePac paging equipment. Assign the TAC that will be used to access the paging equipment.



**NOTE:**

Note that the administration of this port and associated PagePac paging zones is not provided for on the Loudspeaker Paging and Code Calling Access form. The port must be administered using a CPE Trunk Group form. Support for single- or multiple-zone paging is provided by the PagePac system and is not administered on the switch. Associated wiring information is provided in the wiring section of *DEFINITY Enterprise Communications Server Release 5 Installation for Multicarrier Cabinets*.

- Feature-Related System Parameters Form — Enter in the Call Park Timeout Interval field, the desired time in minutes that a call can remain parked before it is canceled. (All parked calls that time out are returned to the attendant console.)
- Dial Plan Form — Assign the length (1 to 4 digits) of the trunk access code to be used to activate the paging equipment.
- Console Parameters Form — Complete the Common Shared Extensions fields that are exclusively used for Call Park.
- Class of Service Form — Complete the Console Permission field on those Class of Service forms that will allow associated voice terminal users to park calls on the attendant consoles "Common Shared Extensions."

### **Hardware Requirements PagePac Paging**

---

Three different PagePac paging systems are available for use:

- PagePac 20  
This is the smallest PagePac system. The basic system provides a single-paging zone with an input source for music over the paging system. The music can also serve as the music for the Music-on-Hold Access feature. Additional add-on hardware is available to provide multi-zone paging for 3, 9, or 39 paging zones.
- PagePac VS  
This system provides one to three paging zones. It also permits the paging of all zones simultaneously. Additional hardware is available to provide music and/or talk-back over the paging system.
- PagePac 50/100/200  
This system provides up to 24 paging zones. Additional hardware is available to provide music and/or talk-back over the paging system.

## **Loudspeaker Paging Access — Deluxe**

---

Provides attendants and voice terminal users with integrated dial access to voice paging equipment and Call Park capabilities. Up to nine individual paging zones and one zone that can be used to activate all nine zones simultaneously can each be accessed using unique trunk access codes assigned each zone. The access codes may be assigned on Abbreviated Dialing feature buttons or when activated by an attendant may also be assigned Trunk Group Select button(s) on the console.

This feature is particularly useful in that the Call Park feature is integrated into the use of the feature. When a user is away from their location and receives a call, an incoming call can be answered and then automatically parked by another user. The user dials the Loudspeaker Paging access code and the system then automatically parks the call. The called party can then be paged and told that they have a call. The called party dials the Answer-Back access code to retrieve the call.

**NOTE:**

Also, see "Loudspeaker Paging Access".

### **Administration**

---

To implement this feature, the following form(s) or sections of the form(s) must be completed.

| <b>Form</b>                                | <b>Field</b>                                                                        | <b>Form Instructions (Page)</b> |
|--------------------------------------------|-------------------------------------------------------------------------------------|---------------------------------|
| Station (multi-appearance)                 | Button/Feature Button Assignments                                                   | 5-346                           |
| Attendant Console                          | DTGS Select or Feature Button Assignments                                           | 5-34                            |
| Loudspeaker Paging and Code Calling Access | All                                                                                 | 5-247                           |
| Feature-Related System Parameters          | Call Park Timeout Interval<br><br>Deluxe Paging and Call Park Timeout to Originator | 5-178                           |
| Dial Plan                                  | First Digit Table                                                                   | 5-155                           |
| Console Parameters                         | Common Shared Extensions                                                            | 5-99                            |
| Class of Service                           | Console Permission                                                                  | 5-96                            |

- Station/Attendant Console Forms — Up to ten (one per zone) Loudspeaker Paging Access buttons (per multi-appearance voice terminal and attendant console) can be assigned through the Attendant Direct Trunk Group Selection, Abbreviated Dialing, and the Facility Busy Indication features, if required.
- Loudspeaker Paging and Code Calling Access Form — Complete Loudspeaker Paging fields. Enter "Y" in the Deluxe Paging field.
- Feature-Related System Parameters Form — Enter in the Call Park Timeout Interval field, the desired time in minutes that a call can remain parked before it is canceled. Enter "Y" in the Deluxe Paging and Call Park Timeout to Originator field. (All parked calls that timeout are returned to the parking party.)
- Dial Plan Form — Assign the length (1 to 4 digits) of the trunk access code to be used to activate Loudspeaker Paging Access - Deluxe.
- Console Parameters Form — Complete the Common Shared Extensions fields that are exclusively used for Call Park.
- Class of Service Form — Complete the Console Permission field on those Class of Service forms that will allow associated voice terminal users to park calls on the attendant consoles "Common Shared Extensions."

### **Hardware Requirements**

---

Requires loudspeaker paging equipment and a port on a TN763C Auxiliary Trunk circuit pack for each individual paging zone port (maximum of nine) to be assigned. In addition, paging interface hardware consisting of a 909 Adapter and a 24-volt power supply is required per paging zone. (This hardware can be shared with the Code Calling Access feature. Each feature is activated via an assigned trunk access code). Associated wiring information is provided in the wiring section of *DEFINITY Enterprise Communications Server Release 5 Installation for Multicarrier Cabinets*.



## MF Signaling

---

Multifrequency (MF) signaling is a form of number signaling similar to Dual-Tone Multifrequency (DTMF) in that tones convey the dialed number.

With MF, the signal is typically a combination of two frequencies from a group of five or six frequencies (2/5 or 2/6). The origination and destination switch exchange call progress tones that have specific meanings according to the MF protocol.

There are two frequency groups supported by DEFINITY ECS:

- R2-Multifrequency Compelled Signaling (R2-MFC) frequency
- R1 frequency

R2-MFC is a version of MFC recommended by the CCITT for signaling between a central office (CO) and a switch over analog or digital CO, DID, DIOD, or Tie trunks.

With MF signaling, the first step is to identify the origination switch and the destination switch. (The switch where the call is made is the origination switch; the switch where the call is answered is the destination switch.) The origination switch creates *forward* signals; the destination switch creates *backward* signals. Forward signals are classified as group I and group II signals. Backward signals are classified as group A and group B signals. Group I and group A signals comprise the basic signaling set, while more elaborate signaling schemes require group II and group B capabilities.

The sequence below shows a typical interaction between the origination (forward, group I and II signals) and destination switch (backward, group A and B signals).

| Forward |           | Backward |
|---------|-----------|----------|
| Group I | digit --> | Group A  |
|         | <-- A.1   |          |
|         | digit --> |          |
|         | <-- A.1   |          |
|         | digit --> |          |
|         | <-- A.1   |          |
|         | digit --> |          |
|         | <-- A.1   |          |
|         | digit --> |          |

*Continued on next page*

| Forward  |          | Backward    |
|----------|----------|-------------|
| Group II | <-- A.3  | End of Dial |
|          | II.2 --> |             |
|          | <-- B.x  | Group B     |

Definitions for Group I, II, A, and B signals are provided beginning on page 5-259 of this manual.

### MF Implementations

MF is implemented by assigning an identifying code to every message. The code contains a group category, like II or A, and a number. For example, B.1 might be "free." In addition, each identifying code is assigned a dual tone. In every country, the tones assigned to the identifying codes are the same. However, the messages assigned to the identifying codes may be different. For example, in Switzerland the "free" message is conveyed by a B.6 dual tone, while in Thailand "free" is conveyed by the B.1 dual tone. But in both Switzerland and Thailand, B.1 is assigned the same dual tone.

### Administration

---

MF signaling must be enabled on the System-Parameters Customer-Options form before associated fields on forms can be administered.

To implement this feature, the following form(s) or sections of the form(s) must be completed.

| Form                                       | Field              | Form Instructions (Page) |
|--------------------------------------------|--------------------|--------------------------|
| Body                                       |                    |                          |
| Multifrequency Signaling System-Parameters | All                | 5-256                    |
| Trunk Group                                | Outgoing Dial Type |                          |
| CO                                         | Incoming Dial Type | 4-182                    |
| DID                                        | Expected Digits    | 4-197                    |
| DIOD                                       | Expected Digits    | 4-201                    |
| Tie                                        |                    | 4-246                    |
| AAR Analysis Table                         | ANI                | 4-8                      |

*Continued on next page*

| Form                       | Field                   | Form Instructions (Page) |
|----------------------------|-------------------------|--------------------------|
| ARS Analysis Table         | ANI                     | 4-44                     |
| AAR Digit Conversion Table | ANI                     | 4-12                     |
| ARS Digit Conversion Table | ANI                     | 4-49                     |
| Class of Restriction       | Category for MFC<br>ANI | 5-88                     |

- Multifrequency Signaling System-Parameters Form — Complete all fields as necessary.
- Trunk Group Forms — Enter the desired Incoming and Outgoing Dial types for CO, DID, DIOD, and Tie trunks. If MF signaling is desired, enter "mf". For DID, DIOD, and Tie trunk groups, enter the Expected Digits for closed numbering plans. Leave the Expected Digits field blank for open numbering plans.
- AAR Analysis Table, ARS Analysis Table, AAR Digit Conversion Table, ARS Digit Conversion Table Forms — Enter yes in the ANI Req field if ANI is required on incoming MF calls.
- Class of Restriction Form — Enter the category of the call in the Category for MFC ANI field

### **Hardware Requirements**

---

A TN744v7 or later Call Classifier circuit pack or a TN2182 tone clock detector generator board is required.

## **Malicious Call Trace**

---

Malicious Call Trace (MCT) provides a way for terminal users to notify a pre-defined set of users that they may be party to a malicious call. This predefined set of users may then retrieve certain information related to the call. Based on this information, it is possible to identify the source of the malicious call or be capable of providing useful information to personnel at an adjacent switch to aid in tracking down the source of the malicious call.

This feature also provides a method by which an audio recording of the malicious call may be generated.

MCT collects three sets of information depending on whether the malicious call originated within the System or outside of it.

1. If the call originated within the System (the same node or within a DCS node), the calling number will be displayed on the controlling terminal
2. If an ISDN calling number identification is available on the incoming trunk, then the calling number will be displayed.
3. Otherwise, the incoming trunk equipment location will be displayed. In this case, the customer needs to call the appropriate connecting switch.

For all three types of calls, the controlling terminal displays other information including the called number, activating number, whether the call is active or not, and, if appropriate, identification of any additional parties that may be on the call.

The complete trace activity for MCT can be divided into three distinct phases: feature activation, feature control and feature deactivation.

### **Feature Activation**

MCT is activated by:

- Pushing an administered MCT-Activate feature button.
- Placing the call on hold, getting a second call appearance, dialing an MCT-Activate Feature Access Code (FAC), and then dialing their extension (or pressing #) after receiving a dial tone.
- Signaling a coworker to activate the feature.
- Inform the MCT Controller who can request tracing the call through tandemed PBXs by coordinating with its MCT Controller the trunk member port ID.

Once activated, the information associated with the call is stored and a group of previously administered terminals is alerted. If an MCT Voice Recorder is connected, it will begin recording the conversation.

**⇒ NOTE:**

Any Bridging, Conference, or Intrusion tone that may have been connected to any party(ies) on the connection will be temporarily removed while the voice recorder is connected.

Upon MCT activation for a Trunk Access Code (TAC), the terminal performing the activation will be checked for an MCT-Control button. If no button is administered on this set, the user will receive intercept. If a button is administered on the set, this terminal will receive a third dial tone to enter the trunk member number of interest for the trunk group identified by the TAC. An invalid trunk member number results in the user receiving intercept. A valid trunk member number results in this user immediately becoming the MCT Controller for a call involving the identified trunk member.

(This particular TAC operation is useful when a user has been asked to trace a call that has tandemed through their switch to terminate on another).

**⇒ NOTE:**

MCT does not generate a call within the system to accomplish the alerting of the controlling terminals. Since the alerting is not a call, it is not impacted by the length or existence of queues associated with the controlling terminals. There are, however, still interactions with real calls at the alerted terminals as described later.

If a trunk is involved in the MCT, this resource will be blocked from being dropped from the switch-side to facilitate the tracing activity. Any terminal involved in the call will not be blocked from dropping.

The Visually Impaired Attendant Service (VIAS) feature will voice-out display information for MCT activation, but not for MCT control.

### Feature Control

After being alerted of an MCT activation, the first controlling terminal to respond by pushing an administered MCT-Control button is considered the controlling party for the call. Alerting on the remaining members of the set of controlling terminals, if any, will stop.

The initial MCT-Control button push generates a display identifying the called party (both the called extension and the names display information). Subsequent button pushes will cycle through the MCT information. The complete set of MCT information may be displayed repeatedly by continued pushes of the button.

In the case of a malicious call involving a non-ISDN trunk, the controlling party would call personnel at the connecting switch to request a trace be performed. For this to be feasible, it is necessary that the controlling party have available the

telephone number for the connecting switch as well as a cross-reference of System trunk port numbers (including DS1 channel number, if appropriate) versus the trunk equipment locations at the connecting switch.

## Feature Deactivation

The controlling party may at any time (but presumably after completing the trace) complete the MCT feature activity by dialing the MCT-Deactivate FAC. This deactivation frees any resources involved in the current trace activity that were blocked by the MCT feature and, if appropriate, disconnects the MCT Voice Recorder from the call.

## Administration

---

To implement this feature, the following form(s) or sections of the form(s) must be completed.

| Form                              | Field                             | Form Instructions (Page) |
|-----------------------------------|-----------------------------------|--------------------------|
| Class of Restriction              | Access to MCT?                    | 5-88                     |
| Station                           | Feature Button Assignments        | 5-346                    |
|                                   | - mct-act                         |                          |
|                                   | - mct-contr                       |                          |
| Feature-Related System Parameters | Apply MCT Warning Tone?           | 5-178                    |
|                                   | MCT Voice Recorder Trunk Group    |                          |
| Feature Access Code               | Malicious Call Trace Activation   | 5-170                    |
|                                   | Malicious Call Trace Deactivation |                          |
| Attendant Console                 | Feature Button Assignments        | 5-34                     |
| Malicious Call Trace              | Extensions                        | 5-251                    |

- Class of Restriction Form — Permit this station assigned to this COR to access the MCT feature by assigning a "y" in the Access to MCT field.



### NOTE:

Assigning a "n" in this field still allows this station to make entries to the MCT History report.

- Station Form — Assign those stations to have MCT Control Buttons (mct-contr) and MCT-Active Buttons (mct-act) in the Feature Button Assignments fields.

- **Feature-Related System Parameters Form** — Provide an audible tone to the controlling station when an MCT recorder is actively recording a malicious call by assigning a "y" in the Apply MCT Warning Tone field.  
  
Assign the trunk group number of the MCT voice recorder in the MCT Voice Recorder Trunk Group field.  
  
Display those stations with MCT-Control Buttons on the Extensions Administered an MCT Control Button fields.
- **Feature Access Code Form** — Enter the feature access code that activates the MCT feature in the Malicious Call Trace Activation field.  
  
Enter the feature access code that deactivates the MCT feature in the Malicious Call Trace Deactivation field.
- **Attendant Console Form** — Assign those attendants to have MCT Control Buttons (mct-contr) and MCT-Active Buttons (mct-act) in the Feature Button Assignments fields.
- **Malicious Call Trace Form** — Enter the extensions that have an mct-contr button assigned to them. Users assigned to these extensions activate malicious call trace by depressing these buttons; they deactivate the feature by entering a feature access code. Users with a mct-act button can request a call trace with the the button, but the mct-contr button activates the feature.

### **Hardware Requirements**

---

The MCT Feature can use a voice recording device (such as a conventional audio cassette tape recorder) connected to the System via an Auxiliary Trunk circuit pack, TN763C.



**NOTE:**

The MCT Voice Recorder and associated Auxiliary Trunk port(s) cannot be shared by other System features.

## Manual Message Waiting

---

Enables multi-appearance voice terminal users, by pressing a designated button on their own terminals, to light the status lamp associated with the Manual Message Waiting button at another multi-appearance voice terminal. Activating the feature causes the lamp to light on both the originating and receiving voice terminals. Either terminal user can cause the lamp to go dark by pressing the button.

### Administration

---

To implement this feature, the following form(s) or sections of the form(s) must be completed.

| Form                       | Field                                            | Form Instructions (Page) |
|----------------------------|--------------------------------------------------|--------------------------|
| Station (multi-appearance) | Button/Feature Button Assignments<br>-man-msg-wt | 5-346                    |

- Station Form — Assign "man-msg-wt" to a voice terminal button.

### Hardware Requirements

---

None.



## **Manual Originating Line Service**

---

Connects users to the attendant automatically when the user lifts the handset.

### **Administration**

---

To implement this feature, the following form(s) or sections of the form(s) must be completed.

| <b>Form</b>           | <b>Field</b>                        | <b>Form<br/>Instructions<br/>(Page)</b> |
|-----------------------|-------------------------------------|-----------------------------------------|
| Abbreviated Dialing   | Dial Code (attendant)               |                                         |
| System List           |                                     | 5-11                                    |
| Group List            |                                     | 5-5                                     |
| Personal List         |                                     | 5-8                                     |
| Station (single-line) | Abbreviated Dialing-List 1, 2, or 3 | 5-346                                   |
|                       | Hot Line Destination-AD List        |                                         |

- Abbreviated Dialing List Forms — Verify or assign an attendant code to a list.
- Station Forms — Assign the Abbreviated Dialing List to designated single-line voice terminal. List can be List 1, 2, or 3. Complete Hot-Line Destination field to indicate the Abbreviated Dialing List entry containing the attendant code.

### **Hardware Requirements**

---

None.

## Manual Signaling

---

Allows a voice terminal user to signal another voice terminal user. The receiving voice terminal user hears a 2-second burst of tone.



**NOTE:**

A Manual Signaling button cannot point to a Vector Directory Number.

## Administration

---

To implement this feature, the following form(s) or sections of the form(s) must be completed.

| Form                       | Field                                                                  | Form Instructions (Page) |
|----------------------------|------------------------------------------------------------------------|--------------------------|
| Station (multi-appearance) | Button/Feature Button Assignments<br><br>-Signal (extension # or name) | 5-346                    |

- Station Forms — Assign Manual Signal buttons as required to the voice terminal.

## Hardware Requirements

---

None.

## Messaging Server Interface

The Messaging Server (MS) provides MS-based features to the System such as Directory Service, Message Center Service, and Unified Messaging Services such as Electronic Documentation Communications, UNIX. system mail, Office Telesystem, and DCS Centralized Messaging (principals switch is remote from MS host switch).

Figure 3-23 shows a Messaging Server Interface to the System. The SCI Link connectivity (Control Path) is provided via either a MPDM (distance between the System and Messaging Server less than 5,000 feet) or via LADs and an associated MTDM (for distances greater than 5,000 feet). The EIA connectivity (data path) can be implemented via one of the three options shown.

### Administration

To implement this feature, the following form(s) or sections of the form(s) must be completed.

**Table 3-26. Messaging Server Interface**

| Form                                     | Field                 | Form Instructions (Page) |
|------------------------------------------|-----------------------|--------------------------|
| <b>BX.25 Link Connection (R5r only):</b> |                       |                          |
| PGATE                                    | All                   | 4-115                    |
| Data Module (X.25)                       | All                   | 5-140                    |
| Interface Links                          | All (for one MS link) | 4-108                    |
| Processor Channel Assignment             | All                   | 4-117 or 4-121           |
| <b>SCI Link Connection</b>               |                       |                          |
| Data Module                              | All                   |                          |
| Processor Interface                      |                       | 5-135                    |
| MPDM/MTDM                                |                       | 5-126                    |
| Processor Channel Assignment             | All                   | 4-117 or 4-121           |
| Interface Links                          | All (for one MS link) | 4-108                    |

*Continued on next page*

**Table 3-26. Messaging Server Interface — Continued**

| Form                              | Field                                    | Form Instructions (Page) |
|-----------------------------------|------------------------------------------|--------------------------|
| Feature-Related System Parameters | Messaging Server Adjunct (MSA) Connected | 5-178                    |
| <b>EIA Connection</b>             |                                          |                          |
| Data Module (MPDM)                | All                                      | 5-110                    |
| <b>Other</b>                      |                                          |                          |
| Hunt Groups                       | All                                      | 5-207                    |
| Station                           | All                                      | 5-346                    |

**■ BX.25 Link Connection**

- PGATE Form — Enter the board location and "rs232" as the cable type.
- Data Module (X.25) Form — Assign DTE/DCE as "dte".
- Interface Links Form — Complete all fields on the form for one link as required. Assigns a link from the PGATE circuit pack for the MS.
- Processor Channel Assignment Form — Complete the required fields on the form for the MS interface. Enter the appropriate channel assignments and complete all associated field entries.

**■ SCI Link Connection**

- Processor Interface Data Module Form — Complete all sections as required. Assigns a link (interface channel) in the digital switch for an MS interface. There are eight links (01-08) available for assignment in multi-carrier cabinet Systems and four links available for single-carrier cabinet Systems.
- Processor Channel Assignment Form — Complete the required fields on the form for the MS interface. Processor channels 1, 2, 3, 4, and 8 as shown on the Processor Channel Assignments implementation instructions are reserved for Message Center Service. Enter the appropriate channel assignments and complete all associated field entries.
- Interface Links Form — Complete all fields on the form for one link as required. Assigns a link from the Processor Interface circuit pack for the MS.

- MPDM or MTDM Form — Complete all sections as required. Assigns a port on a TN754B Digital Line circuit pack to provide an interface between the MS, its associated Modular Processor Data Module, and the digital switch.
- Feature-Related System Parameters Form — Enter "y" in the Message Server Adjunct (MSA) Connected field.
- **EIA Connection**
  - MPDM Form — Complete all sections as required. Assign a port on a TN754B Digital line circuit pack to provide a port interface.
- **Other**
  - Hunt Group Form — Complete all fields as required to assign MS agents to the hunt group.
  - Station Form — Assign the PC/PBX Connection per implementation instructions, assign MS agent work stations as required. Complete System voice terminal, and data terminal forms as required for all users.

### **Hardware Requirements**

---

Release 5si requires a TN765 Processor Interface circuit pack. In addition, a port on a TN754B Digital Line circuit pack is required to provide the MS interface from its associated MPDM or MTDM to the digital switch. The EIA connection requires either an MPDM and a port on a TN754B Digital Line circuit pack, an ADU and a port on a TN726B Data Line circuit pack or a modem and a port on a TN742, TN746B, or TN769 Analog Line circuit pack. The BX.25 connection requires a TN577 PGATE circuit pack.

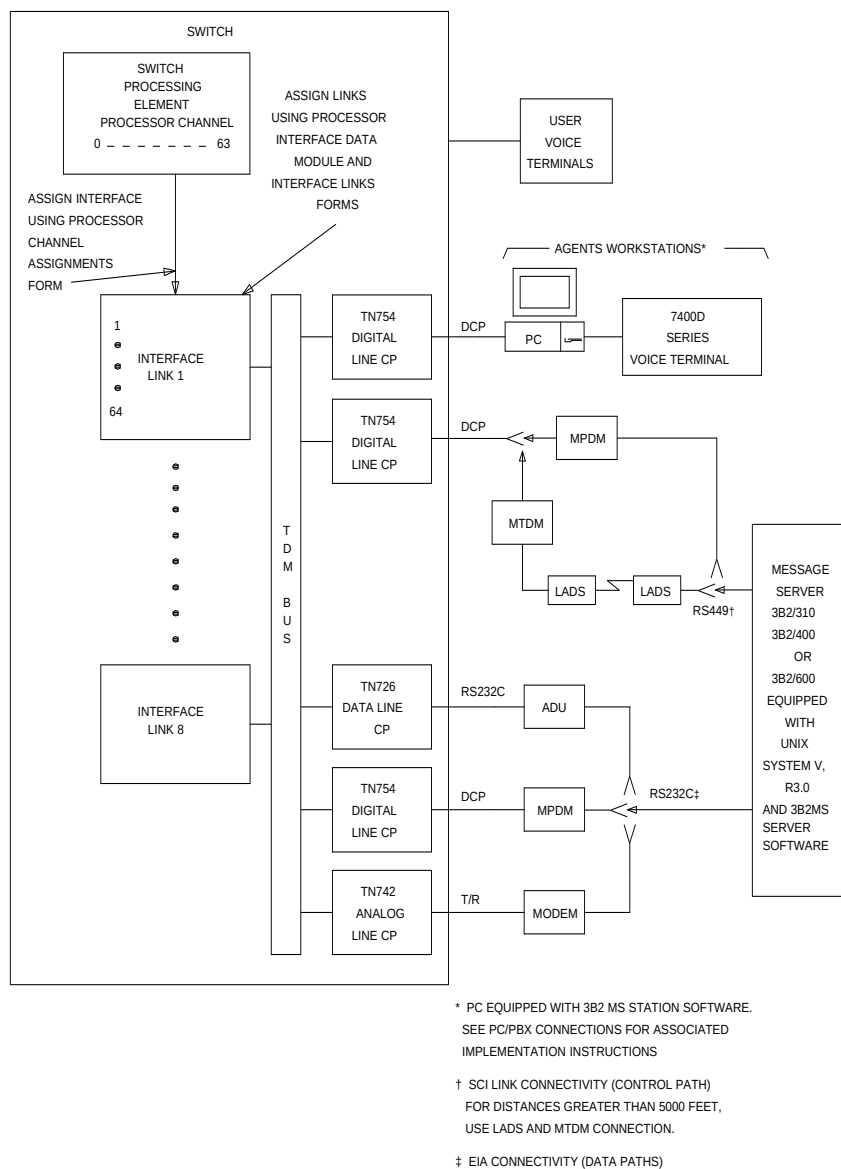


**Figure 3-23. Typical Messaging Server Interface Connections**

## Modem Pooling

---

Modem Pooling allows switched connections between digital data endpoints (data modules) and analog data endpoints, and acoustic coupled modems. The analog data endpoint can be either a trunk or line circuit.

Additional information on Modem Pooling is available in *DEFINITY Enterprise Communications Server Release 5 Feature Description*.

### Administration

---

To implement this feature, the following form(s) or sections of the form(s) must be completed.

#### Integrated Modem Pooling

| Form                     | Field                        | Form Instructions (Page) |
|--------------------------|------------------------------|--------------------------|
| Modem Pool Group         | All                          | 5-252                    |
| Feature Access Codes     | Data Origination Access Code | 5-170                    |
| Data Module<br>MPDM/MTDM | All                          | 5-126                    |

- Modem Pool Group Form — Complete all fields.
- Feature Access Codes Form — Complete the Data Origination access code entry (default is 134) if required. This code is used to indicate a need for a modem pooling conversion resource on an analog data call origination.
- MPDM/MTDM Form — Complete all fields as required when supporting a combined modem pool arrangement. Enter "tdm" in the form's "Type" field. A MTDM or 7400A Data Module may be used in support of the combined pool.

#### Combined Modem Pooling

| Form                 | Field                        | Form Instructions (Page) |
|----------------------|------------------------------|--------------------------|
| Modem Pool Group     | All                          | 5-252                    |
| Feature Access Codes | Data Origination Access Code | 5-170                    |

- Modem Pool Group Form — Complete all fields.
- Feature Access Codes Form — Complete the Data Origination access code entry (default is 134) if required. This code is used to indicate a need for a modem pooling conversion resource on an analog data call origination.

### **Hardware Requirements**

---

A port on a TN758 Pooled Modem circuit pack is required for each integrated conversion resource to be supported. Up to 16 TN758s can be used for integrated conversion resources, each providing two ports. Combined conversion requires a port on a TN754B Digital Line circuit pack and a port on a TN742, TN746B, or TN769 Analog circuit pack for each combined resource to be supported.



## **Multi-Appearance Preselection and Preference**

---

Provides multi-appearance voice terminal users with options for placing or answering calls on selected appearances.

### **Administration**

---

To implement this feature, the following form(s) or sections of the form(s) must be completed.

| <b>Form</b>                | <b>Field</b>               | <b>Form Instructions (Page)</b> |
|----------------------------|----------------------------|---------------------------------|
| Station (multi-appearance) | Idle Appearance Preference | 5-346                           |

- Station Forms — Complete Idle Appearance Preference field.

### **Hardware Requirements**

---

None.

## **Multiple Listed Directory Numbers**

---

Allows a publicly published number for each incoming only and two-way Foreign Exchange (FX) and local Central Office (CO) trunk group assigned in the System. Also allows up to eight Direct Inward Dialing (DID) numbers to be treated as Listed Directory Numbers (LDNs).

### **Administration**

---

To implement this feature, the following form(s) or sections of the form(s) must be completed.

| <b>Form</b>              | <b>Field</b>         | <b>Form<br/>Instructions<br/>(Page)</b> |
|--------------------------|----------------------|-----------------------------------------|
| Trunk Group              | Incoming Destination |                                         |
| CO                       |                      | 4-182                                   |
| FX                       |                      | 4-206                                   |
| Listed Directory Numbers | All                  | 5-245                                   |

- Trunk Group Forms — Assign Incoming Destination field for a Central Office or Foreign Exchange Office Trunk Group. The Incoming Destination field entry may be a Vector Directory Number (VDN).
- Listed Directory Numbers Form — Assign up to eight listed directory numbers and an associated night service destination (may be a VDN) if required.

### **Hardware Requirements**

---

None.

## **Multi-User System Management Access**

---

Allows multiple users to concurrently access System Management. This includes endpoints such as G3-MA, INADS, CMS, and so on.

Refer to Table C-1 in Appendix C, "System Capacity Limits" for the maximum number of simultaneous System Management sessions, as well as the maximum number of administration and maintenance commands that may be invoked simultaneously, for each system configuration.

Refer to the *DEFINITY Enterprise Communications Server Release 5 Implementation* manual for more information about this feature.

## Multiple Call Handling

---

Multiple Call Handling allows an agent to receive an Automatic Call Distribution call (ACD) while other types of calls are alerting, active, or held at the station.

### Administration

---

Multiple Call Handling must be enabled on the System-Parameters Customer-Options form by an authorized Lucent Technologies representative. The feature is administered on the Hunt Group form.

The List Hunt Group form provides a column labeled MCH; it will contain the value that you enter in the Multiple Call Handling field of the Hunt Group form.

To administer Multiple Call Handling, you must provide the following information on the Hunt Group form.

| Form       | Field                         | Form Instructions (Page) |
|------------|-------------------------------|--------------------------|
| Hunt Group | ACD<br>Multiple Call Handling | 5-207                    |

- Set the ACD field on Page 1 of the form to yes. This will cause the Multiple Call Handling field to appear on Page 1 of the form.
- Enter one of the following options:
  - none — Agents who are members of the split/skill can only receive an ACD call when their voice terminals are idle.
  - on-request — Agents who are members of the split/skill can place an ACD or non-ACD call on hold and select an available work mode. The agent is then available for an ACD split/skill or Direct Agent call.
  - many-forced — Agents who are members of the split/skill will automatically receive an ACD call if they are in Auto-In or Manual-In work mode and have an unrestricted line appearance available on their voice terminals.

- one-forced — Agents who are members of the split/skill will automatically receive an ACD call if they do not have an ACD call at their station, are in Auto-In or Manual-In work mode, and have an unrestricted line appearance available on their voice terminal.
- one-per-skill — Agents who are members of the split/skill will automatically receive an ACD call if they do not have an ACD call at their station for this skill, are in Auto-In or Manual-In work mode, and have an unrestricted line appearance on their terminal.

**NOTE:**

The one-per-skill options is available only in an EAS environment and only when the “skills” field on the Hunt Group form is set to yes.

### **Hardware Requirements**

---

Multiple Call Handling does not require modification to the hardware environment.

## Music-on-Hold Access

---

Provides music, tone or silence to a party whose call is on hold, waiting in queue, parked, being processed by a vector, or on a trunk call that is being transferred. The music lets the waiting party know that the connection is still in effect.

### **NOTE:**

If you use equipment that rebroadcasts music or other copyrighted materials, you may be required to obtain a copyright license from, or pay fees to, a third party such as the American Society of Composers, Artists, and Producers (ASCAP) or Broadcast Music Incorporated (BMI). You can purchase a Magic Hold® system, which does not require such a license, from AT&T.

## Administration

---

The Music Sources screen is available only when the Tenant Services field on the System Parameters Customer-Options form is enabled.

The Call Vectoring option must be enabled on the System Parameters Customer-Options form before the Call Vector forms may be administered.

Complete the following form(s) or sections of the form(s) to implement this feature.

| Form                              | Field                                                                             | Form Instructions (Page) |
|-----------------------------------|-----------------------------------------------------------------------------------|--------------------------|
| Feature-Related System Parameters | Music/Tone On Hold<br>Music Port<br>Music (or Silence) on Transferred Trunk Calls | 5-178                    |
| Music Sources                     | All                                                                               | 5-270                    |
| Trunk Group (CPE)                 | All                                                                               | 4-188                    |
| Call Vector                       | (vector commands)                                                                 | 5-77                     |
| COR                               | Hear System Music on Hold                                                         | 5-88                     |

- Feature-Related System-Parameters Form — Complete Music on Hold Port and the Music (or Silence) on Transferred Trunk Calls fields.
- Music Sources — Enter multiple music source information.
- Trunk Group (CPE) Form — Complete all fields as required to assign auxiliary trunk ports to interface with a customer provided music source.

- Call Vector Form — Enter up to 32 vector commands as required to provide music and recorded announcements while the call remains unanswered.
- COR — Enter yes or no in the Hear System Music on Hold field to control music on hold for a terminal.

### **Hardware Requirements**

---

Refer to the *DEFINITY Enterprise Communications Server Release 5 Installation and Test for Multicarrier Cabinets* for installation instructions.

In France, the 122A Music-on-Hold interface is required to provide a backup tone if the customer provided music source is silenced.

The music source may also be provided by a PagePac paging system (see "Loudspeaker Paging Access — Deluxe" feature) when used.

## Names Registration

---

Automatically sends a guest's name and room extension from the Property Management System (PMS) to the System's digital switch at Check-In and automatically removes the information at Check-Out. In addition, the guest's preferred call coverage arrangement (for example, voice mail or hotel operator) will be sent from the PMS to the switch at Check-In and set to the default coverage path for client rooms at checkout.

The name of the calling party or called party can be displayed on display-equipped voice terminals. (Do not administer this type of voice terminals to guest rooms. The guest could dial other guest rooms and obtain the registered names.)

For suite rooms, prearranged call coverage paths can be administered in the switch and the numbers stored within the PMS that would allow one room in the suite to be the coverage point for the other.

## Administration

---

Refer to the "Property Management System Interface" coverage in this chapter for information on the PMS interface and for associated administration guidelines.

To implement this feature, the following form(s) or sections of the form(s) must be completed.

| Form                                  | Field                                                                                                              | Form Instructions (Page) |
|---------------------------------------|--------------------------------------------------------------------------------------------------------------------|--------------------------|
| Hospitality-Related System Parameters | PMS Protocol Mode Default<br>Coverage Path For Client Rooms<br>Milliseconds Before PMS Link Acknowledgment Timeout | 5-199                    |

- Hospitality-Related System Parameters Form — In the PMS Protocol field, assign "normal" (supports 4-digit room numbers) or "transparent" (supports 5-digit room numbers).

In the Default Coverage Path For Client Rooms field, assign a valid call coverage path, or leave blank for no coverage.

In the Milliseconds Before PMS Link Acknowledgment Timeout field, enter the maximum time the System will wait for an acknowledgment from the PMS that a transmitted message was received (100 to 1,000 milliseconds).



## **Hardware Requirements**

---

See "Property Management System Interface" coverage in this chapter.

## Network Access — Private

---

Allows calls to be connected to the following types of networks:

- Common Control Switching Arrangement (CCSA)
- Electronic Tandem Network (ETN)
- Main/Satellite/Tributary Network (M/S/T)
- Enhanced Private Switched Communications Service (EPSCS)
- Tandem Tie Trunk Network (TTTN)

## Administration

---

The Private Networking option must be enabled on the System-Parameters Customer-Options form before associated forms and fields on forms can be administered.

To implement this feature, the following form(s) or sections of the form(s) must be completed.

| Form                       | Field                                   | Form Instructions (Page) |
|----------------------------|-----------------------------------------|--------------------------|
| Trunk Groups:              | All                                     |                          |
| Access                     |                                         | 4-172                    |
| APLT                       |                                         | 4-177                    |
| ISDN-PRI                   |                                         | 4-211                    |
| Tandem                     |                                         | 4-240                    |
| Tie                        |                                         | 4-246                    |
| Class of Restriction       | Advanced Private Line Termination       | 5-88                     |
| Feature Access Codes       | Automatic Alternate Routing Access Code | 5-170                    |
| AAR Digit Analysis Table   | All                                     | 4-8                      |
| AAR Digit Conversion Table | All                                     | 4-12                     |
| Node Number Routing        | All                                     | 4-26                     |
| Station                    | COR                                     | 5-346                    |

- Trunk Group Forms — Specify group type as access, aplt, tandem, tie, or ISDN-PRI with Service Type as "access", "tie", or "tandem". Complete COR digit treatment and common type fields on the Tie Trunk Groups associated with a private network. Unless prohibited by the COR, all incoming private network trunks (except CCSA) can access outgoing trunks without attendant or terminal user assistance. All incoming CCSA calls must route to the attendant or a terminal user.
- Class of Restriction Form — Complete the Advanced Private Line Termination field.
- Feature Access Codes Form — Assign an AAR access code consistent with user's ability to access these tie trunks.
- AAR Digit Analysis Form — Complete each table (Partitioned Group Number) as required. Complete the Dialed String, Minimum, Maximum, Route Pat (Routing Pattern), Call Type, and Node Num fields for each dialed string to be given specific routing considerations.
- AAR Digit Conversion Form — Complete the Matching Pattern and associated Replacement String fields for each dialed string (matching pattern) to be modified in part or in whole. These dialed strings will be routed based on the assigned replacement strings.
- Node Number Routing Form — Associate a routing pattern with each node in the Extension Number Portability (ENP) subnetwork.
- Station Forms — Assign a COR.

### **Hardware Requirements**

---

Requires a port on a TN760C Tie Trunk circuit pack or TN722B, TN767, or TN464C DS1 Tie Trunk circuit pack for each trunk assigned.

## **Network Access — Public**

---

Provides voice terminal users and attendants with access to and from the public network.

### **Administration**

---

To implement this feature, the following form(s) or sections of the form(s) must be completed.

| <b>Form</b> | <b>Field</b> | <b>Form<br/>Instructions<br/>(Page)</b> |
|-------------|--------------|-----------------------------------------|
| Trunk Group | All          |                                         |
| CO          |              | 4-182                                   |
| DID         |              | 4-197                                   |
| FX          |              | 4-206                                   |
| ISDN-PRI    |              | 4-211                                   |
| WATS        |              | 4-253                                   |

- Trunk Group Forms — Verify or complete all fields.

### **Hardware Requirements**

---

Requires a port on a TN747B CO Trunk circuit pack or TN767, or TN464C DS1 circuit pack for each trunk assigned.

## Night Service — Hunt Group

---

Night Service — Hunt Group allows an attendant or a split supervisor to individually place a hunt group in the night service mode. A "hunt-ns" button when pressed, places an associated hunt group in the Night Service mode. All calls terminating on the hunt group or split in the night service mode will redirect to the designated night service extension.

### Administration

---

To implement this feature, the following form(s) or sections of the form(s) must be completed.

| Form                       | Field                                      | Form Instructions (Page) |
|----------------------------|--------------------------------------------|--------------------------|
| Station (multi-appearance) | Button/Feature Button Assignments -hunt-ns | 5-346                    |
| Attendant Console          | Feature Button Assignments -hunt-ns        | 5-34                     |
| Hunt Group                 | Night Service Destination                  | 5-207                    |

- Station Forms — Assign "hunt-ns" buttons to designated voice terminals. Up to three hunt group buttons can be assigned to a combination of voice terminals and attendant consoles in each hunt group. The hunt group 2-digit number must be assigned to each button. These buttons should be assigned to feature buttons that have an associated status lamp. The lamp lights when hunt group night service is activated. If the assigned button does not have a status lamp, no visual indications of the hunt group night service status is given.
- Attendant Console Form — Assign "hunt-ns" feature button. Up to three buttons can be assigned to a combination of attendant consoles and voice terminals assigned to each hunt group. The hunt group two-digit number must be assigned to each button.
- Hunt Group Form — Assign the extension used for night service in the Night Service Destination field.

### Hardware Requirements

---

None.

## **Night Service — Night Console Service**

---

Directs all calls for the primary and daytime attendant consoles to a night console.

### **Administration**

---

To implement this feature, the following form(s) or sections of the form(s) must be completed.

| <b>Form</b>       | <b>Field</b> | <b>Form<br/>Instructions<br/>(Page)</b> |
|-------------------|--------------|-----------------------------------------|
| Attendant Console | Console Type | 5-34                                    |

- Attendant Console Form — The night console must be administered identical to the Primary Attendant Console. Specify the console as a "night console" in the Console Type field. Enter "night-only" if the console is dedicated to night service. Enter "day/night" if a day console is also used as the night console.

### **Hardware Requirements**

---

None.

## **Night Service — Night Station Service**

---

Redirects incoming attendant-seeking trunk calls to designated extension numbers whenever the system is placed in Night Service.

If the Night Station is busy, a redirected incoming attendant call (including an emergency attendant call) to the station will get a busy tone rather than queueing for the attendant.

### **Administration**

---

Do not provide Night Console Service with this feature assigned.

To implement this feature, the following form(s) or sections of the form(s) must be completed.

| <b>Form</b>                | <b>Field</b>                                                                | <b>Form<br/>Instructions<br/>(Page)</b> |
|----------------------------|-----------------------------------------------------------------------------|-----------------------------------------|
| Listed Directory Numbers   | Night Destination                                                           | 5-245                                   |
| Trunk Groups (All)         | Night Service                                                               | 4-139                                   |
| Hunt Groups                | Night Service Destination                                                   | 5-207                                   |
| Attendant Console          | Feature Button Assignments<br>-hunt-ns<br>-night-ser<br>-trunk-ns           | 5-34                                    |
| Station (multi-appearance) | Button/Feature Button<br>Assignments<br>-night-ser<br>-hunt-ns<br>-trunk-ns | 5-346                                   |

- Listed Directory Numbers (LDN) Form — Enter Night Destination extension that will receive LDN DID calls, and all internal calls, when the System is in the night service mode.
- Trunk Group Forms — Verify that the Night Service extension number of the answering voice terminal or group is specified for each desired trunk group, and where required, for specific trunk members.

- Hunt Group Form — Enter the Night Service Destination extension (or 0 for the attendant) where calls will direct when in the night service mode.
- Attendant Console/Station Forms — Assign feature buttons as required.

### **Hardware Requirements**

---

None.



## Night Service — Trunk Answer from Any Station

---

Allows voice terminal users to answer all incoming attendant-seeking calls when the attendant has activated the Night button on the primary console and when other voice terminals have not been designated to answer the calls and when a night console is not assigned or operational.

### Administration

---

Do not provide a Night Console Position with this feature assigned.

To implement this feature, the following form(s) or sections of the form(s) must be completed.

| Form                 | Field                                | Form Instructions (Page) |
|----------------------|--------------------------------------|--------------------------|
| Trunk Groups (All)   | Night Service (blank)                | 4-139                    |
| Feature Access Codes | Trunk Answer Any Station Access Code | 5-170                    |
| Console Parameters   | Ext Alert Port (TAAS)                | 5-99                     |

- Trunk Group Forms — Verify Night Service field is blank for the associated trunk group.
- Feature Access Codes Form — Verify feature access code is assigned for Trunk Answer Any Station Access Code field.
- Console Parameters Form — Assign a port on a TN742, TN746B, or TN769 Analog Line circuit pack to provide connection with an alerting device in the External Alerting Number (TAAS) field.

### Hardware Requirements

---

Requires a port on a TN742, TN746B, or TN769 Analog Line circuit pack. A maximum of five alerting devices can be connected to one port. Also requires an external ringing device(s) positioned so that users can hear them.

## Night Service — Trunk Group

---

Allows an attendant or a designated voice terminal user to individually assign a trunk group or all trunk groups to the night service mode.

### Administration

---

To implement this feature, the following form(s) or sections of the form(s) must be completed.

| Form                       | Field                                          | Form Instructions (Page) |
|----------------------------|------------------------------------------------|--------------------------|
| Station (multi-appearance) | Button/Feature Button Assignments<br>-trunk-ns | 5-346                    |
| Attendant Console          | Feature Button Assignments<br>-trunk-ns        | 5-34                     |
| Listed Directory Numbers   | Night Destination                              | 5-245                    |

- Station Forms — Assign "trunk-ns" to a voice terminal button. Up to three buttons can be assigned to voice terminals in each trunk group. The trunk group number must be assigned to each button.
- Attendant Console Form — Assign "trunk-ns" feature button. Up to three buttons can be assigned per console. The trunk group number must be assigned to each button.
- Listed Directory Numbers Form — Complete Night Destination field if incoming LDN DID calls are to be redirected to an extension or an attendant when the System is in the night service mode.

### Hardware Requirements

---

None.

## Node Number Routing

---

Node Number Routing (NNR) specifies the routing pattern associated with each node in a private network. NNR is a required capability for Extension Number Portability (ENP) and is associated with the Uniform Dial Plan (UDP). UDP extensions can be routed to a specified node using its associated pattern and allows a UDP routing choice based on node numbers or on location codes. AAR and ARS routing forms may also use node number routing in lieu of direct specification of routing patterns.

### Administration

---

 **NOTE:**

The type of routing is administered by enabling either Private Networking, Uniform Dial Plan, or ARS and AAR/ARS Partitioning features on the System-Parameters Customer-Options form.

To implement this feature, the following form(s) or sections of form(s) must be completed.

| Form                | Field | Form<br>Instructions<br>(Page) |
|---------------------|-------|--------------------------------|
| Node Number Routing | All   | 4-26                           |

- Node Number Routing Form — For each Partition Group Number, associate a routing pattern with each node in the ENP subnetwork.

### Hardware Requirements

---

None.

## Off-Premises Station

---

Allows a voice terminal located outside the building where the switch is located to be connected to the system. If central office trunk circuits, the voice terminal must be analog and must be FCC-registered. Refer to *DEFINITY Enterprise Communications Server Release 5 System Description* for cabling distance information for the various voice terminal types.

DPC sets can be used as off-premises terminals with the addition of the DEFINITY Extender.

### Administration

---

To implement this feature, the following form(s) or sections of form(s) must be completed.

| Form             | Field               | Form Instructions (Page) |
|------------------|---------------------|--------------------------|
| Station (Analog) | Off Premise Station | 5-391                    |
|                  | R Balance Network   |                          |

- Station Forms — Enter "y" in the Off-Premise Station field and administer the R Balance Network field for each 500, 2500, 7101, 7102A, 7103A, and/or 7104A station as required.

### Hardware Requirements

---

Requires cross-connecting capabilities and one port on a TN742, TN746B, or TN769 Analog Line or TN767 or TN464 DS1 Tie Trunk circuit pack for each interface to be provided. The TN746B, which is a 16-port 48 volt circuit pack can support an Off-premises Station. The TN746, which is a 16-port 24 volt circuit pack cannot support an Off-premises Station.

 **NOTE:**

The use of a Message Waiting Indicator lamp on an Off-Premises Station is not supported.

## Outgoing-Trunk to Outgoing-Trunk Transfer

---



### CAUTION:

*Abuse of this feature can lead to toll fraud.*

Outgoing-Trunk to Outgoing-Trunk Transfer is a trunk-to-trunk transfer enhancement that allows calls in which outgoing trunks are the only parties involved in the call.

Using Outgoing-Trunk to Outgoing-Trunk Transfer, a controlling party, such as a station user or attendant, can initiate two or more outgoing trunk calls and then transfer the trunks together. The transfer operation removes the controlling party from the connection and conferences the outgoing trunks. Alternatively, the controlling party can establish a conference call with the outgoing trunks and then drop out of the conference, leaving the outgoing trunks on the conference connection. At least one outgoing trunk must be administered to support this type of transfer, and provide network answer supervision.



### NOTE:

The answer supervision test increases the probability, but does not guarantee, that a disconnect signal will be received from the remote end of the trunk. Outgoing-Trunk to Outgoing-Trunk Transfer calls can result in *locked-up* trunks (trunks which cannot be disconnected except by busying out and releasing the affected trunk circuit, or by removing and releasing the affected trunk board).

To mitigate problems associated with its accidental use, this feature is only administrable on trunk groups and is not a system option.

## Administration

---

To implement this feature, the following form(s) or sections of form(s) must be completed.

| Form        | Field                        | Form Instructions (Page) |
|-------------|------------------------------|--------------------------|
| Trunk Group | Disconnect Supervision - Out | 4-139                    |

- Trunk Group Form — Allow Outgoing-Trunk to Outgoing-Trunk Transfer to this trunk group by assigning a "y" to the Disconnect Supervision - Out field. Refer to the individual trunk group forms.

## **Hardware Requirements**

---

Outgoing-Trunk to Outgoing-Trunk Transfer can be activated for trunk groups with trunks assigned to the following trunk boards:

- Central Office Trunk board (TN747B)
- Analog Tie trunk board (TN760C)
- DS1 board (TN722B & TN767 & TN464D)

## Personal Central Office Line

---

The Personal Central Office Line (PCOL) provides a dedicated trunk for direct access to or from the public network for multi-appearance voice terminal users.

### Administration

---

To implement this feature, the following form(s) or sections of the form(s) must be completed.

| Form                               | Field                                                                               | Form Instructions (Page) |
|------------------------------------|-------------------------------------------------------------------------------------|--------------------------|
| Personal Central Office Line Group | All                                                                                 | 4-230                    |
| Station (multi-appearance)         | Button/Feature Button Assignments<br>-per-COLine (Grp:___)<br>-aut-msg-wt (Ext:___) | 5-346                    |

- Personal Central Office Line Group (PCOLGs) Forms — Verify or complete all fields.
- Station Forms — Assign (per CO line) buttons to voice terminals in group. If Leave Word Calling (LWC) messages are to be stored for the PCOLG, assign a LWC Remote Message Waiting (aut-msg-wt) feature button with status lamp to one of the voice terminals in the group.

### Hardware Requirements

---

Requires a port on a TN747B Central Office Trunk circuit pack for each CO, FX, or WATS trunk assigned as a PCOL.

## **Personal Computer — 6300 PC/PBX Connection**

---

This feature provides an integrated voice and data workstation interface from DEFINITY ECS to a personal computer (PC) 6300 or other compatible computer. The connection provides access to a variety of host computers, allowing the PC to act as a terminal for the host.

Figure 3-24 shows a typical 7400D series voice terminal PC/PBX workstation connection, and Figure 3-25 shows a typical 7404D voice terminal (equipped with Message Cartridge) PC/PBX workstation connection.

### **Administration**

---

To administer a PC/PBX connection

### **Hardware Requirements**

---

A port is required on a TN754 Digital Line circuit pack for each PC/PBX connection to be installed. A TN754 provides eight ports.

### **Software Requirements**

---

One of the following PC/PBX software packages must be installed on the PC, as appropriate:

- **PC/PBX Connection Package 1**

Provides features such as keyboard dialing, personal phone directory, directory dialing, and message retrieval. Hardware requirements include PC, 7404D voice terminal equipped with a Message Cartridge.

- **PC/PBX Connection Package 3**

Provides Package 1 services plus additional features (such as call log, higher file transfer rates, and the ability to take notes on a call). Hardware requirements include PC equipped with a DCP card and a 7400D series voice terminal. Package 3 provides an integrated voice and data workstation that supports:

- Dialing calls from the PC
- Use of customized phone features from the PC keyboard
- Creating a personal phone directory in the PC, searching the directory, and dialing voice and data calls from the directory
- Reading phone messages on the PC screen and having the PC automatically dial calls to users that have left messages
- Logging all incoming and outgoing calls (voice and data) and the ability to automatically recall them



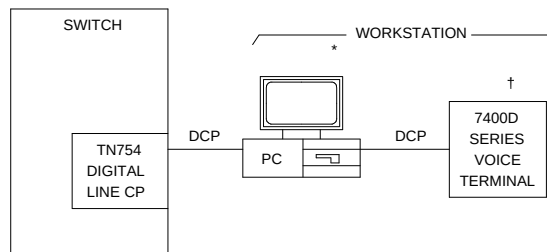
- Using an associated speakerphone to make "hands-free" calls
- Use of a security feature so as to keep directory and message information private
- Use of the PC as a terminal connected to a variety of host computers
- Transferring files between the PC and another PC or host computer
- Setting up "script programs" to have the System perform selected data functions automatically
- Using voice and data functions simultaneously. Lets you perform PC application while running the PC/PBX Connection software application in the background

■ **PC/PBX Connection Package 5**

Package 5 is a terminal emulation package that allows the PC to emulate a 3278/3279 terminal. This is a software enhancement to Package 3 and works with Package 3 hardware and software.

For additional PC/PBX user information, refer to *AT&T PC/PBX Connection Package 3 User's Guide*, 555-016-703. A complete set of documents is available as *AT&T PC/PBX Connection Release 3 Documentation Set*, 555-016-715.

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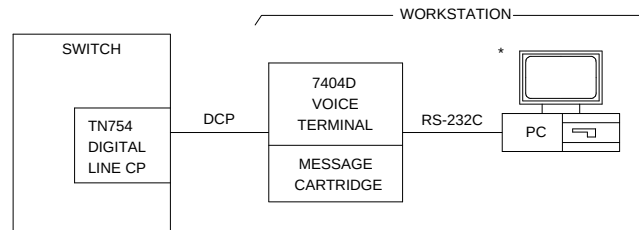


\* PC MUST BE EQUIPPED WITH DCP CARD AND APPROPRIATE PC/PBX SOFTWARE.

† 7401D, 7403D, 7404D (WITHOUT MESSAGE CARTRIDGE), 7405D, 7406D, OR 7407D VOICE TERMINAL.

---

**Figure 3-24. Typical 7400D Series Voice Terminal PC/PBX Connections**



\* PC MUST BE EQUIPPED WITH APPROPRIATE  
PC/PBX SOFTWARE.

---

**Figure 3-25. Typical 7404D PC/PBX Connection**

## Personal Station Access

---

The Personal Station Access (PSA) feature allows a user whose station is translated to his or her own preferences and permissions to associate those preferences and permissions with any compatible terminal. These include the definitions of terminal buttons, abbreviated dial lists, and COS and COR permissions assigned to the user's station. PSA can be used on- or off-site.

### Administration

---

To implement this feature, complete the following form(s) or sections of the form(s).

| Form                              | Field                                                                        | Form Instructions (Page) |
|-----------------------------------|------------------------------------------------------------------------------|--------------------------|
| Feature-Related System Parameters | TTI State                                                                    | 5-178                    |
|                                   | Record PSA/TTI Transactions in History Log                                   |                          |
| COS                               | Allow PSA                                                                    | 5-96                     |
| FAC                               | PSA Associate and PSA Dissociate<br>Station Security Code Change Access Code | 5-170                    |
| Station                           | Station Security Code                                                        | 5-346                    |

Before the System Administrator can administer PSA, both TTI and PSA must be enabled on the System Parameters Customer-Options form. Only an authorized Lucent Technologies representative can change this form. However, you can display the form via the Display System Parameters Customer-Options command.

- Feature-Related System Parameters
  - The TTI State field must be set to voice.
  - The Record PSA/TTI Transactions in History Log field should be set to yes if you want these transactions recorded.
- COS
  - Allow PSA.
  - Provide a Station Security Code Change Access Code if a system user assigned this FAC is to be able to change his or her Station Security Code.

- Feature Access Code  
Enter the associate and dissociate feature access codes.
- Station  
Enter the three to eight digit security code.

If you want to track security violations, refer to the "Security Violation Notification" feature description for administration information.

### **Hardware Requirements**

---

In order to use the PSA feature from a remote location, DEFINITY Extender hardware must exist at both the remote location and on-site with the DEFINITY ECS.

## Personalized Ringing

---

Allows users of certain voice terminals to uniquely identify their own calls. Each user can choose one of a number of possible ringing patterns.

### Administration

---

To implement this feature, the following form(s) or sections of the form(s) must be completed.

| Form                              | Field                        | Form Instructions (Page) |
|-----------------------------------|------------------------------|--------------------------|
| Station                           | Personalized Ringing Pattern |                          |
| 7303S, 7305S                      |                              | 5-411                    |
| 7404D                             |                              | 5-430                    |
| 7406D, 7406D+, 7407D, 7407D+      |                              | 5-456                    |
| 7434D                             |                              | 5-466                    |
| 8403B, 8405B, 8405B+, 8410B       |                              | 5-529                    |
| 8405D, 8405D+, 8410D, 8434        |                              | 5-538                    |
| 8411B, 8411D                      |                              | 5-549                    |
| CALLMASTER Digital Voice Terminal |                              | 5-495                    |

- Station Forms — Complete Personalized Ringing Pattern field for each 7303S, 7305S, 7404D, 7406D, 7406+, 7407D, 7407+, 7434D, and CALLMASTER digital voice terminal.

**NOTE:**

The 7103A, 7404D, 7406D, 7406+, 7407D, 7407+, 7410D, 7434D, 7505D, 7506D, 7507D, 8503D, 8510D, 8520D, and CALLMASTER digital voice terminal users have the capability of setting their own ringing pattern. In the event of a power failure, the user-specified ringing pattern for a 7404D, 7406D, 7407D, 7410, or CALLMASTER Digital voice terminal is lost. In the case of ISDN-BRI voice terminals, the user-specified ringing pattern is retained even in the event of a power failure.

### Hardware Requirements

---

None.

## Port Sensitive Pricing

---

Provides the ability to purchase fewer administrable ports than the maximum number available for a R5si or R5r configuration. This reduces the overall cost of the System while still providing all other features available for that configuration.

Refer to Appendix C, "System Capacity Limits" for the maximum number of ports available for each configuration

The list below illustrates the features that are considered "ports":

- All stations with ports
- All stations without ports (Administered Without Hardware)
- External alert
- Analog announcements (non-integrated)
- Combined Modem Pools
- Each BRI station (including passive bus)
- All trunk types including Aux trunks used for music-on-hold and loudspeaker paging (trunk ports do not include D-channel ports, data modules, or access endpoints)
- LAN Gateway

The Port Sensitive Pricing feature is administered by entering the number of ports purchased in the Maximum Ports field on the System-Parameters Customer-Options form.

### **NOTE:**

Only the "init" login has the ability to administer the System-Parameters Customer-Options form.

The value entered in the Maximum Ports field is saved when the *save translation* command is executed.

## Priority Calling

---

Provides a special form of call alerting between internal voice terminal users. The called voice terminal user receives a distinctive alerting signal.

### Administration

---

To implement this feature, the following form(s) or sections of the form(s) must be completed.

| Form                              | Field                                                     | Form Instructions (Page) |
|-----------------------------------|-----------------------------------------------------------|--------------------------|
| Feature Access Codes              | Priority Calling Access Code                              | 5-170                    |
| Class of Service                  | Priority Calling                                          | 5-96                     |
| Attendant Console                 | Feature Button Assignments<br>-priority                   | 5-34                     |
| Station (multi-appearance)        | Button/Feature Button Assignments<br>-priority            | 5-346                    |
| Feature-Related System Parameters | Internal/External/Priority Call<br><br>(ringing patterns) | 5-178                    |

- Feature Access Codes Form — Verify or assign Priority Calling Access Code field.
- Class of Service Form — Verify Priority Calling field has correct permission.
- Attendant Console/Station Forms — Assign priority feature buttons as required.
- Feature-Related System Parameters Form — Assign a ringing pattern (one-, two-, or three-burst) for the Priority call type.

### Hardware Requirements

---

None.

## Privacy — Attendant Lockout

---

Prevents an attendant from reentering a multiple-party connection held on the console unless recalled by a voice terminal user.

### Administration

---

To implement this feature, the following form(s) or sections of the form(s) must be completed.

| Form               | Field             | Form Instructions (Page) |
|--------------------|-------------------|--------------------------|
| Console Parameters | Attendant Lockout | 5-99                     |

- Console Parameters Form — Enter 'y' in Attendant Lockout field.

### Hardware Requirements

---

None.



## **Privacy — Manual Exclusion**

---

Allows multi-appearance voice terminal users to keep other users with appearances of the same extension number from bridging onto an existing call.

### **Administration**

---

To implement this feature, the following form(s) or sections of the form(s) must be completed.

| <b>Form</b>                | <b>Field</b>                                       | <b>Form<br/>Instructions<br/>(Page)</b> |
|----------------------------|----------------------------------------------------|-----------------------------------------|
| Station (multi-appearance) | Button/Feature Button<br>Assignments<br>-exclusion | 5-346                                   |

- Station Form — Assign Manual Exclusion button to voice terminals of members of a Terminating Extension Group and/or Personal Central Office Line Group, as required.

### **Hardware Requirements**

---

None.

## Property Management System Interface

---

Provides a communications link between the System and a customer-owned Property Management System (PMS). The PMS allows a customer to control certain features used in both a hospital-type and a hotel/motel-type environment.

### Administration

---

The Hospitality option must be enabled on the System-Parameters Customer-Options form before associated forms and fields on forms can be administered.

Also refer to the "Names Registration" feature for associated administration considerations.

To implement this feature, the following form(s) or sections of the form(s) must be completed.

**Table 3-27. Property Management System Interface**

| Form                                                | Field                                                                           | Form Instructions (Page) |
|-----------------------------------------------------|---------------------------------------------------------------------------------|--------------------------|
| Class of Service                                    | Client Room, Console Permission                                                 | 5-96                     |
| Hospitality-Related System Parameters               | All                                                                             | 5-199                    |
| Attendant Console                                   | Feature Button Assignments<br>-mwn-act<br>-mwn-deact<br>-check-in<br>-check-out | 5-34                     |
| Feature Access Codes                                | Hospitality Features                                                            | 5-170                    |
| Station (multi-appearance)<br>(Front Desk Terminal) | Button/Feature Button Assignments<br>-mwn-act<br>-mwn-deact<br>-check-in        | 5-346                    |

*Continued on next page*

**Table 3-27. Property Management System Interface — Continued**

| <b>Form</b>    | <b>Field</b> | <b>Form Instructions (Page)</b> |
|----------------|--------------|---------------------------------|
|                | -check-out   |                                 |
| Data Module    | All          |                                 |
| MPDM           |              | 5-126                           |
| Data Line      |              | 5-110                           |
| SAP (R5r only) |              | 5-138                           |

- Class of Service Form — Assign "y" to Client Room field for the class of service (COS) to be used for guest voice terminals. For the Console Permission, assign "y" for the Class of Service assigned to the attendant and front desk voice terminal. This allows the attendant or front desk station to control the following items:
  - Check-in
  - Check-out
  - Room change
  - Room Swap
  - Maid Status
- Hospitality-Related System Parameters Form — Complete all fields.
- Attendant Console/Station Forms — Assign mwn-act (message waiting activation), mwn-deact (message waiting deactivation), check-in, and check-out buttons. These buttons can be assigned to the attendant console and display-equipped front desk voice terminals.
- Feature Access Codes Form — Assign Hospitality Feature Access Codes as required.
- Netcon Data Module Form — Complete all fields as required. Provides a data channel for the PMS interface.
- Modular Processor Data Module Form — Complete all fields. Assign three different PDMs as follows: assign one PDM for the PMS link and one PDM for each printer (Log and Journal).

- Data Line Data Module Form — Complete all fields. Complete this form if the PMS link is connected using a Data Line circuit pack.
- Provides a data channel for the PMS interface. The system chooses one of the free System Access Ports to use to contact the data module connected directly to the PMS interface. The System Access Port chosen is unpredictable.

### **Hardware Requirements**

---

The Property Management System interface uses either a System Access Port (Release 5r) or a Netcon channel (Release 5vs/si). The PMS adjunct requires a permanent connection. The PMS log printer and Wakeup journal printer require only temporary connections that close when printing is finished.

The PMS link can be connected to a TN754B Digital Line circuit pack using a Processor Data Module (PDM) or a TN726B Data Line circuit pack using an Asynchronous Data Unit. The Journal and Log printers can be connected to a TN754B Digital Line circuit pack via a PDM interface, or to a TN726 via an ADU.

## **Pull Transfer**

---

Enhances the existing Transfer feature by allowing either the calling party or the called party (the party to whom the held party will be transferred) to complete the transfer operation. Unlike the existing Transfer feature, Pull Transfer can only be used by a station user.

As with the Station Pull Transfer covered above, Pull Transfer also applies to satellite PBX stations via TGU/TGE trunks. Pull Transfer is always available on calls involving TGU/TGE trunks even if Station Pull Transfer is not administered on the system.

### **NOTE:**

To avoid confusion, it is recommended that Station Pull Transfer be administered whenever TGU/TGE trunks are provided.

## **Administration**

---

To implement this feature, the following form(s) or sections of the form(s) must be completed.

| <b>Form</b>                       | <b>Field</b>                                       | <b>Form Instructions (Page)</b> |
|-----------------------------------|----------------------------------------------------|---------------------------------|
| Feature-Related System Parameters | Pull Transfer                                      | 5-178                           |
| Station                           | All (including a Flash or Transfer feature button) | 5-346                           |

- Feature-Related System Parameters Form — Enter "y" in the Pull Transfer field (page 2 of form) to enable the Pull Transfer feature on a system-wide basis. The default is "n."
- Station — Assign a Flash feature button or a Transfer feature button (depending on the type of voice terminal) for each voice terminal.

## **Hardware Requirements**

---

None.

## QSIG Networking

---

QSIG Networking provides a private network protocol for true multivendor PBX-to-PBX connectivity. It meets requirements for the International Standards Organization (ISO) Private Network Supplementary Services specifications. (Supplementary services are services provided by the PBX beyond voice or data connectivity and number transport and display. Examples of supplementary services include Name Identification, Call Forwarding (Diversion), and Call Transfer.)

DEFINITY ECS provides two levels of QSIG functionality: Basic Call Setup and Basic Supplementary Services. Basic Call Setup supports basic call setup and number transport. Basic Supplementary Services supports Name Identification Services, Call Forwarding (Diversion), and Call Transfer. It provides the Name Identification supplementary service, as defined by ISO/IEC CD 13864, 13868, and 11572; Call Forwarding (Diversion), as defined by ISO/IEC CD 13872 and 13873; and Call Transfer, as defined by ISO/IEC CD 13865 and 13869.

To administer these QSIG functions:

- The ISDN-PRI field must be enabled on the System-Parameters Customer-Options form
- One of the QSIG features on the QSIG Optional Features form must be enabled: Basic Call Setup or Basic Supplementary Service (both are defaulted to no)
- The Group Type must be "isdn-pri" and for Basic Supplementary services, the Supplementary Service Protocol field must be set to "b" on the ISDN-PRI Trunk Group form

This section lists the forms necessary to administer the QSIG Global Networking features for Basic Call Setup and Basic Supplementary Services.

### Forms Used to Implement QSIG Basic Call Setup

---

Use the System-Parameters Customer-Options form and the DS1 Trunk Service form to implement QSIG Basic Call Setup.

| Form                               | Field                               | Form Instructions (Page) |
|------------------------------------|-------------------------------------|--------------------------|
| System-Parameters Customer-Options | Version, ISDN-PRI, Basic Call Setup | N/A                      |
| DS1 Trunk Service                  | All                                 | 4-69                     |

- System-Parameters Customer-Options — Ensure that the ISDN-PRI field is enabled and the Basic Call Setup field is enabled.

- DS1 Trunk Service — Set the Connect field to “pbx”, the Interface field to “peer-master” or “peer-slave”, the Peer Protocol field to “Q-SIG”, and complete the remaining basic ISDN fields.

### Forms Used to Implement QSIG Basic Supplementary Services

Before you can use the QSIG Global Networking supplementary services features, Basic Supplementary Services must be enabled on the System-Parameters Customer-Options form. Use the System-Parameters Customer-Options form and the ISDN-PRI Trunk Group form to implement QSIG Basic Supplementary Services.

| Form                               | Field                                           | Form Instructions (Page) |
|------------------------------------|-------------------------------------------------|--------------------------|
| System-Parameters Customer-Options | Version, ISDN-PRI, Basic Supplementary Services | N/A                      |
| ISDN-PRI Trunk Group               | Group Type, Supplementary Service Protocol      | 4-211                    |

- System-Parameters Customer-Options — Ensure that the ISDN-PRI field is enabled and the Basic Supplementary Services field is enabled.
- Trunk Group— Set the Group Type field to “isdn-pri” and the Supplementary Service Protocol field to “b”.

### Forms Used to Implement QSIG Name Identification

Before you can implement QSIG Name Identification, QSIG Basic Supplementary Services must be administered. If you intend to use the ISDN-Private Numbering form, Private Networking must also be optioned on the System-Parameters Customer-Options form. To implement QSIG Name and Number Identification, complete the following forms.

| Form                            | Field                                          | Form Instructions (Page) |
|---------------------------------|------------------------------------------------|--------------------------|
| DS1 Trunk Service               | All                                            | 4-69                     |
| Hunt Group                      | Group Name, Ext, Member Name, ISDN Caller Disp | 5-207                    |
| ISDN Numbering - Public/Unknown | All                                            | 4-103                    |

| Form                        | Field                                                                                                                               | Form Instructions (Page) |
|-----------------------------|-------------------------------------------------------------------------------------------------------------------------------------|--------------------------|
| ISDN Numbering - Private    | All                                                                                                                                 | 4-101                    |
| Station                     | Name                                                                                                                                | 5-346                    |
| Terminating Extension Group | Group Name, Ext, ISDN Caller Disp                                                                                                   | 5-332                    |
| ISDN-PRI Trunk Group        | Outgoing Display<br>Send Calling Number<br>Send Connected Number<br>Send Name<br>Supplementary Service Protocol<br>Numbering Format | 4-211                    |

- Hunt Group Form
  - The Group Name is displayed when using/accessing a TEG if the ISDN Caller Disp field specifies “grp-name.”
  - The Ext field must contain a valid system extension for an installed station.
  - The ISDN Caller Disp field controls the Name and Number display information entered in the Group Name and Ext fields.
- ISDN Numbering - Public/Unknown — This form supports Public/Unknown Numbering Plan. Complete all the required fields.
- ISDN Numbering - Private — This form supports Private Numbering Plans. Complete all the required fields.
- Station Form — Calling/Connected names must be administered in the Name field on the Station form. If name is not administered, DEFINITY generates a default calling or connected name in the form of “EXT nnnn” where “nnnn” is the station's extension number.
- Terminating Extension Group Form
  - The Group Name is displayed when using/accessing a Hunt Group if the ISDN Caller Disp field specifies “grp-name.”
  - The Ext field must contain a valid system extension for an installed station.
  - The Member Name field is displayed when using/accessing a Hunt Group if the ISDN Caller Disp field specifies “mbr-name.”
  - The ISDN Caller Disp field controls the Name and Number display information entered in the Group Name and Ext fields.



■ ISDN-PRI Trunk Group Form

- The display of group name information on a terminal placing an outgoing trunk call is controlled by the Outgoing Display field on the Trunk Group form. This field controls the information displayed before the call is connected.
- Sending the calling and connected party number from one PBX to another is controlled by the Send Calling Number and Send Connected Number fields on the Trunk Group form. The Send Calling Number field determines whether the calling party's number is sent on incoming and/or outgoing ISDN calls. The Send Connected Number field determines whether the connected party's number is sent on incoming and/or outgoing ISDN calls.
- The Send Name field determines if the calling/connected party's administered name is sent to the network on outgoing/incoming calls. Options are yes, no, and presentation restricted.

**⇒ NOTE:**

Although information is marked "restricted," there is no guarantee that the information will not be displayed on the other end. Many switches cannot process the "restricted" tag correctly and will display the information anyway. The only way to ensure that data is not displayed on the far end is to mark it "n."

**⇒ NOTE:**

The QSIG "b" type protocol is not allowed with DCS.

**Forms Used to Implement QSIG Call Forwarding (Diversion)**

Before you can implement QSIG Call Forwarding (Diversion), QSIG Basic Supplementary Services must be administered. The following forms are used to implement QSIG Call Forwarding (Diversion):

| Form                                  | Field                                                                          | Form Instructions (Page) |
|---------------------------------------|--------------------------------------------------------------------------------|--------------------------|
| System-Parameters<br>Customer-Options | Version, ISDN-PRI, Basic Supplementary Services, Restrict Call Forward Off Net | N/A                      |
| Class of Service                      | Restrict Call Forward Off Net                                                  | 5-96                     |

- System-Parameters Customer-Options — Ensure that the the ISDN-PRI field is enabled, the Basic Supplementary Services field is enabled and that the Restrict Call Forward Off Net field has been set to "n."
- Class of Service — Restrict Call Forward Off Net must be set to "n."

## Forms Used to Implement QSIG Call Transfer

Before you can implement QSIG Call Transfer, QSIG Basic Supplementary Services must be administered. The following forms are used to implement QSIG Call Transfer.

**⇒ NOTE:**

Unless QSIG Name and Number Identification is also administered, name and number information is not displayed when a call is transferred.:

| Form                               | Field                                                              | Form Instructions (Page) |
|------------------------------------|--------------------------------------------------------------------|--------------------------|
| System-Parameters Customer-Options | Version, ISDN-PRI, Basic Supplementary Services                    | N/A                      |
| Feature-Related System-Parameters  | Trunk-to-Trunk Transfer                                            | 5-178                    |
| ISDN-PRI Trunk Group               | Group Type, Supplementary Service Protocol, Disconnect Supervision | 4-211                    |

- System-Parameters Customer-Options — Ensure that the ISDN-PRI field is enabled and the Basic Supplementary Services field is enabled.
- Feature-Related System Parameters — Enter "all" to enable all trunk-to-trunk transfers. This allows voice terminal users to set up trunk-to-trunk transfer, go on-hook without disconnecting the call, and forward the call to a remote location. Enter "restricted" (restricted public) to restrict all public trunks. Trunk-to-Trunk Transfer cannot be administered as "none."
- ISDN-PRI Trunk Group— Set the Group Type field to "isdn-pri" and the Supplementary Service Protocol field to "b". Set the Disconnect Supervision (Out or In) field to "y." At least one of the trunks involved in a QSIG Call Transfer must have Disconnect Supervision enabled.

**⇒ NOTE:**

The QSIG "b" type protocol is not allowed with DCS.

## Hardware Requirements

---

QSIG Global Networking does not require any hardware or software beyond what is required for normal ISDN-PRI connectivity.

Users must have display-equipped voice terminals for displaying the call identification information.

## Queue Status Indications

---

Queue Status Indications provides indications of queue status for Automatic Call Distribution (ACD) calls based on the number of calls in queue and time in queue. These indications are provided via lamps assigned to the terminals or consoles of split agents or supervisors. In addition, auxiliary queue warning lamps can be provided to track queue status. Also, display-equipped voice terminals and consoles can display the time in queue of a split's oldest call and the number of calls in that split's queue.

### Administration

---

To implement this feature, the following form(s) or sections of the form(s) must be completed.

| Form                       | Field                                                                                                        | Form Instructions (Page) |
|----------------------------|--------------------------------------------------------------------------------------------------------------|--------------------------|
| Hunt Groups                | Queue Length<br>Calls Warning Threshold<br>Time Warning Threshold<br>Time Warning Port<br>Calls Warning Port | 5-207                    |
| Station (multi-appearance) | Button/Feature Button Assignments<br>-q-calls<br>-q-time                                                     | 5-346                    |
| Attendant Console          | Feature Button Assignments<br>-atd-qcalls<br>-atd-qtime<br>-q-calls<br>-q-time                               | 5-34                     |

- Hunt Groups Form — Assign the thresholds to be reached before the System flashes the queue status buttons and the Auxiliary Warning lamp assigned to the hunt group/split.
  - Assign the time a call can remain in the queue.
  - Assign the number of calls that can be in the queue.
  - Assign ports for the external Auxiliary Warning lamps.
- Station Forms — Assign queued calls and queues time buttons or hunt group (q-time and q-calls) buttons.
- Attendant Console Form — Assign atd-qcalls, atd-qtime, q-call, or q-time buttons.

### **Hardware Requirements**

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Each auxiliary queue Warning lamp requires one port on a TN742, TN746B, or TN769 Analog Line circuit pack.

## Reason Codes

---

Reason Codes allow call center agents to enter a numeric code that describes their reason for entering the AUX work state or for logging out of the system.

The following fields on the System-Parameters Customer-Options form must be set to **y** (yes) before Reason Codes can be administered.

- ACD
- Expert Agent Selection
- Reason Codes

In addition, Expert Agent Selection must be enabled on the Feature-Related System-Parameters form, and the CMS release must be set to Release 5 or later or to “none.”

When an agent changes to AUX work mode and the AUX Work Reason Codes System Parameters Features option is set to “none,” the agent is put into AUX with the default Reason Code regardless of whether there is a different Reason Code programmed on the AUX feature button. In this way, the button programming can be completed before activating the feature.

To implement the feature, complete the following forms or sections of forms.

| Form                              | Field                                                | Form Instructions (Page) |
|-----------------------------------|------------------------------------------------------|--------------------------|
| Attendant Console                 | RC                                                   | 5-34                     |
| Feature-Related System-Parameters | Aux Work Reason Code Type<br>Logout Reason Code Type | 5-178                    |
| Language Translations             | line 49                                              | 5-231                    |
| Reason Code Names                 | All                                                  | 5-277                    |
| Station                           | RC                                                   | 5-346                    |

- Attendant Console — When the Reason Codes feature is optioned, an RC (Reason Code) field is available for each aux-work button administered on the Attendant Console. Enter the number of the Reason Code to be associated with the button. If you do not enter a number, the agent will be prompted to enter a Reason Code when going into AUX work. Two buttons cannot have the same Reason Code and Group Number administered.
- Feature-Related System-Parameters — in the Aux Work Reason Code Type field and the Logout Reason Code Type field enter “forced” to force the entry of Reason Codes, enter “requested” to make Reason Codes optional. “None” in these fields means that Reason Codes are not used.

- Language Translation — If necessary, on line 49 enter your language translation for the Reason Codes display prompt.
- Reason Code Names — Enter the name to be associated with each Aux Work and Logout Reason Code. These Reason Code names can be displayed with VuStats.
- Station — When the Reason Codes feature is optioned, an RC (Reason Code) field is available for each aux-work button administered on the voice terminal. Enter the number of the Reason Code to be associated with the button. If you do not enter a number, the agent will be prompted to enter a Reason Code when going into AUX work. Two buttons cannot have the same Reason Code and Group Number administered. AUX buttons without a Reason Code cannot be administered for hybrid station sets.

## Recall Signaling

---

Allows the user of an analog station to place a call on hold and consult with another party or activate a feature. After consulting with that third party, the user can conference the third party with the original party by another recall signal, or return to the original party by pressing the Recall button twice or by flashing the switchhook twice.

Recall Signaling can be accomplished by pressing the flashhook, using a Ground key on a Rotary or DTMF station, or by using the Recall button on a DTMF station.

## Administration

---

To implement this feature, the following form(s) or sections of the form(s) must be completed.

| Form                              | Field              | Form Instructions (Page) |
|-----------------------------------|--------------------|--------------------------|
| Feature-Related System Parameters | Flashhook Interval | 5-178                    |
|                                   | Upper Bound        |                          |
|                                   | Lower Bound        |                          |
| Station (Analog)                  | Switchhook Flash   | 5-346                    |

- Feature-Related System-Parameters Form — Enter "y" in the Flashhook Interval field to enable the feature. Enter the limits in the Upper Bound and Lower Bound fields to establish the length of time during which the system will recognize the press of the flashhook as recall signaling.

**NOTE:**

It is recommended that the Lower Bound field be set to at least 150 ms.

- Station (Analog) Forms — Enter "y" in the Switchhook Flash field to enable recall signaling on a per voice terminal basis.

## Hardware Requirements

---

None.

## **Recorded Announcement**

---

Recorded Announcement allows any combination of integrated announcements or announcements recorded on external devices. The external devices must be connected to the switch via analog line or auxiliary trunk interfaces. Integrated announcements are recorded on the TN750B and TN750C Announcement circuit packs. TN750C Announcement circuit packs provide Multiple Integrated Announcements. The external announcement devices are connected via analog line circuit packs, such as a TN2183, or via a TN763 auxiliary trunk circuit pack.

Announcement/audio administration allows the assignment of an extension to an announcement device at an analog or auxiliary trunk port or to an announcement on an integrated announcement circuit pack. A recorded message can be accessed by dialing the extension assigned the announcement. References to announcement extensions can be found on the following forms: Hunt Group, Coverage Path, Trunk Group (Incoming Destination), Call Vector, Recorded Announcement, Hospitality-Related System-Parameters, and Feature-Related System-Parameters (DID/Tie/ISDN Intercept Treatment and Controlled Restriction fields).

The Erase command allows you to erase a TN750C board. The List Integrated Announcement Board and Display Integrated Announcement Board options allow you to look at the installed boards, the time remaining on each board, the number of recordings on each board, and the time available for each announcement recording.

### **Save, Copy, and Restore**

The TN750C board contains FLASH memory, which provides internal backup of announcements on the boards. Thus, the TN750C board does not need the Save and Restore processes still available for the TN750 and TN750B boards. However, you can use the Save and Restore processes to copy announcements between TN750B/C boards. Refer to Appendix B, "System Administration" for information on the Save Announcement and Restore Announcement commands.

### **Change Integrated Announcement Translations**

The change integ-annnc-brd-loc command allows you to change the port locations for all announcement extensions assigned to one board location to another board location without erasing the announcements on the original board location.

### **Automatic Wakeup**

---

If you use an integrated, multiple-integrated, or external type of announcement for the Automatic Wakeup feature, you can also administer the announcement to repeat and to allow barge-in as a queue type. The benefit of repeating announcements and barge-in queues is that you do not need a separate port for each wakeup announcement call. When guests go off-hook to receive an



announcement at a particular time, they use only one port and the message repeats on the port until the last guest goes off-hook and the message reaches its conclusion.

### **Administration**

---

Complete the following form(s) or sections of the form(s) to implement this feature.

| <b>Form</b>                           | <b>Field</b>                                                           | <b>Form Instructions (Page)</b> |
|---------------------------------------|------------------------------------------------------------------------|---------------------------------|
| Hospitality-Related System-Parameters | Announcement Type                                                      | 5-199                           |
|                                       | Length of Time to Remain Connected to Announcement                     |                                 |
| Announcements/Audio Sources           | All                                                                    | 5-278                           |
| Data Module                           | All                                                                    |                                 |
| Netcon (R5si and R5vs only)           |                                                                        | 5-131                           |
| SAP (R5r only)                        |                                                                        | 5-138                           |
| Announcement Data Module              |                                                                        | 5-107                           |
| Trunk Groups (All)                    | Incoming Destination                                                   | 4-139                           |
| Feature-Related System Parameters     | DID Intercept Treatment                                                | 5-162                           |
| Feature Access Codes                  | Announcement Access Code                                               | 5-170                           |
| Call Coverage Paths                   | Point1, Point2, Point3                                                 | 5-62                            |
| Hunt Groups                           | First and Second Announcement Extensions                               | 5-207                           |
| Station                               | COS                                                                    | 5-346                           |
| Call Vector                           | Announcement Command<br>Wait Command with Multiple Audio/Music Sources | 5-77                            |

- Hospitality-Related System-Parameters Form — Assign announcement types, extensions, and parameters.
- Announcements/Audio Sources Form — Specify the announcement extension, type announcement, COR, Tenant Number, announcement name, queuing and protection characteristics, compression rate, and port location.
- Recorded Announcement Data Module Form — Specify the type of board (TN750, TN750B, and TN750C) and the circuit pack board location where the announcement board and its data module reside.
- Netcon Data Module Form — Complete all fields for a Netcon data module (R5si and R5vs only). Provides for the upload/download (save/restore to/from disk/tape/memory card) of TN750 recorded announcements.
- SAP Data Module Form — For R5r systems only, complete all fields for a SAP data module. Provides for the upload/download (store/restore to/from tape) of TN750 recorded announcements. The system chooses one of the free SAPs to use to contact the data module connected directly to the announcement device. The SAP chosen is unpredictable.
- CO, DMI-BOS, FX, WATS Trunk Group Forms — Assign a recorded announcement extension number to the Incoming Destination field, as required.
- Feature-Related System-Parameters Form — Assign a recorded announcement extension number to the DID Intercept Treatment field, as required.
- Feature Access Codes Form — Assign announcement access code.
- Call Coverage Path Form — Assign a recorded announcement extension number to a coverage point (Point1, Point2, Point3), as required.
- Hunt Groups Form — Assign a recorded announcement extension number to the First and Second Announcement Extension fields, as required.
- Station Forms — Verify that the voice terminal has a class of service (COS) that allows console permission (Perms) so that the user can enter an announcement.
- Call Vectoring Form — Assign announcements using the announcement command. Assign Multiple Audio/Music Sources using the Wait command.

## **Hardware Requirements**

---

Each external announcement to be provided requires a port on an analog line circuit pack, such as a TN2183 or TN746B, or the TN763C Auxiliary Trunk circuit pack. The external recorded announcement equipment and music sources are not provided with the System.

 **NOTE:**

If an announcement board has a data module administered for save and restore, and the announcement boards are unplugged, a maintenance alarm will be reported. If the announcement board does not have a data module administered, no maintenance alarm will be reported when the board is unplugged, even if there are features administered to use that board.

Each access of an integrated announcement requires a port on the TN750 Announcement circuit pack. Since the integrated announcement is recorded onto the TN750 circuit pack, no external announcement equipment is required. Multiple Integrated Announcement Boards require the TN750C board. (One TN750 or TN750B can still be equipped).

## **Recorded Telephone Dictation Access**

---

Permits voice terminal users, including Remote Access and incoming tie trunk users, to access dictation equipment.

### **Administration**

---

To implement this feature, the following form(s) or sections of the form(s) must be completed.

| <b>Form</b>         | <b>Field</b>                                                                                      | <b>Form<br/>Instructions<br/>(Page)</b> |
|---------------------|---------------------------------------------------------------------------------------------------|-----------------------------------------|
| Trunk Group (CPE)   | All fields if the trunk group is not assigned, or assign trunk port for digital switch interface. | 4-188                                   |
| 2500 Voice Terminal | All                                                                                               | 5-391                                   |

- Trunk Group (CPE) Form — Verify or assign an auxiliary trunk group and associated trunk port.
- Station Form — Assign a port and extension number to 2500-series voice terminal form. Enter "n" in the tests field to prevent interference with dictation equipment operation.

### **Hardware Requirements**

---

Requires telephone dictation machines and, depending on the type of machine, one port on a TN742, TN746B, or TN769 Analog Line circuit pack or one port on a TN763C Auxiliary Trunk circuit pack for each dictation machine to be interfaced.

## Redirection on No Answer

---

Redirection on No Answer (RONA) is administered on a per split hunt group basis for ACD type hunt groups. Redirection on No Answer cannot be assigned to adjunct or AUDIX controlled splits.

## Returning Auto-Available Split (AAS) Ports to Service

---

When RONA redirects a call that was directed to an auto-available split, the agent is logged out. To return an AAS port to service, the agent port must be readministered as a member of the AAS split so that the agent port will be logged in again. Agents ports can be readministered in the following ways:

- For traditional ACD, the agent must first be removed as a member of the split and then be added back by resubmitting the split hunt group form with the agent readministered. Alternatively, the agent port may be readministered in a different location in the list of split members on the split hunt group form. The *list unstaffed-agents* command may be used to get a list of all AAS agents that have been logged out.



### NOTE:

The list unstaffed-agents command lists all AAS agents that have been logged out for ANY reason, not just AAS agents that were logged out due to Redirection on No Answer timeout.

- For EAS Skills, agents are administered on a separate Agent LoginID form rather than on the Hunt Group form. Therefore, readminister the Agent LoginID form to have the AAS agent automatically logged in again. To determine which EAS agents are logged out (unstaffed), use the list agent-loginid command.
- Alternatively, for both traditional ACD and for EAS Skills, the AAS agent station may be busied-out using the G3-MT busyout station command, and subsequently released using the release station command. Releasing the AAS agent station will automatically log-in the AAS agent. If all AAS agent ports on the circuit pack have experienced a Redirection on No Answer timeout, the entire circuit pack may be busied-out and released to automatically log-in the AAS agents.
- The Move Agents capability of CentreVu® CMS can be used to move up to 32 agents at a time into a dedicated unused split/skill and then move the agents back into the AAS split/skill. This can be setup in advance via the Timetable on a manual scheduled basis and then activated to accomplish the move operations when the VRU has been restored to service after a failure.
- ASAI can be used to login the logged-out agents via ASAI login request messages.

## Administration

---

ACD must be enabled on the System-Parameters Customer-Options form before associated fields on forms can be administered.

To implement this feature, the following form(s) or sections of the form(s) must be completed.

| Form                     | Field                                                                                                             | Form Instructions (Page) |
|--------------------------|-------------------------------------------------------------------------------------------------------------------|--------------------------|
| Hunt Group               | ACD<br>AAS<br>Vector<br>Controlling Adjunct<br>Message Center<br>Redirect On No Answer (Rings)<br>Redirect to VDN | 5-207                    |
| Station (multi-function) | Button Assignments -noans-alrt                                                                                    | 5-346                    |

- Hunt Group Form — Enter "y" in the ACD field. Enter "y" in the AAS field if this Hunt Group is to serve as an Auto-Available Split. Enter "y" in the Vector field if this Hunt Group is to be vector controlled. The Vectoring (Basic) option must be enabled on the System-Parameters Customer-Options form. Enter "none" in the Controlling Adjunct field. Enter "none" or "msa" in the Message Center field. Enter the number of rings, (or leave blank) before a call will redirect back to the split/skill or administered Vector Directory Number (VDN). If you want calls to redirect to a VDN instead of to the split/skill, enter the destination VDN. Direct Agent calls will go to the agent's coverage path if one is administered. If a coverage path is not administered calls will redirect to the administered VDN.
- Station (Multi-Function) Forms — Assign Noans-Alrt feature buttons as required.

## Hardware Requirements

---

TN742 or TN746B Analog Line circuit packs are required to connect Voice Response Units to ACD splits. The TN742 provides 8 ports and the TN746B provides 16 ports.

## **Release Link Trunk group**

---

A Release Link Trunk Group is used to implement the Centralized Attendant Service feature.

### **Administration**

---

To assign a Release Link Trunk Group, the following form must be completed.

| <b>Form</b>       | <b>Field</b> | <b>Form<br/>Instructions<br/>(Page)</b> |
|-------------------|--------------|-----------------------------------------|
| Trunk Group (RLT) | All          | 4-234                                   |

- Trunk Group (RLT) Form — Complete all fields as required to assign trunks that are used to implement Centralized Attendant Service. Associated release link trunks can only originate calls going out, although signaling direction is always two-way. There is no dial access or incoming destination. The trunk-type is always release link. Outgoing and incoming dialing type is always tone and the disconnect timing is 280 ms.

### **Hardware Requirements**

---

A port is required on a TN722B, TN767, or TN464D circuit pack for each trunk to be assigned in the Trunk Group. A TN722B or TN767 provides 24 ports, and a TN464D provides 24 or 32 ports.

## Remote Access

---

Permits authorized callers using the public network to access the System and then use its features and services.

Remote Access users can dial into the System using Central Office, Foreign Exchange, WATS, and ISDN-PRI trunks. In addition, a dedicated Remote Access Direct Inward Dialing number can be provided.

 **NOTE:**

Lucent Technologies has designed the Remote Access feature incorporated in this product that, when properly administered by the customer, will enable the customer to minimize the ability of unauthorized persons to gain access to the network. It is the customer's responsibility to take the appropriate steps to properly implement the features, evaluate and administer the various restriction levels, protect access codes and distribute them only to individuals who have been advised of the sensitive nature of the access information. Each authorized user should be instructed concerning the proper use and handling of access codes.

 **NOTE:**

In rare instances, unauthorized individuals make connections to the telecommunications network through use of remote access features. In such an event, applicable tariffs require that the customer pay all network charges for traffic. Lucent Technologies cannot be responsible for such charges.

Even if the Remote Access feature is not enabled, it is theoretically possible for an unauthorized person to gain access to the System via the INADS port and enable the Remote Access feature, thereby gaining access to the System's resources.

To counteract this possibility, this feature may be "permanently" disabled if Remote Access is not currently used and there is no anticipated future need for the feature.

 **NOTE:**

Once Remote Access is "permanently" disabled, it will require Lucent Technical Services personnel intervention to turn the feature back on.



**Administration**

---

To implement this feature, the following form(s) or sections of the form(s) must be completed.

| <b>Form</b>                      | <b>Field</b>                       | <b>Form Instructions (Page)</b> |
|----------------------------------|------------------------------------|---------------------------------|
| Remote Access                    | All <b>or</b> Permanently Disable? | 5-286                           |
| Trunk Groups:                    | Incoming Destination               |                                 |
| CO                               | Night Service                      | 4-182                           |
| FX                               |                                    | 4-206                           |
| ISDN-PRI                         |                                    | 4-211                           |
| WATS                             |                                    | 4-253                           |
| DID                              |                                    | 4-197                           |
| Authorization Code - COR Mapping | All                                | 5-52                            |

- Remote Access Form — Complete all fields. This provides Remote Access via Direct Inward Dialing if the assigned Remote Access Extension number is within the range of numbers dialable from the local central office.

If the Remote Access feature is not going to be enabled, and there is no anticipated future need for the feature, the Permanently Disable field may be set to "y".

- Trunk Group Forms:
  - Optionally, on a per-trunk group basis, verify or set the Incoming Destination field to the Remote Access Extension number to provide the feature via a dedicated trunk group (Trunk Group Form for incoming trunk groups, except Direct Inward Dialing).
  - Optionally, on a per-trunk group basis, verify that Incoming Destination section is equal to "0" (attendant). Verify or set Night Service field to the Remote Access Extension number to provide Remote Access for attendant seeking calls whenever the Night key is pressed and an Alternate Console Position is not provided (Trunk Group form for incoming trunks, except Direct Inward Dialing).
  - Complete DID trunk group form as required.

- Authorization Code - COR Mapping Form (optional) — Assign 4- to 7-digit authorization codes (with CORs 0 through 95).
  - In the authorization code (AC) field, enter the 4- to 7-digit authorization code the user must dial. The number of digits entered must agree with the number assigned to the Authorization Code Length field on the Feature-Related System Parameters form.
  - In the Class of Restriction field, enter the desired COR number from 0 through 95. This is the replacement COR to be used to modify the user's calling privileges and is effective after the corresponding authorization code has been dialed.



**NOTE:**

The use of 7-digit authorization codes is strongly recommended to prevent unauthorized access to remote access capabilities.

### **Hardware Requirements**

---

None.

## **Remote Administration**

---

**⇒ NOTE:**

See *BCS Products Security Handbook, Issue 5*, 555-025-600, for suggestions on preventing unauthorized access to system ports.

Allows the System to be administered from a remote terminal located on the customer's premises. A local administration terminal is one that is located on-premises within 50 feet of the System cabinet. A terminal located more than 50 feet from the System cabinet is considered remote. A remote administration terminal can be on-premises or off-premises. The remote terminal can perform the same functions as the local terminal.

**⇒ NOTE:**

The following information regarding System Access Ports applies only to the R5r configuration. R5vs/si use Netcon channels.

The system knows of one set of System Access Ports or Netcon channels (SAPs) for both incoming and outgoing features. The number of SAPs that can be potentially used by the feature is in brackets [ ]:

Remote Administration can use a maximum of 5 SAPs (Release 5r), or 3 Netcon channels (Release 5vs/si). This is a temporary connection, used for the duration of the remote administration session (that is, until the administrator logs out).

## **Administration**

---

To implement this feature, the following form(s) or sections of the form(s) must be completed.

**On-Premises Remote Administration**

| <b>Form</b>        | <b>Field</b>                                 | <b>Form Instructions (Page)</b> |
|--------------------|----------------------------------------------|---------------------------------|
| Data Module        | All                                          |                                 |
| Netcon (R5si only) |                                              | 5-131                           |
| SAP (R5r only)     |                                              | 5-138                           |
| DLDM               |                                              | 5-110                           |
| Hunt Groups        | Group Extension<br>Group Members Assignments | 5-207                           |

**Off-Premises Remote Administration**

| <b>Form</b>                                   | <b>Field</b>                                 | <b>Form Instructions (Page)</b> |
|-----------------------------------------------|----------------------------------------------|---------------------------------|
| Data Module                                   | All                                          |                                 |
| Netcon (R5si only)                            |                                              | 5-131                           |
| SAP (R5r only)                                |                                              | 5-138                           |
| DLDM                                          |                                              | 5-110                           |
| Hunt Groups                                   | Group Extension<br>Group Members Assignments | 5-207                           |
| Modem Pool Group<br>Trunk Group (DID System): | All                                          | 5-252                           |
| DID<br>or                                     | All                                          | 4-197                           |
| CO<br>Trunk Group (Non-DID System):           | All                                          | 4-182                           |
| CO                                            | All                                          | 4-182                           |

- Netcon Data Module Form — Complete all appropriate fields. Provides a data channel for the Administration terminal interface.
- System Access Port Data Module Form — Complete all appropriate fields. Provides a data channel for the G3-MT terminal interface. The system chooses one of the free System Access Ports to use to contact the data module connected directly to the G3-MT. The System Access Port chosen is unpredictable.

- Data Line Data Module Form — Complete all appropriate fields.
- Hunt Groups Form — Complete Group Extension and Group Members Assignment fields.

If the System will be remotely administered from an on-premises terminal, no additional translations are required. However, if the System will be remotely administered from an off-premises location via a dial-up facility, complete the following step.

- Modem Pool Group Form — Complete all appropriate fields.
- Trunk Group Form — Complete Trunk Group forms as follows:
  - *DID equipped Systems* — Using a Direct Inward Dialing (DID) trunk form, translate a new trunk group containing one DID trunk. In the Name field (in the GROUP MEMBER ASSIGNMENTS section), enter the same number assigned to the Uniform Call Distribution (UCD) hunt group (see next item).
  - *DID equipped Systems using a non-DID trunk* — Using a CO trunk form, translate a new trunk group. In the INCOMING DESTINATION field and NIGHT SERVICE field, enter the UCD hunt group extension number (see next item).
  - *Non-DID equipped Systems* — Calls made from Remote (off-premises) terminal will be to a trunk dedicated to Remote Administration. Using a CO trunk form, translate a new trunk group. In both the INCOMING DESTINATION and NIGHT SERVICE fields, enter the UCD group extension number (see Hunt Group form).

## **Hardware Requirements**

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### On-Premises Remote

- Requires a port on a TN726B Data Line circuit pack and an associated Asynchronous Data Unit (ADU) and System Access Port (for R5r systems).
- 513 BCT, 610 BCT, 615 MT terminal, 4410 terminal, or 4425 terminal.

### Off-Premises Remote

- Requires a port on a TN726B Data Line circuit pack and associated ADU.
- Modem Pooling (see Modem Pooling).
- DID Trunk Group — Requires a port on a TN753 DID Trunk circuit pack.
- CO Trunk Group — Requires a port on a TN747B CO Trunk circuit pack.
- 513 BCT, 610 BCT, 615 MT terminal, 4410 terminal, or 4425 terminal.
- Separate CO line to Processor circuit pack for Alarm Origination/Remote Administration.

## Remote Call Coverage

---

Remote Call Coverage provides automatic redirection of certain calls to alternate answering positions in a Remote Call Coverage path for any valid dialed number up to 16 digits that begins with an Automatic Alternate Routing (AAR) or Automatic Route Selection (ARS) feature access code (FAC), outgoing trunk dial access code (TAC), or UDP/DCS extension. Once a remote call coverage point is administered for a user, calls to that user are directed to the remote coverage point when the user and any other coverage points are unavailable. The call may have been previously directed to up to five alternate answer points before being redirected to the remote call coverage point. Once a call is directed to the remote call coverage point, it cannot be picked up by the principal user and that user's bridged appearance lamp is extinguished. Calls redirected to a remote call coverage point do not time out and go to a subsequent coverage point.



**NOTE:**

A vector directory number (VDN) can be administered as the last point in a coverage path. Refer to "VDN in a Coverage Path" in this chapter for more information.

There are three reports that provide measurement information about Remote Call Coverage:

- The Coverage Path Measurement Report describes coverage activity as it relates to the coverage paths.
- The Principal Coverage Measurement Report describes coverage activity as it relates to the principal extensions.
- CDR will, or could show the outgoing trunk calls.

For each report, there is a selection form that lists the specific coverage paths or principal extensions to be measured. For more detailed information on these reports and their associated commands, refer to *DEFINITY Enterprise Communications Server Release 5 System Monitoring and Reporting*.

**Administration**

---

To implement this feature, the following form(s) or sections of the form(s) must be completed.

| <b>Form</b>                                                                                   | <b>Field</b>                                                                                                                                                             | <b>Form<br/>Instructions<br/>(Page)</b> |
|-----------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------|
| Call Coverage Paths                                                                           | All                                                                                                                                                                      | 5-62                                    |
| Feature-Related System Parameters                                                             | Coverage — Don't Answer<br>Interval For Subsequent<br>Redirection (rings)<br>Coverage — Caller Response<br>Interval (seconds)<br>Coverage of Calls Redirected<br>Off-Net | 5-178                                   |
| Feature Access Codes                                                                          | Send All Calls Activation and<br>Deactivation Transfer into<br>AUDIX                                                                                                     | 5-170                                   |
| Remote Call Coverage                                                                          | As appropriate                                                                                                                                                           | 5-292                                   |
| Station (principals — the one to<br>whom the call is first directed)                          | Coverage Path Redirect<br>Notification Coverage Msg<br>Retrieval Permission<br>Button/Feature Button<br>Assignments -goto-cover<br>-send-calls (Type: __ Grp: __)        | 5-346                                   |
| Station (multi-appearance)<br>(covering user — the one to whom<br>the call redirects)         | Button/Feature Button<br>Assignments -consult<br>-cov-cback -send-calls<br>(Type: __ Grp: __)                                                                            | 5-346                                   |
| Station (multi-appearance) (where<br>users will place calls that can<br>redirect to coverage) | Button/Feature Button<br>Assignments -goto-cover                                                                                                                         | 5-346                                   |
| Trunk Group                                                                                   | Internal Alert                                                                                                                                                           |                                         |
| APLT                                                                                          |                                                                                                                                                                          | 4-177                                   |
| ISDN-PRI                                                                                      |                                                                                                                                                                          | 4-211                                   |
| Tie                                                                                           |                                                                                                                                                                          | 4-246                                   |

- Call Coverage Paths Form — Establish desired coverage paths.
- Feature-Related System Parameters Form — Verify or complete Coverage Don't Answer Interval for Subsequent Redirection (rings), Keep Held SBA at Coverage Point, and Coverage-Caller Response Interval (secs) fields.
- Feature Access Codes Form — Verify or assign a "Send All Calls Activation and Deactivation" code, if desired. If required, enter the digits that must be dialed (one to three digits) to have the caller transferred to the called party's AUDIX mail.
- Principal's Station Form — (the one to whom the call was first directed):
  - Assign a call coverage path.
  - Complete Redirect Notification field (which causes the principal's voice terminal to receive a half ring on calls that redirect to coverage). This field is common to Call Coverage and Call Forwarding.
  - Complete Coverage Msg Retrieval Permission field (which allows any user in the principal's call coverage path to retrieve the principal's Leave Word Calling messages).
- Covering User's Station Form — (the one to whom a call redirects) for the Remote Call Coverage feature, assign the Send All Calls button.
- Station Form — On voice terminals where users will place calls that can redirect to Coverage, assign a Go to Coverage (goto-cover) button, if desired.
- APLT, ISDN-PRI, and Tie Trunk Group Forms — Assign "y" to the Internal Alert field to specify that internal ringing and call coverage will be used for incoming calls on these trunk groups.

## **Hardware Requirements**

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None.



## **Report Scheduler and System Printer**

Allows the System Administrator to schedule selected G3-MT (that is, System Access Terminal) commands to be printed by an associated printer. Reports are scheduled at 15-minute intervals for any combination of days of the week. Reports are scheduled using the *schedule* command line option on the G3-MT (for example, *list config all [sched]*). Up to a maximum of 50 individual reports can be scheduled.

### **NOTE:**

The following information regarding System Access Ports applies only to the R5r configuration. R5vs/si systems use Netcon channels.

The system knows of one set of System Access Ports or Netcon channels (SAPs) for both incoming and outgoing features. The following features that use SAPs (the number of SAPs that can be potentially used by the feature is in brackets [ ]):

#### Incoming:

Remote Administration [5 SAPs; 3 Netcon channels]

temporary — Used for the duration of the remote administration session (that is, until the administrator logs out).

#### Outgoing:

CDR [2]

primary and secondary

permanent — Established at system restart and never taken down

Property Management System [1]

PMS adjunct, PMS log printer, Wakeup journal printer

permanent — Established at system restart and never taken down

Recorded Announcements [1]

(for announcement circuit pack save and restore to mass storage).

temporary — Only used while announcement circuit pack is uploading or downloading announcements

Report Scheduler and System Printer [1]

temporary — Only used while report is printing

Incoming features can be restricted to using particular SAPs by placing only the desired SAPs in a hunt group and then always dialing that hunt group's extension for incoming features.

Outgoing features always choose from the full set of administered SAPs. Therefore, placing fewer than the full complement of administered SAPs in a hunt

group for incoming access is counterproductive in that one or more of those SAPs (in the hunt group) might get chosen for an outgoing application, thus making them unusable for incoming applications.

Also, there is no guarantee that those SAPs left out of the hunt group will be used for outgoing applications, and, since they are unusable for incoming applications, they might not be used at all.

### **Administration**

---

To implement this feature, the following form(s) or sections of the form(s) must be completed.

**Report Scheduler/System Printer Connected to  
MPDM/MTDM**

| <b>Form</b>                          | <b>Field</b>                                                     | <b>Form<br/>Instructions<br/>(Page)</b> |
|--------------------------------------|------------------------------------------------------------------|-----------------------------------------|
| Data Module                          | All                                                              |                                         |
| Netcon (R5si only)                   |                                                                  | 5-131                                   |
| SAP (R5r only)                       |                                                                  | 5-138                                   |
| MPDM/MTDM                            |                                                                  | 5-126                                   |
| Feature-Related System<br>Parameters | System Printer Parameters<br>Printer Extension<br>Lines per Page | 5-178                                   |

**Report Scheduler/System Printer Connected to  
DCE Jack on the Control Carrier**

| <b>Form</b>                       | <b>Field</b>                                                     | <b>Form<br/>Instructions<br/>(Page)</b> |
|-----------------------------------|------------------------------------------------------------------|-----------------------------------------|
| Feature-Related System Parameters | System Printer Parameters<br>Printer Extension<br>Lines per Page | 5-178                                   |

**Report Scheduler/System Printer Connected to  
Data Line Circuit Pack via Asynchronous Data  
Unit (ADU)**

| <b>Form</b>                          | <b>Field</b>                                                     | <b>Form<br/>Instructions<br/>(Page)</b> |
|--------------------------------------|------------------------------------------------------------------|-----------------------------------------|
| Data Module                          | All                                                              |                                         |
| Netcon (R5si only)                   |                                                                  | 5-131                                   |
| SAP (R5r only)                       |                                                                  | 5-138                                   |
| DLDM                                 |                                                                  | 5-110                                   |
| Feature-Related System<br>Parameters | System Printer Parameters<br>Printer Extension<br>Lines per Page | 5-178                                   |

Complete the following forms if the Report Scheduler/System Printer is connected to an MPDM/MTDM:

- Netcon Data Module Form — Complete all fields as required. This form activates a physical channel on the TN777 Network Control circuit pack. An associated MPDM/MTDM Data Module form must also be completed to assign the associated MTDM interface from the Report Scheduler/System printer to the switch.
- SAP Data Module Form — Complete all fields as required. An associated MPDM/MTDM Data Module form must also be completed to assign the associated MTDM interface from the Report Scheduler/System printer to the switch. The system chooses one of the free System Access Ports to use to contact the data module connected directly to the system printer. The System Access Port chosen is unpredictable.
- MPDM/MTDM Form — Complete all fields if a 700A-type MPDM is to be used. This form is used to assign the Report Scheduler/System Printer to a port on a TN754B Digital Line circuit pack.
- Feature-Related System Parameters Form — Complete the Printer Extension (enter valid extension) and Lines per Page (24 to 132 with 60 as the system default) fields associated with the System Printer Parameters.

Complete the following form if the Report Scheduler/System Printer is connected to the DCE jack on the Control Cabinet:

- Feature-Related System Parameters Form — Complete the Printer Extension (enter "eia") and Lines per Page (24 to 132 with 60 as the system default) fields associated with the System Printer Parameters.

Complete the following forms if the Report Scheduler/System Printer is connected to a TN726B Data Line circuit pack via ADU (Asynchronous Data Unit):

- Data Line Data Module Form — Complete all fields as required. The Data Line circuit pack provides an alternative to using an MPDM and is the preferred method. A Data Line circuit pack must be assigned if a port is not available using the Circuit Pack Administration form as shown in "Circuit Pack Administration" in Chapter 5 of this manual. Up to eight ports are available. A Z3A Asynchronous Data Unit (ADU) is required at the printer input.
- Netcon Data Module Form — Complete all fields as required. This form activates a physical channel on the TN777 Network Control circuit pack.
- SAP Data Module Form — Complete all fields as required. This form activates a physical channel on the TN777 Network Control circuit pack.
- Feature-Related System Parameters Form — Complete the Printer Extension (enter valid extension) and Lines per Page (24 to 132 with 60 as the system default) fields associated with the System Printer Parameters.

## **Hardware Requirements**

---

A single asynchronous System printer connection dedicated for use by the Report Scheduler is required. Other printers in the System include those connected to the G3-MT, the CDR printer, and the journal printer. These printers **are not** used by the Report Scheduler. Currently, the Report Scheduler printer must be a serial input AT&T 572 or compatible printer.

The type of interface depends on how the Report Scheduler/System printer is connected to the digital switch.

- If the printer is connected to the switch via MPDM, the MPDM must be connected to a port on a TN754B Digital Line circuit pack when used.
- If the printer is connected to a TN726B Data Line circuit, a TN726B port and an Z3A ADU is required.
- If the printer is connected to the DCE jack on the back of the Control Cabinet, the appropriate cable (not to exceed 60 feet) is required.

## Restricted/Unrestricted Call Lists

---

Used to control outgoing call access. The Class of Restriction (COR) assigned the facility being used to place a call is checked to determine if it is associated with the System's Restricted Call List (RCL) and/or one or more Unrestricted Call Lists (UCLs). The System can have one RCL and up to ten UCLs. All lists are administered on the Toll Analysis form. Dialed Strings and associated Min/Max fields on the form can be marked as being members of the RCL and/or UCLs as required.

A call attempt from a facility whose COR is administered as being associated with the RCL and whose dialed string matches a RCL Dialed String will be denied. The caller will receive intercept treatment.

A UCL is only accessed if the facilities COR's Calling Party Restriction field is "all-toll" or "tac-toll" and the COR's UCL field references one or more UCLs. A call from a facility whose COR meets the above conditions will complete if the COR is associated with a UCL whose dialed string matches the dialed number.

### **NOTE:**

The call **will not** complete if the COR is also associated with the RCL and whose dialed string also matches the dialed number. The RCL takes precedence over the UCL.

For additional information, an Authorization Check Flowchart is provided with the Toll Analysis form coverage in Chapter 5. The chart depicts the checks that call processing uses in determining call restrictions. (Other features that are administered on the Toll Analysis form include Restriction-Toll and CDR Account Code Dialing.)

## Administration

---

To implement this feature, the following form(s) or sections of the form(s) must be completed.

| Form                 | Field                                         | Form Instructions (Page) |
|----------------------|-----------------------------------------------|--------------------------|
| Toll Analysis        | Dialed String<br>Min/Max<br>RCL<br>UCL (1-10) | 4-133                    |
| Class of Restriction | RCL<br>UCL (1-10)                             | 5-88                     |

- Toll Analysis Form — Complete the Dialed String, Min/Max, RCL, and UCL List fields as required.
- Class of Restriction Form — Complete the Restricted Call List and Unrestricted Call List fields on each COR form as required.

### **Hardware Requirements**

---

None.

## **Restriction — Controlled**

---

Allows an attendant or voice terminal user with console permission to activate and deactivate the following restrictions for an individual voice terminal or a group of voice terminals:

- **Outward** — The voice terminal(s) cannot be used for placing calls to the public network. Such call attempts can receive an announcement, attendant, extension, or intercept tone.
- **Total** — The voice terminal(s) cannot be used for placing or receiving calls. Direct Inward Dialing calls can receive an announcement, attendant, extension, or intercept tone.
- **Station-to-Station** — The voice terminal cannot receive or place station-to-station calls. Such call attempts can receive an announcement, attendant, extension, or intercept tone.
- **Termination** — The voice terminal cannot receive any calls. Incoming calls can receive an announcement, attendant, extension, or intercept tone.

## **Administration**

---

To implement this feature, the following form(s) or sections of the form(s) must be completed.

| <b>Form</b>                          | <b>Field</b>                                           | <b>Form<br/>Instructions<br/>(Page)</b> |
|--------------------------------------|--------------------------------------------------------|-----------------------------------------|
| Feature Access Codes                 | User Control Restrict<br>Activation and Deactivation   | 5-170                                   |
|                                      | Group Control Restrict<br>Activation and Deactivation  |                                         |
| Feature-Related System<br>Parameters | Controlled Outward<br>Restriction Intercept Treatment  | 5-178                                   |
|                                      | Controlled Termination<br>Restriction (Do Not Disturb) |                                         |
|                                      | Controlled Station-to-Station<br>Restriction           |                                         |



- Feature Access Codes Form — Verify or assign User Control Restrict Activation and Deactivation and Group Control Restrict Activation and Deactivation fields.
- Feature-Related System Parameters Form — Assign the type of interface treatment the caller receives when the call is outward restricted. Assign the type of intercept treatment the caller receives when the call is placed to a termination restricted voice terminal. Enter the type of intercept treatment the caller receives when the call is placed to a restricted voice terminal.

### **Hardware Requirements**

---

None.

## **Restriction — Miscellaneous Terminal**

---

Restricts a caller from accessing a preselected group of voice or data terminals. The restriction is controlled by the Class of Restriction (COR) assigned to the calling party's voice terminal and the COR assigned to preselected groups of voice and data terminals. The calling party's COR either allows or denies access to the COR assigned to the called facility.

 **NOTE:**

When a call is to a Vector Directory Number (VDN) extension, the COR of the caller and the VDN are compared to determine if the associated Call Vector can be accessed. After the vector is accessed, the COR of the VDN is used for further call permission checking.

### **Administration**

---

To implement this feature, the following form(s) or sections of the form(s) must be completed.

| <b>Form</b>                 | <b>Field</b> | <b>Form<br/>Instructions<br/>(Page)</b> |
|-----------------------------|--------------|-----------------------------------------|
| Class of Restriction        | All          | 5-88                                    |
| Station                     | COR          | 5-346                                   |
| Remote Access               | COR          | 5-286                                   |
| Hunt Groups                 | COR          | 5-207                                   |
| Terminating Extension Group | COR          | 5-332                                   |
| Trunk Groups (All)          | COR          | 4-139                                   |
| Vector Directory Number     | COR          | 5-337                                   |

- Class of Restriction Forms:
  - Voice/Data Terminals — Verify or establish a COR for a group of voice or data terminals.
  - Originating Facility — Verify or establish a COR for each originating facility that is to be restricted from calling the miscellaneous trunk group types. (These CORs can be different.) To assign this capability on the originating facilities COR form(s), the calling permission field associated with the CORs of the trunk groups to be restricted must have an "n".
- Station Forms — Assign the same COR to the miscellaneous group of voice terminals. Include the associated data module form if station has a DTDM.
- Remote Access Form — Assign the miscellaneous COR to barrier codes.

- Hunt Group Form — Assign the miscellaneous COR to UCD/DDC groups.
- Terminating Extension Group Form — Assign the miscellaneous COR to the group.
- Trunk Groups Forms — Assign the selected COR to the incoming trunk groups and/or terminals. (CORs already assigned can be used if all users with the CORs will be restricted.)
- Vector Directory Number Form — Assign the miscellaneous COR to the appropriate VDNs.

### **Hardware Requirements**

---

None.

## **Restriction — Miscellaneous Trunk**

---

Restricts users at specified voice terminals from accessing preselected groups of trunks, such as CO, CPE, and so on. Any or all trunk groups can be in a given miscellaneous trunk restriction group. The restriction is controlled by the Classes of Restriction (CORs) assigned to the facility or item of hardware that originates the call and the trunk group being accessed. The calling party's COR can either allow or deny access to the COR assigned the calling facility. AAR and ARS access to a trunk group (pattern/preference) are not subject to miscellaneous trunk restrictions.

### **NOTE:**

When a call is to a Vector Directory Number (VDN) extension, the COR of the caller and the VDN are compared to determine if the associated Call Vector can be accessed. After the vector is accessed, the COR of the VDN is used for further call permission checking.

## **Administration**

---

To implement this feature, the following form(s) or sections of the form(s) must be completed.

| <b>Form</b>          | <b>Field</b> | <b>Form<br/>Instructions<br/>(Page)</b> |
|----------------------|--------------|-----------------------------------------|
| Class of Restriction | All          | 5-88                                    |
| Trunk Groups (All)   | COR          | 4-139                                   |
| Station              | COR          | 5-346                                   |

- **Class of Restriction Forms**
  - **Trunk Groups to be Restricted** — Verify or establish a COR for various trunk group types that are to be restricted. Assign the same COR to each group.
  - **Originating Facility** — Verify or establish a COR for each originating facility (that is, voice terminal, and so on) that is to be restricted from calling the miscellaneous trunk group types. (These CORs can be different.) To assign this capability on the originating facilities COR form(s), the calling permission field associated with the CORs of the trunk groups to be restricted must have an "n".
- **Trunk Group Forms** — Assign an appropriate (the same to each) COR to each trunk group to be restricted.
- **Station Forms** — Assign the appropriate CORs to the voice terminals. (CORs already assigned can be used if all users with the CORs will be restricted.)

**Hardware Requirements**

---

None.

## **Restriction — Voice Terminal — Inward**

Restricts callers at specified voice terminals from receiving public network, attendant-originated, and attendant-extended calls. A denied call is routed to intercept tone, a recorded announcement, or the attendant for direct inward dialing (DID) calls.

### **☞ NOTE:**

When a call is to a Vector Director Number (VDN) extension, the Class of Restriction (COR) of the caller and the VDN are compared to determine if the associated Call Vector can be accessed. After the vector is accessed, the COR of the VDN is used for further call permission checking.

## **Administration**

To implement this feature, the following form(s) or sections of the form(s) must be completed.

| <b>Form</b>          | <b>Field</b>                      | <b>Form<br/>Instructions<br/>(Page)</b> |
|----------------------|-----------------------------------|-----------------------------------------|
| Class of Restriction | Called Party Restriction (Inward) | 5-88                                    |
| Station              | COR                               | 5-346                                   |

- Class of Restriction Form — Verify or establish COR with Called Party Restriction of "Inward."
- Station Forms — Assign COR to voice terminal.

## **Hardware Requirements**

None.

## **Restriction — Voice Terminal — Manual Terminating Line**

---

Restricts callers at specified voice terminals from receiving calls other than those from an attendant. Local CO, Foreign Exchange, and Wide Area Telecommunications Service calls are routed to the attendant. Direct Inward Dialing (DID) calls are routed to an announcement or the attendant Tie trunk, and voice terminal calls are routed to intercept treatment. The voice terminal user can originate calls and activate features.

### **NOTE:**

When a call is to a Vector Directory Number (VDN) extension, the Class of Restriction (COR) of the caller and the VDN are compared to determine if the associated Call Vector can be accessed. After the vector is accessed, the COR of the VDN is used for further call permission checking.

## **Administration**

---

To implement this feature, the following form(s) or sections of the form(s) must be completed.

| <b>Form</b>          | <b>Field</b>                      | <b>Form Instructions (Page)</b> |
|----------------------|-----------------------------------|---------------------------------|
| Class of Restriction | Called Party Restriction (Manual) | 5-88                            |
| Station              | COR                               | 5-346                           |

- Class of Restriction Form — Verify or establish COR with Called Party Restriction of "Manual."
- Station Forms — Assign COR to voice terminal.

## **Hardware Requirements**

---

None.

## **Restriction — Voice Terminal — Origination**

---

Restricts callers at specified voice terminals from originating calls. Voice terminal users can receive calls.

### **NOTE:**

When a call is to a Vector Directory Number (VDN) extension, the Class of Restriction (COR) of the caller and the VDN are compared to determine if the associated Call Vector can be accessed. After the vector is accessed, the COR of the VDN is used for further call permission checking.

## **Administration**

---

To implement this feature, the following form(s) or sections of the form(s) must be completed.

| <b>Form</b>          | <b>Field</b>                            | <b>Form<br/>Instructions<br/>(Page)</b> |
|----------------------|-----------------------------------------|-----------------------------------------|
| Class of Restriction | Calling Party Restriction (Origination) | 5-88                                    |
| Station              | COR                                     | 5-346                                   |

- Class of Restriction Form — Verify or establish COR with Calling Party Restriction of "Origination."
- Station Forms — Assign COR to voice terminal.

## **Hardware Requirements**

---

None.



## Restriction — Voice Terminal — Outward

---

Prevents specified voice terminal users from placing calls to the public network. Calls can be placed to other voice terminal users, to the attendant, and over tie trunks.

 **NOTE:**

When a call is to a Vector Directory Number (VDN) extension, the Class of Restriction (COR) of the caller and the VDN are compared to determine if the associated Call Vector can be accessed. After the vector is accessed, the COR of the VDN is used for further call permission checking.

### Administration

---

To implement this feature, the following form(s) or sections of the form(s) must be completed.

| Form                 | Field                               | Form Instructions (Page) |
|----------------------|-------------------------------------|--------------------------|
| Class of Restriction | Calling Party Restriction (Outward) | 5-88                     |
| Station              | COR                                 | 5-346                    |

- Class of Restriction Form — Verify or establish COR with Calling Party Restriction of "Outward."
- Station Forms — Assign COR to voice terminal.

### Hardware Requirements

---

None.

## **Restriction — Voice Terminal — Public**

---

Restricts callers at specified voice terminals from receiving public network calls. A denied call is routed to intercept tone, a recorded announcement, or the attendant.

Calls can redirect to a public-restricted voice terminal. The COR of the originally called extension number is the only one checked.

### **Administration**

---

To implement this feature, the following form(s) or sections of the form(s) must be completed.

| <b>Form</b>          | <b>Field</b>                      | <b>Form<br/>Instructions<br/>(Page)</b> |
|----------------------|-----------------------------------|-----------------------------------------|
| Class of Restriction | Called Party Restriction (Public) | 5-88                                    |
| Station              | COR                               | 5-346                                   |

- Class of Restriction Form — Verify or establish COR with Called Party Restriction of "Public".
- Station Forms — Assign COR to voice terminal.

### **Hardware Requirements**

---

None.

## Restriction — Voice Terminal — Termination

---

Restricts voice terminal users on specified extension numbers from receiving any calls. Voice terminal users can originate calls. Direct Inward Dialing or Advanced Private Line Termination calls are routed to a recorded announcement or the attendant.

**NOTE:**

When a call is to a Vector Directory Number (VDN) extension, the Class of Restriction (COR) of the caller and the VDN are compared to determine if the associated Call Vector can be accessed. After the vector is accessed, the COR of the VDN is used for further call permission checking.

### Administration

---

To implement this feature, the following form(s) or sections of the form(s) must be completed.

| Form                 | Field                                  | Form Instructions (Page) |
|----------------------|----------------------------------------|--------------------------|
| Class of Restriction | Called Party Restriction (Termination) | 5-88                     |
| Station              | COR                                    | 5-346                    |

- Class of Restriction Form — Verify or establish COR with Called Party Restriction of "Termination."
- Station Forms — Assign COR to voice terminal.

### Hardware Requirements

---

None.

## Ringback Queuing

---

Places outgoing calls in an ordered queue (first-in, first-out) when all trunks are busy. The voice terminal user is automatically called back when a trunk becomes available. The voice terminal receives a distinctive 3-burst alerting signal (Priority Calling) when called back.

### Administration

---

To implement this feature, the following form(s) or sections of the form(s) must be completed.

| Form                              | Field                                             | Form Instructions (Page) |
|-----------------------------------|---------------------------------------------------|--------------------------|
| Trunk Groups (All)                | Queue Length                                      | 4-139                    |
| Feature-Related System Parameters | Automatic Callback-No Answer Timeout Interval     | 5-178                    |
| Feature Access Codes              | Automatic Callback Activation/Deactivation        | 5-170                    |
| Station (multi-appearance)        | Buttons/Feature Button Assignments<br>-auto-cback | 5-346                    |

- Trunk Group Forms for outgoing Trunk Groups — Verify or assign queuing to Queue Length field.
- Feature-Related System Parameters Form — Specify Automatic Callback-No Answer Timeout Interval (rings) field.
- Feature Access Codes Form — Verify or assign Automatic Callback Activation and Deactivation fields.
- Station Forms — Assign Auto Callback buttons to multi-appearance voice terminals, as desired.

**NOTE:**

Automatic Callback and Ringback Queuing share the same intervals, codes, and buttons.

### Hardware Requirements

---

None.

## **Ringer Cutoff**

---

Allows users of multiappearance voice terminals to turn on or off certain audible ringing signals. Visual alerting is not affected by this feature.

When this feature is enabled, only Priority ringing, Intercom ringing, and Manual Signaling ringing will ring at the voice terminal. Internal, external, and redirection notification will not ring. When this feature is disabled, the voice terminal will have normal ringing.

### **Administration**

---

To implement this feature, the following form(s) or sections of the form(s) must be completed.

| <b>Form</b>               | <b>Field</b>                                        | <b>Form<br/>Instructions<br/>(Page)</b> |
|---------------------------|-----------------------------------------------------|-----------------------------------------|
| Station (multiappearance) | Button/Feature<br>Button Assignments<br>-ringer-off | 5-346                                   |

- Station Forms — Assign "ringer-off" to a voice terminal feature button. One button may be assigned per voice terminal.

### **Hardware Requirements**

---

None.

## **Ringling—Abbreviated and Delayed**

The Ringing — Abbreviated and Delayed feature allows the System Administrator to assign one of four unique Ring Types to each primary or bridged call appearance at a station on a per-station basis.

In addition, this feature allows the administrator to enable the Automatic Abbreviated/Delayed Transition on a per station basis. This aspect of the feature automatically transitions a call to another specified station after a preset number of rings. A user can immediately force the transition of all calls currently alerting the extension by pressing the abrv-ring feature button.

### **NOTE:**

The Ringing—Abbreviated and Delayed feature cannot be assigned to a system console

## **Administration**

To administer Ringing—Abbreviated and Delay, complete the following form(s) or section of form(s):

| <b>Form</b>                       | <b>Field</b>                                                           | <b>Form<br/>Instructions<br/>Page(s)</b> |
|-----------------------------------|------------------------------------------------------------------------|------------------------------------------|
| Feature-Related System Parameters | Page 1 of 6, Automatic Abbreviated/Delayed Transition Interval (rings) | 5-178                                    |
| Station                           | Per Button Ring Control<br>Feature Buttons                             | 5-346                                    |

- Enter the number of ring cycles (1 to 16) before an Automatic Abbreviated/Delayed transition is triggered for a call in the Auto Abbreviated/Delayed Transition Interval (rings) field of the Feature-Related System-Parameters form.
- Enter a “y” in the Per-Button Ring Control? field on Page 1 of the Station form. When the Per-Button Ring Control? field is set to “y”:
  - The Bridged Call Alerting field disappears.
  - The Auto-A/D field is added to button type call-appr.
  - The Ring field is added to button types call-appr, brdg-appr, and abrdg-appr.

- If you want to have an automatic transition after the number of ring cycles you specified on the Feature-Related System-Parameters form:
  - Enter a "y" in the Auto-A/D field for button type call-appr.
  - Specify the ring type in the Ring field for button types call-appr, brdg-appr, and abrdg-appr.
  - Enter the Principal's extension in the Ext field for button types call-appr, brdg-appr, and abrdg-appr.
  - Enter the Principal's call appearance in the Btn field for button type brdge-appr.
- If you never want to use automatic transition and always want to invoke the transition manually by pressing the abrv-ring button on the station:
  - Enter an "n" in the Auto-A/D field.
- Create an abrv\_ring feature button on Page X of the Station form. Leave the Ext subfield blank to associate the extension with the Principal's call appearance. You can also associate the button with another extension.

### **Hardware Requirements**

---

Ringling — Abbreviated and Delayed does not require modification to the hardware environment.

## Security Violation Notification

---

This feature is available on all versions of DEFINITY ECS. The Security Violation Notification (SVN) feature notifies a designated referral point (attendant console, display equipped voice terminals, or voice terminal without display in the case of SVN referral calls with announcements) of a security violation. The SVN feature provides the ability to disable a remote login ID or remote access feature following a security violation. The SVN feature also provides an audit trail containing information about each attempt to access the switch. If disabled, the login ID, or Remote Access feature remains disabled until re-enabled by a login ID with correct permissions.

*DEFINITY ECS Release 5 System Monitoring and Reporting* provides more information on the SVN feature and reports.

### SVN Capabilities

---

- Referral Call Activation/Deactivation

SVN referral calls are placed by the system any time a security threshold violation occurs. Referral Call Placement is automatic with the DEFINITY ECS software.

Repeated security violations can result in numerous referral calls being made in a short period of time. If you need to stop referral calls, you can activate the following buttons. You administer these on the Station form.

 **NOTE:**

It is not advisable to activate any of these buttons unless SVN calls are so frequent as to be a problem. If you are receiving an unreasonable number of SVN referral calls, the thresholds set for your system may be too low. Be sure you understand the source of the security violations before you use the SVN-halt buttons.

- lsvn-halt - login security violation notification halt
- rsvn-halt - remote access security violation notification halt
- asvn-halt - authorization code security violation notification halt
- ssvn-halt - station code security violation notification halt

- Login ID Kill After "N" Attempts

The Login ID Kill After "N" Attempts feature provides the ability to disable a login ID when a login security violation is detected for a valid login ID (the number of invalid login attempts permitted in a specified time interval is exceeded). If the login security violation parameters are exceeded, the login ID is disabled until re-enabled by a login ID with re-activation permissions.



This feature is controlled by a field on the Login form and is optional on a per-login ID basis. The system default value is to disable a login ID if the SVN feature is active and a security violation occurs. Any attempt to access the switch using an login ID that has been disabled by the Security Violation Notification (SVN) feature fails, even if the correct login ID and password is entered.

If the login ID is disabled while logged in on another session, once that session is terminated any subsequent attempt to log in using that login ID is prohibited. SVN referral calls are placed by the system each time a login security violation occurs. A disabled login ID remains disabled until it is re-enabled by a login ID with reactivation permissions.

A major alarm is logged whenever a security violation is detected involving a Lucent Technologies services login ID and that login ID has been disabled as a result of the security violation. Lucent Technologies is responsible for retiring the alarm.

- Remote Access Kill After "N" Attempts

The Remote Access Kill After "N" Attempts SVN feature provides the ability to disable the Remote Access feature when a remote access barrier code security violation is detected (the number of invalid Remote Access attempts permitted in a specified time interval is exceeded), and the Disable Following a Security Violation field is enabled. Any attempt to use the Remote Access feature once it has been disabled fails, even if a correct barrier code or barrier code/authorization code combination is given. SVN referral calls are placed by the system any time a Remote Access security violation occurs. The Remote Access feature remains disabled until re-enabled by a login ID with re-activation permissions.

- Authorization Code Security Violation

The Authorization Code Security Violation feature generates a referral call upon detection of a violation. An audit trail containing relevant information about each attempt is registered.

- SVN Referral Call with Announcement

The SVN Referral Call with Announcement option has the capacity to provide a recorded message identifying the type of violation accompanying the SVN referral call. Using Call Forwarding, Call Coverage, or Call Vector Time-of-Day Routing (to route to an extension or to a number off a switch), SVN referral calls with announcements can terminate to a point on or off the switch.

Use of other means to route SVN referral calls to alternate destinations are not supported at this time. An attempt to use an alternate method to route SVN referral calls may result in a failure to receive the call or to hear the announcement.

- **Monitor Security Violations Report**

The monitor security violations reports provide current status information for invalid Login, Remote Access (barrier code), or Authorization Code attempts. The data displayed by these reports is updated every 30 seconds. Up to 16 entries are maintained for each type of violation. The oldest information is overwritten by the new entries at each 30-second update.

In addition to summary and detail reports, DEFINITY ECS provides four security violations status reports:

- Login Violations
- Remote Access Barrier Code Violations
- Authorizations Code Violations
- Station Security Code Violations

- To access Monitor Security Violations reports, enter the command interface command **monitor security-violations <report name>**. The report names are "login," remote-access," "authorization-code," and "station security code." The *DEFINITY ECS System Monitoring and Reporting* book contains descriptions of these reports.

## **Administration**

---

Complete the following form(s) or sections of the form(s) to implement this feature.

| <b>Form</b>                        | <b>Field</b>                                                                                          | <b>Form Instructions (Page)</b> |
|------------------------------------|-------------------------------------------------------------------------------------------------------|---------------------------------|
| Security-Related System Parameters | All                                                                                                   | 5-313                           |
| Station (multiappearance)          | Button/Feature Button Assignments<br>asvn-halt (add if needed)<br>lsvn-halt<br>rsvn-halt<br>ssvn-halt | 5-346                           |
| Remote Access                      | Disable Following A Security Violation?                                                               | 5-290                           |
| Login                              | Disable Following A Security Violation?                                                               | B-35                            |

- Security-Related System Parameters — Complete all appropriate Security Violation Notification Parameters on the form.
- Remote Access and Login Forms - Security Violation Notification must be enabled for these fields to appear.

After completing Security-Related System Parameters form, you must then administer and activate any previously unadministered feature buttons as the "asvn-halt," "lsvn-halt," "rsvn-halt" and "ssvn-halt" buttons for the Referral Destination extension.

### **SVN Button Locations**

---

To display the current location of SVN buttons, enter the command:

**display svn-button-location**

The SVN Button Locations screen appears.

SVN BUTTON LOCATIONS

LOGIN SECURITY VIOLATIONS

Name: Login\_\_\_\_\_

Extension: 81234\_\_\_\_\_

REMOTE ACCESS SECURITY VIOLATIONS

Name: Remote Access\_\_\_\_\_

Extension: 81234\_\_\_\_\_

AUTHORIZATION CODE SECURITY VIOLATIONS

Name: Auth-code\_\_\_\_\_

Extension: 81234\_\_\_\_\_

STATION SECURITY CODE VIOLATIONS

Name: Station-sec-code\_\_\_\_\_

Extension: 81234\_\_\_\_\_

**Screen 3-7. SVN Button Locations**

## Send All Calls

---

Allows users to temporarily direct all incoming calls to coverage regardless of the assigned Call Coverage redirection criteria. Send All Calls also allows covering users to temporarily remove their voice terminals from the coverage path.

### Administration

To implement this feature, the following form(s) or sections of the form(s) must be completed.

| Form                       | Field                                            | Form Instructions (Page) |
|----------------------------|--------------------------------------------------|--------------------------|
| Feature Access Codes       | Send All Calls Activation and Deactivation       | 5-170                    |
| Station (multi-appearance) | Button/Feature Button Assignments<br>-send-calls | 5-346                    |
| Call Coverage Paths        | All                                              | 5-62                     |

- Feature Access Codes Form — Assign an Activation and a Deactivation access code for Send All Calls.
- Station Forms — Assign one or more Send All Calls buttons.
- Call Coverage Paths Form — Complete all fields as required to establish the call redirection criteria.

### Hardware Requirements

None.

## Service Observing

---

Service Observing allows a specified user, such as a supervisor, to observe a call that involves other users while the call is in progress. In addition to basic Service Observing used to observe a station extension, the Service Observing feature includes Service Observing Remotely/By FAC, Service Observing VDNs, Service Observing Logical Agent IDs, and Vector Initiated Service Observing.

### NOTE:

The use of Service Observing features may be subject to federal, state, or local laws, rules or regulations or require the consent of one or both of the parties to the conversation. Customers should familiarize themselves and comply with all applicable laws, rules and regulations before using these features.

## Administration

---

The types of Service Observing are discussed below.

### Service Observing

Complete the following forms to use basic Service Observing. Before you complete these forms ensure that the Service Observing (Basic) field on the System-Parameters Customer-Options form is set to yes.

| Form                              | Field                                           | Form Instructions (Page) |
|-----------------------------------|-------------------------------------------------|--------------------------|
| Class of Restriction              | Can Be Service Observed Can Be Service Observer | 5-88                     |
| Feature-Related System Parameters | Service Observing Warning Tone                  | 5-178                    |
| Station (multi-appearance)        | Button/Feature Button Assignment<br>-serv-obsrv | 5-346                    |

- Class of Restriction Form
  - Set the Can Be Service Observed field to yes to allow the extension to be observed.
  - Set the Can Be Service Observer field to yes to allow the extension owner to observe others.
- Feature-Related System-Parameters Form — Assign “y” to Service Observing Warning Tone field if you want the voice terminal user being observed to receive a warning tone when they are monitored.
- Station Forms — Assign one serv-obsrv (service observing) button.

**Service Observing Remote/By FAC**

Complete the following forms to use Service Observing Remote/By FAC. Before you complete these forms ensure that the Service Observing (Basic) field and the Service Observing (Remote/By FAC) field on the System-Parameters Customer-Options form are set to yes.

| Form                              | Field                                     | Form Instructions (Page) |
|-----------------------------------|-------------------------------------------|--------------------------|
| Class of Restriction              | Can Be Service Observed                   | 5-88                     |
|                                   | Can Be Service Observer                   |                          |
| Feature-Related System Parameters | Service Observing Warning Tone            | 5-178                    |
| Feature Access Codes              | Service Observing Listen Only Access Code | 5-170                    |
|                                   | Service Observing Listen/Talk Access Code |                          |

- Class of Restriction Form
  - Set the Can Be Service Observed field to yes to allow the extension to be observed.
  - Set the Can Be Service Observer field to yes to allow the extension owner to observe others.
- Feature-Related System-Parameters Form — Assign “y” to Service Observing Warning Tone field if you want the voice terminal user being observed to receive a warning tone when they are monitored.
- Feature Access Codes
  - Service Observing Listen Only Access Code. Enter a FAC to allow listen only access.
  - Service Observing Listen/Talk Access Code. Enter a FAC to allow both listen and talk access.

**Service Observing VDNs**

Complete the following forms to use Service Observing VDNs. Before you complete these forms ensure that the Service Observing (Basic) field and the Service Observing (VDNs) field on the System-Parameters Customer-Options form are set to yes. Also note that you can use either station service observing (serv-obsrv) buttons or Feature Access Codes to initiate Service Observing

VDNs. If you use Feature Access Codes, ensure that the Service Observing (Remote/By FAC) field on the System-Parameters Customer-Options form is set to yes.

| Form                              | Field                                                                                  | Form Instructions (Page) |
|-----------------------------------|----------------------------------------------------------------------------------------|--------------------------|
| Class of Restriction              | Can Be Service Observed<br>Can Be Service Observer                                     | 5-88                     |
| Feature-Related System Parameters | Service Observing Warning Tone                                                         | 5-178                    |
| Station (multi-appearance)        | Button/Feature Button Assignment<br>-serv-obsrv                                        | 5-346                    |
| Feature Access Codes              | Service Observing Listen Only Access Code<br>Service Observing Listen/Talk Access Code | 5-170                    |

- Class of Restriction Form
  - Set the Can Be Service Observed field to yes to allow the extension to be observed.
  - Set the Can Be Service Observer field to yes to allow the extension owner to observe others.
- Feature-Related System-Parameters Form — Assign “y” to Service Observing Warning Tone field if you want the voice terminal user being observed to receive a warning tone when they are monitored.
- Station Forms — Assign one serv-obsrv (service observing) button.
- Feature Access Codes
  - Service Observing Listen Only Access Code. Enter a FAC to allow listen only access.
  - Service Observing Listen/Talk Access Code. Enter a FAC to allow both listen and talk access.

### Service Observing Logical Agent IDs

Complete the following forms to use Service Observing Logical Agent IDs. Before you complete these forms ensure that the Service Observing (Basic) field on the System-Parameters Customer-Options form is set to yes. Also note that you can use either station service observing (serv-obsrv) buttons or Feature Access Codes to initiate Service Observing Logical Agent IDs. If you use Feature

Access Codes, ensure that the Service Observing (Remote/By FAC) field on the System-Parameters Customer-Options form is set to yes. Note that to observe an agent by the Logical Agent ID, the agent must be logged in to a voice terminal.

| Form                              | Field                                     | Form Instructions (Page) |
|-----------------------------------|-------------------------------------------|--------------------------|
| Class of Restriction              | Can Be Service Observed                   | 5-88                     |
|                                   | Can Be Service Observer                   |                          |
| Feature-Related System Parameters | Service Observing Warning Tone            | 5-178                    |
|                                   | Expert Agent Selection                    |                          |
| Station (multi-appearance)        | Button/Feature Button Assignment          | 5-346                    |
|                                   | -serv-obsrv                               |                          |
| Feature Access Codes              | Service Observing Listen Only Access Code | 5-170                    |
|                                   | Service Observing Listen/Talk Access Code |                          |

- Class of Restriction Form
  - Set the Can Be Service Observed field to yes to allow the extension to be observed.
  - Set the Can Be Service Observer field to yes to allow the extension owner to observe others.
- Feature-Related System-Parameters Form
  - Assign “y” to Service Observing Warning Tone field if you want the voice terminal user being observed to receive a warning tone when they are monitored.
  - Set the Expert Agent Selections field to “y”.
- Station Forms — Assign one serv-obsrv (service observing) button.
- Feature Access Codes
  - Service Observing Listen Only Access Code. Enter a FAC to allow listen only access.
  - Service Observing Listen/Talk Access Code. Enter a FAC to allow both listen and talk access.



### **Vector Initiated Service Observing**

To use Vector Initiated Service Observing, ensure that the Vectoring (Prompting) field on the System-Parameters Customer-Options form is set to yes and follow the administration instructions in this section for the type of service observing you wish to use. For more information on Call Vectoring, refer to the *DEFINITY Enterprise Communications Server Call Vectoring/EAS Guide*.

### **Hardware Requirements**

---

None.

## **Single-Digit Dialing and Mixed Station Numbering**

---

Allows easy access to internal hotel/motel services and provides the capability to associate room numbers with guest-room voice terminals.

### **Administration**

---

To implement this feature, the following form(s) or sections of the form(s) must be completed.

| <b>Form</b>                       | <b>Field</b>             | <b>Form Instructions (Page)</b> |
|-----------------------------------|--------------------------|---------------------------------|
| Dial Plan                         | All                      | 5-155                           |
| Feature-Related System Parameters | Short Interdigit Timeout | 5-178                           |

- Dial Plan Form — Refer to "Data Call Setup" in this chapter.
- Feature-Related System Parameters Form — Assign timer value for the Short Interdigit Timeout timer.

### **Hardware Requirements**

---

None.

## **Software Defined Data Network**

---

Software Defined Data Network (SDDN) provides virtual private line connectivity via the AT&T switched network (4ESS switch). Access to the service is provided by the Integrated Services Digital Network (ISDN) Primary Rate Interface (PRI) feature. These services complement the Software Defined Network (SDN) voice services.

SDDN offers an attractive alternative to the traditional design of data communications networks through high-speed data networking, extensive functionality, advanced call handling capabilities, and network flexibility.

SDDN also offers the Automatic Restoration capability, which restores disrupted administered connections between access/data endpoints. (Access endpoints are nonsignaling trunks, and data endpoints are devices that connect the switch to data terminal/communications equipment.) This restoration is achieved within seconds of a service disruption so that critical data applications can remain operational. The Auto Restoration function is described in more detail in the Administered Connections feature description provided in *DEFINITY Enterprise Communications Server Release 5 Feature Description*. Also refer to the "Administered Connection/Access Endpoint" section elsewhere in this chapter for additional information associated with SDDN and Administered Connections.

SDDN is well-suited for data communications applications that have one or more of the following characteristics:

- Have a time window for completion (performed during night, morning, or other specified time periods).
- Have requirements for high-speed data or high-volume data.
- Have restoration requirements. These are critical applications that must remain operational in the event of a network failure.
- Have multiple endpoint destinations (require serial or nonsimultaneous communication between an originating point and several endpoints).
- Would benefit from network flexibility (traffic patterns show daily or seasonal variations, and may change as the network grows).

### **Administration**

---

Refer to the "Administered Connection/Access Endpoint" and "Integrated Services Digital Network — Primary Rate Interface" features in this chapter for administration information and associated hardware requirements.

## Station Security Code

---

The Station Security Code (SSC) feature allows system users to change their own, previously administered, station security code.

To implement the feature, complete the following forms or sections of forms.

| Form    | Field                   | Form Instructions (Page) |
|---------|-------------------------|--------------------------|
| FAC     | Station Security Change | 5-170                    |
| Station | Station Security Code   | 5-346                    |

- FAC — Provide the system-wide Station Security Change FAC if you want system users to be able to change their SSC.
- Station — Provide a Station Security Code for each system user who needs to use an SSC.

## Subnet Trunking

---

Subnet Trunking provides modification of the dialed number so an Automatic Alternate Routing (AAR) or Automatic Route Selection (ARS) call can route over alternate trunk groups. It also provides control for timing and waiting for dial tone during outpulsing.

### Administration

---

The Private Network Access or Automatic Route Selection features, as appropriate, must be enabled on the System-Parameters Customer-Options form before associated forms and fields on forms can be administered.

To implement this feature, the following form(s) or sections of the form(s) must be completed.

| Form                              | Field                                     | Form Instructions (Page) |
|-----------------------------------|-------------------------------------------|--------------------------|
| Routing Patterns                  | No. Del. Digits                           | 4-15                     |
|                                   | Inserted Digits                           |                          |
| Feature-Related System Parameters | Off Premises Tone Detect Timeout Interval | 5-178                    |

- Routing Patterns Form — Specify the number of digits to delete and the digit string to insert. Special characters, if any, are included in the inserted digits string to control timing and waits for dial tone.
- Feature-Related System Parameters Form — Specify the number of seconds (5 to 25) that a call progress tone receiver will wait to detect a call progress tone from off-premises during dialing.

### Hardware Requirements

---

None.

## Switch Based Bulletin Board

---

The Switch Based Bulletin Board allows System Administration Terminal (SAT) users, both customers and AT&T service personnel to leave messages for each other.

Users who have Administer Features permissions (administered on the Command Permission Categories form) can change the bulletin board. Users who have Display Administration and Maintenance permissions (also administered on the Command Permission Categories form) can display, print, or schedule to print the contents of the bulletin board.

### Bulletin Board Message Notification

---

If you have a high-priority message the following text will be displayed in the body of the screen when you log into the System.

```
Bulletin Board Last Modified on mm/dd/yy
Warning: High-Priority Messages Entered on: mm/dd/yy
Warning: Bulletin Board is xx% full
```

If the Bulletin Board is empty, the last modified message will not appear.

If you receive a high-priority message while you are logged into the System, the following text will replace the Command prompt.

```
High-Priority Bulletin Board Messages Entered:
```

You can enter any system command at this point. The message will disappear after you enter any SAT command.

The High-Priority warning message will recur at login until the high-priority messages are taken out.

### Administration

---

To administer the Switch Based Bulletin Board, use the following form.

| Form                           | Field | Form<br>Instructions<br>(Page) |
|--------------------------------|-------|--------------------------------|
| Switch Based<br>Bulletin-Board | All   | 5-297                          |

### Hardware Requirements

---

None.

## **Tandem Trunk Group**

---

A Tandem Trunk Group provides the System with the ability to communicate with another tandem PBX switch. This trunk group will send and receive Traveling Class Marks (TCMs) as well as outpulse 7-digit RNX-XXXX dialing.



**NOTE:**

An ISDN-PRI trunk group whose Service Type field is "tandem" can also function as a tandem trunk group.

### **Administration**

---

To assign a Tandem Trunk Group, the following form must be completed.

| <b>Form</b>          | <b>Field</b> | <b>Form<br/>Instructions<br/>(Page)</b> |
|----------------------|--------------|-----------------------------------------|
| Trunk Group (Tandem) | All          | 4-240                                   |

- Trunk Group (Tandem) Form — Verify or complete all fields.

### **Hardware Requirements**

---

A port is required on a TN722B, TN760D, TN767, or TN464D circuit pack for each trunk to be assigned in the Access Trunk Group. A TN760D provides four ports, a TN722B or TN767 provides 24 or 32 ports, and a TN464D provides 32 ports.

## Telecommuting Access

---

The Telecommuting Access feature allows system users to change their lead coverage path or their call forwarding extension from any on-site or off-site location. This feature cannot be used from a rotary phone set.

### Administration

---

The Extended Cvg/Fwd Admin field on the System-Parameters Customer-Options form must be enabled before you can administer the Telecommuting Access feature. You can display this form, but only an authorized Lucent Technologies representative can administer the form. To administer Telecommuting Access, complete the following forms or sections of forms.

| Form                 | Field                                            | Form Instructions (Page) |
|----------------------|--------------------------------------------------|--------------------------|
| Feature Access       | Extended Call Forward All Activate               | 5-170                    |
|                      | Extended Call Forward Busy/Don't Answer Activate |                          |
|                      | Extended Call Fwd Deactivation                   |                          |
|                      | Change Coverage                                  |                          |
| COR                  | Can Change Coverage                              | 5-88                     |
| COS                  | Extended Forwarding All                          | 5-96                     |
|                      | Extended Forwarding B/DA                         |                          |
| Station              | Coverage Path 1                                  | 5-346                    |
|                      | Coverage Path 2                                  |                          |
|                      | Security Code                                    |                          |
| Telecommuting Access | Telecommuting Access Extension                   | 5-320                    |

- Feature Access Form — Enter the Feature Access Code information as required.
- COR Form — Set the Can Change Coverage field to yes or no, as appropriate.
- COS Form — Set the Extended Forwarding All and or the Extended Forwarding B/DA fields to yes or no, as appropriate.



- Station — Enter Coverage Path 1 and or Coverage Path 2. (A system user cannot change a blank coverage path. Only the System Administrator can change a blank coverage path.) The user must also have a Security Code to use this feature.
- Telecommuting Access — Enter to Telecommuting Access Extension to allow access to this feature. Enter blanks to block access to the feature.

### **Hardware Requirements**

---

None.

## Tenant Partitioning

---

Tenant Partitioning provides telecommunications services to multiple independent groups of users through a single PBX. Multiple Music on Hold can provide a different music source for each tenant partition.

### Administration

---

Tenant Partitioning is administered via the Tenant Partitioning form. However, Tenant Partitioning interacts with several other forms. This section lists the forms necessary to fully administer the Tenant Partitioning feature and the sequence of their administration. Tenant Partitioning can be activated only by an authorized Lucent Technologies representative via the System-Parameters Customer-Options form. Tenants are defined and assigned by the System Administrator and require the same authorization as for COR administration.

You can define a maximum of 20 tenants and 7 Attendant Groups on a R5si/vs system, a maximum of 20 tenants and 16 Attendant Groups on a R5si system, and a maximum of 100 tenants and 28 Attendant Groups on a R5r system.

Most forms which currently contain a Class or Restriction (COR) will also require a value for Tenant Partitioning; exceptions are Authorization Codes and Console Parameters. The Tenant Partitioning (TN) field will contain a default value of "1", which is the value assigned when Tenant Partitioning has not been enabled via the System-Parameters Customer-Options form.

The maximum number of music sources is the same as the maximum number of tenant partitions; each music source can be used by one or more tenant partitions.

Begin the initial administration of the Tenant Partitioning feature by completing the Tenant Partitioning form. Keep in mind that you must specify an attendant group for each tenant that you define, even if there are no consoles assigned to the attendant group. Each attendant console is assigned to a tenant partition as well. You must also assign a group number to the Attendant Console form.

To administer Tenant Partitioning, you must complete the Tenant Partitioning form.

| Form                | Field        | Form<br>Instructions<br>(Page) |
|---------------------|--------------|--------------------------------|
| Tenant Partitioning | All          | 5-322                          |
| Attendant Console   | Group Number | 5-34                           |

The Tenant Partitioning (TN) field will always appear on the forms listed below, even if Tenant Partitioning is not enabled.

| <b>Forms</b>                | <b>Field(s)</b>   | <b>Form<br/>Instructions<br/>(Page)</b> |
|-----------------------------|-------------------|-----------------------------------------|
| Access Endpoint             | TN                | 5-16                                    |
| Agent LoginID               | TN                | 5-24                                    |
| Recorded Announcement       | TN                | 5-278                                   |
| Attendant Console           | TN Field<br>Group | 5-34                                    |
| Data Module                 | TN                | 5-106                                   |
| Hunt Group                  | TN                | 5-207                                   |
| Listed Directory Numbers    | TN                | 5-245                                   |
| Loudspeaker Paging          | TN                | 5-247                                   |
| PRI Endpoint                | TN                | 5-274                                   |
| Remote Access               | TN                | 5-286                                   |
| Station                     | TN                | 5-346                                   |
| Station (bri dtm)           | TN                | 5-346                                   |
| Station (non-bri dtm)       | TN                | 5-346                                   |
| Tenant Partitioning         | All               | 5-322                                   |
| Terminating Extension Group | TN                | 5-332                                   |
| Trunk Group                 | TN                | 4-139                                   |
| Vector Directory Number     | TN                | 5-337                                   |

## Multiple Music on Hold

To administer Multiple Music on Hold, you must complete the Music Sources form.

### NOTE:

If you use equipment that rebroadcasts music or other copyrighted materials, you may be required to obtain a copyright license from, or pay fees to, a third party such as the American Society of Composers, Artists, and Producers (ASCAP) or Broadcast Music Incorporated (BMI). You can purchase a Magic-on-Hold<sup>®</sup> system from Lucent Technologies, which does not require such a license. .

| Forms               | Field(s)     | Form<br>Instructions<br>(Page) |
|---------------------|--------------|--------------------------------|
| Music Sources       | All          | 5-270                          |
| Tenant Partitioning | Music source | 5-322                          |

## Hardware Requirements

---

None.

## **Terminating Extension Group**

---

Allows an incoming call to ring (either audible or silent alerting) as many as four voice terminals at one time (cannot be a Vector Directory Number extension). Any user in the group can answer the call.

### **Administration**

---

To implement this feature, the following form(s) or sections of the form(s) must be completed.

| <b>Form</b>                 | <b>Field</b>                                                                                                                                                     | <b>Form<br/>Instructions<br/>(Page)</b> |
|-----------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------|
| Terminating Extension Group | All                                                                                                                                                              | 5-332                                   |
| Station (multi-appearance)  | Button/Feature Button<br>Assignments<br><br>-term-x-gr (Grp:___)<br>-exclusion<br><br>-send-term (Grp:___)<br>-aut-msg-wt (Ext:___)<br><br>Bridged Call Alerting | 5-346                                   |

- Terminating Extension Group Form — Complete all fields.
- Station Forms — Assign Term Grp, Exclusion, Send Term, and Leave Word Calling Remote Message Waiting (aut-msg-wt) buttons to voice terminals as required. Enter either "y" or "n" in the Bridged Call Alerting field to enable or disable the audible signal on a bridged call appearance.

### **Hardware Requirements**

---

None.

## **Terminal Translation Initialization**

---

The Terminal Translation Initialization (TTI) feature associates an Administered Without Hardware terminal translation to a valid port. A user can then enable this terminal by dialing a special digit sequence (Feature Access Code, TTI security code, and extension) from a terminal connected to the port. A user can also disassociate a terminal from its port location by dialing a similar disassociate digit sequence.

This feature also includes the administration necessary to change unadministered ports in the switch to "TTI Ports" or ports from which the TTI association sequence can occur.

This feature can also be used in station and data module moves from office to office.

### **NOTE:**

Station User records cannot be shared between TTI ports and EAS LoginID extensions. This causes a reduction in the number of possible TTI ports allowed by the System depending on the number of EAS LoginIDs that are administered.

### **NOTE:**

For example, if 2,000 EAS LoginIDs are administered, the maximum number of TTI ports allowed is reduced by 2,000.

Once attributes are assigned on the Station, Attendant Console, or Data Module forms and TTI is enabled on the Feature-Related System Parameters form, each station receives dial tone once plugged in. To activate a station, the Feature Access Code, TTI Security Code, and this extension number must be dialed at this extension.

TTI operates in the following states:

- **Disabled** — TTI is turned off for the System. Any TTI port translations are removed.
- **Voice** — TTI is enabled, the default translation generated for a TTI port will be for a voice or voice/data terminal, and the activation/deactivation sequence is expected to come from a station keypad.
- **Data** — TTI is enabled, the default translation generated for a TTI port will be for a voice/data terminal or data module, and the activation/deactivation sequence is expected to come from terminal dialing.

- **Suspend** — TTI was previously enabled for Voice or Data but TTI port generation is temporarily prevented. Existing TTI port translations are not removed, but no further translations are allowed until returned to a Voice or Data state.
- **Resume** — Allows the TTI state to return to what it was before it was manually suspended.

All TTI translations are saved during a *save translations* operation. If a *save translations* operation is requested while the System is actively generating TTI port translations as a result of turning the TTI system parameter on, the *save* request will be denied until the TTI port translation is completed or aborted.

Likewise, if an attempt is made to turn TTI on when a *save* operation is in progress, the attempt will be denied until the *save* is completed.

### **Administration**

---

TTI must be enabled on the System-Parameters Customer-Options form before associated fields on forms may be administered.

To implement this feature for stations, attendants, and data modules, complete the following forms.

| <b>Form</b>                       | <b>Field</b>      | <b>Form Instructions (Page)</b> |
|-----------------------------------|-------------------|---------------------------------|
| Feature-Related System Parameters | TTI Enabled       | 5-178                           |
|                                   | TTI State         |                                 |
|                                   | TTI Security Code |                                 |
| Station                           | All               | 5-346                           |
| Attendant Console                 | All               | 5-34                            |
| Data Module                       | All               | 5-106                           |

- **Feature-Related System Parameters Form** — Enable TTI by entering "y" in the TTI Enabled field.

Assign the type of translations desired at this time (voice or data) in the TTI State field.

Enter a security code in the TTI Security Code field.

- **Station Form** — Assign each station's attributes and place an "X" in the Port field.

- Attendant Form — Assign each attendant console's attributes and place an "X" in the Port field.
- Data Module Form — Assign each attendant console's attributes and place an "X" in the Port field.

### **Hardware Requirements**

---

Data Modules require an associated display terminal to dial into the System and activate the extension.



## **Tie Trunk Group**

---

Provides the System with the ability to communicate with another PBX over dedicated private trunks. This trunk group can also be used to connect to a 4ESS switch to support MEGACOM service, MEGACOM 800 service, or MEGACOM 800 DNIS services.



**NOTE:**

An ISDN-PRI trunk group whose Service Type field is "tie" can also function as a tie trunk group.

### **Administration**

---

To assign a Tie Trunk Group, the following form must be completed.

| <b>Form</b>       | <b>Field</b> | <b>Form<br/>Instructions<br/>(Page)</b> |
|-------------------|--------------|-----------------------------------------|
| Trunk Group (Tie) | All          | 4-246                                   |

- Trunk Group (Tie) Form — Verify or complete all fields.

### **Hardware Requirements**

---

A port is required on a TN722B, TN760D, TN767, or TN464D circuit pack for each trunk to be assigned in the Trunk Group. A TN760D provides four ports, a TN722B or TN767 provides 24 or 32 ports, and a TN464D provides 32 ports.

## Time of Day Routing

---

Provides the most economic routing of Automatic Route Selection (ARS) and Automatic Alternate Routing (AAR) calls, based on the time of day that a call is made. Up to eight Time of Day (TOD) Routing plans can be administered in the System.

### Administration

---

The optional Time of Day Routing and ARS Partitioning features must be enabled on the System-Parameters Customer-Options form before associated forms and fields on forms can be administered.

To implement this feature, the following form(s) or sections of the form(s) must be completed.

| Form                                   | Field                                                    | Form Instructions (Page) |
|----------------------------------------|----------------------------------------------------------|--------------------------|
| Time of Day Routing                    | All                                                      | 4-28                     |
| ARS Analysis                           | All                                                      | 4-44                     |
| AAR Analysis                           | All                                                      | 4-8                      |
| Node Number Routing                    | All                                                      | 4-26                     |
| Class of Restriction                   | Time of Day Plan Number                                  | 5-88                     |
| Station (multi-appearance)             | Button/Feature Button Assignments                        | 5-346                    |
| (7400D series equipped with a display) | -man-overid<br>-clk-overid                               |                          |
| Attendant Console                      | Feature Button Assignments<br>-man-overid<br>-clk-overid | 5-34                     |

- Time of Day Routing Form — Complete up to eight Time of Day Routing forms as required.
- ARS Analysis Form — Complete an ARS Analysis form for each PGN as required.

- AAR Analysis Form — Complete an AAR Analysis form for each PGN as required.
- Node Number Routing Form — Complete a Node Number Routing Table for each PGN as required.
- Class of Restriction Form — Complete the Time of Day Plan Number (1 through 8) field on each COR form as required.
- Station Forms — Assign Immediate Manual Override (man-overid) and Clocked Manual Override (clk-overid) feature buttons to 7400D series voice terminals equipped with a display.
- Attendant Console Form — Assign Immediate Manual Override (man-overid) and Clocked Manual Override (clk-overid) feature buttons as required.

### **Hardware Requirements**

---

None.

## Trunk Flash

---

Allows a feature/function button on a multi-function voice terminal or attendant console to be assigned as a "Flash" button. Pressing this button while connected to a trunk (which must have been administered to allow trunk flash) causes the System to send a flash signal out over the connected trunk.

When used by a CAS attendant connected to an RLT trunk, the flash controls certain CAS features at the CAS Branch switch. When used by a multi-function voice terminal or non-CAS attendant connected to a CO, FX, or WATS trunk, the flash controls operation of certain features (such as add-on) at the connected CO.

 **NOTE:**

The Trunk Flash feature is not available on Personal Central Office Line (PCOL) groups.

This feature may also be activated by dialing the Trunk Flash <FAC as administered on the Feature Access Codes form.

To use this feature, the following conditions must be met:

- The trunk group must be enabled for the Trunk Flash feature. Generic 3 supports the Trunk Flash signal for incoming, outgoing, or two-way call directions on selected two-wire analog (ground-start or loop-start) or digital (DS1) trunks.

 **NOTE:**

If the trunk group is a DS1 trunk in Italy, the Trunk Flash feature will apply only to outgoing calls.

The trunk group types may be "co", "fx", and/or "wats".

- The Trunk Flash (Flash) button on selected multifunction voice terminals (stations) or attendant consoles must be administered, and/or the Flash Access Code must be administered.
- At the time the Trunk Flash (flash) button is pressed, the call can only involve one trunk line. This trunk line must have been administered with the Trunk Flash feature.

 **NOTE:**

If the trunk is not directly connected to the far end/Central Office (CO) providing the customized services, use of the Trunk Flash signal may cause the call to be disconnected by the far end/CO.

 **NOTE:**

Calls made after the Flash are not recorded in CDR records.

**Administration**

---

To implement this feature, the following form(s) or sections of the form(s) must be completed.

| <b>Form</b>                                                                                                | <b>Field</b>            | <b>Form<br/>Instructions<br/>(Page)</b>   |
|------------------------------------------------------------------------------------------------------------|-------------------------|-------------------------------------------|
| Station (MET <sup>1</sup> Sets)<br>10 Button<br>20 Button<br>30 Button                                     | All                     | 5-383                                     |
| Station (multi-appearance)<br>7303S, 7305D, 7309H<br>7401D, 7403D, 7404D<br>7405D<br>7406D, 7404D<br>7434D | All                     | 5-411<br>5-430<br>5-443<br>5-456<br>5-466 |
| 8403B, 8405B, 8405B+, 8410B                                                                                |                         | 5-529                                     |
| 8405D, 8405D+, 8410D, 8434                                                                                 |                         | 5-538                                     |
| 8411B, 8411D                                                                                               |                         | 5-549                                     |
| CALLMASTER Terminal (602A1)<br>Station (Terminals)                                                         |                         | 5-495                                     |
| 515BCT                                                                                                     |                         | 5-400                                     |
| Attendant Console                                                                                          | All                     | 5-34                                      |
| Feature Access Codes                                                                                       | Flash<br>Access<br>Code | 5-170                                     |
| Trunk Group                                                                                                |                         |                                           |
| CO                                                                                                         | All                     | 4-182                                     |
| FX                                                                                                         | All                     | 4-206                                     |
| WATS                                                                                                       | All                     | 4-253                                     |

---

1. MET=Multi-Button Electronic Telephone

- Station Form — Administer a station form for each one of the above voice terminals to be assigned. Assign a Trunk Flash feature button (Flash) to each terminal.
- Attendant Console Form — Complete all fields as required. Assign a Trunk Flash feature button (Flash) to each attendant console.
- Feature Access Codes Form — Assign the Flash Access Code.
- Trunk Group Form — For Central Office, Foreign Exchange, and/or WATS trunk groups, the "Trunk Flash?" field must be administered on the appropriate Trunk Group form(s).

### **Hardware Requirements**

---

None.

## **Trunk Group Busy/Warning Indicators to Attendant**

---

Provides the attendant with a visual indication that the number of busy trunks in a group has reached an administered level. A visual indication is also provided when all trunks in a group are busy.

### **Administration**

---

To implement this feature, the following form(s) or sections of the form(s) must be completed.

| <b>Form</b>       | <b>Field</b>                      | <b>Form Instructions (Page)</b> |
|-------------------|-----------------------------------|---------------------------------|
| Attendant Console | Direct Trunk Group Select Buttons | 5-34                            |
| Trunk Groups:     | Busy Threshold                    |                                 |
| Access            |                                   | 4-172                           |
| APLT              |                                   | 4-177                           |
| CO                |                                   | 4-182                           |
| CPE               |                                   | 4-188                           |
| DMI-BOS           |                                   | 4-192                           |
| FX                |                                   | 4-206                           |
| ISDN-PRI          |                                   | 4-211                           |
| RLT               |                                   | 4-234                           |
| Tandem            |                                   | 4-240                           |
| Tie               |                                   | 4-246                           |
| WATS              |                                   | 4-253                           |

- Attendant Console Form — Trunk group must be assigned to one of the first six Direct Trunk Group Button Assignments for a Basic Attendant Console (301A) or up to 12 Button assignments for an Enhanced Attendant Console (302A).
- Trunk Group Forms — Assign Busy Threshold (Warning) field.



**NOTE:**

Refer to the "Attendant Direct Trunk Group Selection" feature description for additional information.

### **Hardware Requirements**

---

None.



## **Trunk Identification by Attendant**

---

Allows an attendant or display-equipped voice terminal user to identify a specific trunk being used on a call. This capability is provided by assigning a Trunk ID button to the attendant console or voice terminal.

### **Administration**

---

To implement this feature, the following form(s) or sections of the form(s) must be completed.

| <b>Form</b>            | <b>Field</b>                                                        | <b>Form<br/>Instructions<br/>(Page)</b> |
|------------------------|---------------------------------------------------------------------|-----------------------------------------|
| Attendant Console      | Feature Button Assignments<br>-trk-id<br>Display Language           | 5-34                                    |
| Station (7400D Series) | Button/Feature Button<br>Assignments<br>-trk-id<br>Display Language | 5-430                                   |

- Attendant Console Form — Assign a Trunk ID button. Assign the desired Display Language (English, French, Italian, Spanish, or "user-defined"). Refer to "Administrable Language Display" in this chapter for information on administering the "user-defined" language.
- Station Forms — Assign a Trunk ID feature button to stations equipped with a display or have an associated data terminal providing voice terminal displays. Assign the desired Display Language (English, French, Italian, Spanish, or "user-defined"). Refer to "Administrable Language Display" in this chapter for information on administering the "user-defined" language.

### **Hardware Requirements**

---

None.

## Trunk Groups

---



**NOTE:**

Refer to Table C-1 in Appendix C, "System Capacity Limits" for the maximum number of trunks that can be assigned in each System configuration.

The following trunk groups can be assigned:

- Access Trunk Group
- Advanced Private Line Termination (APLT) Trunk Group
- Central Office (CO) Trunk Group
- Customer Provided Equipment (CPE) Trunk Group
- Digital Multiplex Interface Bit Oriented Signaling (DMI-BOS) Trunk Group
- Direct Inward Dialing (DID) Trunk Group
- Direct Inward/Outward Dialing (DIOD) Trunk Group
- Foreign Exchange (FX) Trunk Group
- Integrated Services Digital Network-Primary Rate Interface (ISDN-PRI) Trunk Group
- Personal Central Office Line Trunk Group (PCOLG)
- Release Link Trunk (RLT) Group
- Tandem Trunk Group
- Tie Trunk Group
- Wide Area Telecommunications Service (WATS) Trunk Group

Each trunk group type is covered separately in this chapter. Refer to the specific trunk group coverage for additional information.

## **Trunk-to-Trunk Transfer**

---

Allows the attendant or voice terminal user to connect an incoming trunk call to an outgoing trunk.

### **Administration**

---

To implement this feature, the following form(s) or sections of the form(s) must be completed.

| <b>Form</b>                       | <b>Field</b>            | <b>Form<br/>Instructions<br/>(Page)</b> |
|-----------------------------------|-------------------------|-----------------------------------------|
| Feature-Related System Parameters | Trunk-to-Trunk Transfer | 5-178                                   |

- Feature-Related System Parameters Form — Complete Trunk-to-Trunk Transfer field.

### **Hardware Requirements**

---

None.

## Uniform Call Distribution

---

Provides direct access to a group of voice terminals, data modules, data line circuit ports, or modems by either lines or trunks. Access to a group of like resources, such as modems, is through a single group extension number, which minimizes the dialing of a busy resource. Calls are handled on a "most idle" basis for the hunt group number.

### Administration

---

To implement this feature, the following form(s) or sections of the form(s) must be completed.

| Form                              | Field                              | Form Instructions (Page) |
|-----------------------------------|------------------------------------|--------------------------|
| Recorded Announcements            | As Required                        | 5-278                    |
| Recorded Announcement Data Module | All                                | 5-107                    |
| Call Coverage Paths               | All                                | 5-62                     |
| Hunt Groups                       | All                                | 5-207                    |
| Trunk Groups (All)                | Incoming Destination Night Service | 4-139                    |

- Recorded Announcements Form — Assign recorded announcement extension numbers, if used.
- Recorded Announcement Data Module Form — Complete all fields if recorded announcements are used (TN750 circuit pack).
- Call Coverage Paths Form — Verify or assign Call Coverage Path for the group, if used.
- Hunt Groups Form — Complete all fields.
- Trunk Group Forms — If this feature is to be provided via DID, the assigned hunt group extension number must be accessible via DID. Enter the extension number assigned to the hunt group in the trunk group Incoming Destination and/or Night Service fields.

### Hardware Requirements

---

If the optional Auxiliary Queue Warning lamp is used, requires one port on a TN742, TN746B, or TN769 Analog Line circuit pack for each Auxiliary Queue Warning lamp.

Each delay announcement requires announcement equipment and a port on a TN763C auxiliary trunk circuit pack, or TN742, TN746B, or TN769 analog line circuit pack. If music is to be provided after the delay announcement, a music source and a port on the TN763C auxiliary trunk circuit pack are also required. The announcement and music equipment are not provided as part of the System equipment.

Refer to the "Recorded Announcement" and "Trunk Groups" features for additional administration and hardware requirements.

## **Uniform Dial Plan**

---

The Uniform Dial Plan (UDP) provides a common 4- or 5-digit dial plan that can be shared among a group of switches. Inter-switch dialing and intra-switch dialing are both accomplished via 4- or 5-digit dialing. UDP is used with Electronic Tandem Networks (ETN), Main/Satellite/Tributary and Distributed Communications System (DCS) configurations. Additionally, UDP can be used alone to provide uniform 4- or 5-digit dialing between two or more private switching systems without Main/Satellite/Tributary or DCS configurations.

Unrestricted 4- or 5-digit numbering plans are available for DID, DCS, PRI, and LDN calls by steering calls on all dialed digits.

 **NOTE:**

A UDP Numbering Plan can be either 4 digits or 5 digits, but not both.

Any extension number associated with a UDP endpoint may reside on any switch via an Extension Number Portability (ENP) subnetwork [refer to "Extension Number Portability Numbering Plan" elsewhere in this chapter]. This allows extensions to be moved from one switch to another while retaining the original extension number (as long as these switches are part of the ENP subnetwork). It also allows users to retain their ETN/SDN/CCSA/EPSCS numbers when they are moved within the ENP subnetwork. This capability allows the movement of an extension to a different switch without the need to purchase additional blocks of DID numbers at the new switch. As a result, corporate directories need not be updated as often since subscribers' numbers do not change.

 **NOTE:**

Extension numbers associated with devices that must be local to the switch cannot be ported.

## **Administration**

---

The optional UDP feature must be enabled on the System-Parameters Customer-Options form before associated forms and fields on forms can be administered.

To implement this feature, the following form(s) or sections of form(s) must be completed.

| <b>Form</b>          | <b>Field</b>                  | <b>Form<br/>Instructions<br/>(Page)</b> |
|----------------------|-------------------------------|-----------------------------------------|
| Dial Plan            | Uniform Dial Plan             | 5-155                                   |
|                      | UDP Extension<br>Search Order |                                         |
| Second Digit Table   | All                           | 5-155                                   |
| Uniform Dialing Plan | All                           | 4-259                                   |
| AAR Analysis         | All                           | 4-8                                     |
| AAR Digit Conversion | All                           | 4-12                                    |
| ARS Analysis         | All                           | 4-44                                    |
| ARS Digit Conversion | All                           | 4-49                                    |
| Node Number Routing  | Route Pat                     | 4-26                                    |
| ENP Numbering Plan   | All                           | 4-83                                    |
| Routing Patterns     | All (AAR & ARS)               | 4-15                                    |

- Dial Plan Form — Enter "4-digit" or "5-digit" in the Uniform Dialing Plan field.  
Enter "local-extensions-first" or "udp-table-first" in the UDP Extension Search Order field to specify where the System should search for a dialed extension first.
- Second Digit Table Form — Specify which extensions are valid UDP extensions (the corresponding first digit must be assigned as a "miscellaneous" type in the first digit table).
- Uniform Dialing Plan Form — Administer the Ext Codes for non-home extensions in the ENP subnetwork as ENPNode (node number routed). Also, administer Ext codes for "UDPCode" and/or "AARCode" processing.
- AAR Analysis Form — Complete appropriate fields as described under Automatic Alternate Routing (AAR).
- AAR Digit Conversion Form — Complete appropriate fields as described under Automatic Alternate Routing (AAR).
- ARS Analysis Form — Complete each table (Partitioned Group Number) as required. Complete the Dialed String, Minimum, Maximum, Route Pat (Routing Pattern), Call Type, and Node Num fields for each dialed string to be given specific routing considerations.

- ARS Digit Conversion Form — Complete the Matching Pattern and associated Replacement String fields for each dialed string (matching pattern) to be modified in part or whole. These dialed strings will be routed based on the assigned replacement strings.
- Node Number Routing Form — Assign the routing pattern associated with each node number in the ENP subnetwork.
- ENP Numbering Plan Form — Associate the leading one or two digits of extensions in the ENP subnetwork with a 3-digit ENP code, used to construct a 7-digit AAR-like ENP number.
- Routing Patterns Form — Complete appropriate fields as described under Automatic Alternate Routing (AAR).

### **Hardware Requirements**

---

None.



## VDN in a Coverage Path

---

VDN In a Coverage Path (VICP) is an enhancement to Call Coverage and Call Vectoring that allows assignment of Vector Directory Numbers (VDNs) as the last point in coverage paths. With this feature administered, calls that go to coverage can be processed by vectoring/prompting to extend Call Coverage treatments while retaining covered call characteristics.

**⇒ NOTE:**

A VDN is not allowed as a member of a coverage answer group. A vector cannot route a covered call to a coverage answer group; this group can only be a point in a coverage path.

**⇒ NOTE:**

If a VDN is removed from the System using the *remove vdn <extension>* command, the VDN will be automatically removed from any coverage paths.

## Administration

---

Vectoring (Basic) and/or Vectoring (Prompting) must be enabled on the System-Parameters Customer-Options form before associated fields on forms may be administered.

To implement this feature, the following form(s) or sections of the form(s) must be completed.

| Form                    | Field | Form Instructions (Page) |
|-------------------------|-------|--------------------------|
| Call Coverage Paths     | All   | 5-62                     |
| Call Vector             | All   | 5-77                     |
| Vector Directory Number | All   | 5-337                    |

- Call Coverage Path Form — Complete all fields as required. Enter the extension of the VDN to be used as a coverage point in the Point 1, Point 2, and Point 3 fields.
- Call Vector Form — Complete all fields as required.
- Vector Directory Number Form — Complete all fields to assign the desired Vector Directory Numbers.

## Hardware Requirements

---

None.

## VDN of Origin Announcement

---

The VDN of Origin Announcement (VOA) feature provides a short message for an agent to tell the agent about the caller's city of origin or requested service, based on the VDN used to process the call.

### Administration

---

To implement this feature, the following form(s) or sections of the form(s) must be completed.

| Form                               | Field                        | Form Instructions (Page) |
|------------------------------------|------------------------------|--------------------------|
| Attendant Console                  | Feature Button Assignments   | 5-34                     |
| Class of Restriction (COR)         | VDN of Origin Announcements  | 5-88                     |
| Feature-Related System Parameters  | Hear Zip Tone Following VOA? | 5-178                    |
| Recorded Announcements             | All                          | 5-278                    |
| System-Parameters Customer-Options | VDN of Origin Announcement   | N/A                      |
| Vector Directory Number            | Orig Ann                     | 5-337                    |
| Voice Terminals                    | Feature Button Assignments   | 5-346                    |

- Attendant Console — If you want the attendant to have a VOA Repeat button so that the attendant can replay a message, you must administer a VOA Repeat button as a feature button. You may not administer more than one VOA Repeat button on a single attendant console.
- Call Vectoring — The VDN for which you are administering a VOA must be in a vector command line.
- Class of Restriction (COR) — An agent's ability to receive VDN of Origin announcements is based on the class of restrictions. Therefore, you must administer one or more classes of restriction that enable agents to receive the VDN of Origin announcements.
- Feature-Related System Parameters — Use this form to specify if a voice terminal user hears zip tone following a VOA before being connected to a caller.
- Recorded Announcements — Use this form to administer each VDN of Origin announcement you want to use. You can administer aux-trunk types with queue, without queue, and with barge-in. You can administer

integrated types with queue and without queue. You cannot administer analog and integrated repeating announcement types as VDN of Origin Announcements.

- **System-Parameters Customer-Options** — To use the VDN of Origin Announcements feature, the feature must be enabled on the System-Parameters Customer-Options form, and vectoring must be optioned.
- **Vector Directory Number** — Use this form to specify which announcements you want to use with which vectors.
- **Voice Terminals** — If you want to have voice terminals equipped with a VOA Repeat button, which enables agents to replay messages, you must administer a VOA Repeat feature button using the appropriate station forms for the voice terminals. Each terminal may have only one VOA Repeat button.

### **Hardware Requirements**

---

This feature requires the following circuit packs: TN7417, TN763C, or TN763D auxiliary trunk for external announcement devices, and/or the TN750B or later integrated announcement board for internal announcements.

The feature can operate on any attendant terminal and any other voice terminal. If you want to use the VOA Repeat button, the voice terminals must be equipped with feature buttons. Because of the short length of the announcements, agents should use speakerphones or headsets.

## Visually Impaired Attendant Service

---

The Visually Impaired Attendant Service (VIAS) provides voice feedback in either Italian or British English to a visually impaired attendant. The language selected is automatically determined based on which voice synthesis circuit pack is installed in the System.

Each voice phrase is a sequence of one or more single-voiced messages.

### Administration

---

To implement this feature, the following form(s) or sections of the form(s) must be completed.

| Form              | Field                                                                                                                              | Form Instructions (Page) |
|-------------------|------------------------------------------------------------------------------------------------------------------------------------|--------------------------|
| Attendant Console | Feature Button Assignments<br>VIAS Act/Deact<br>Console stat<br>display stat<br>last oper<br>last voice mess<br>direct trunk group | 5-34                     |

- Attendant Console Form — Administer Feature Button Assignments as required.

### Hardware Requirements

---

The TN457 circuit pack is required for British English voice feedback, and the TN433 will provide Italian voice feedback. The TN725 (American English) circuit pack cannot be used.

## Voice Message Retrieval

---

Allows attendants, voice terminal users, and remote access users to retrieve Leave Word Calling (LWC) and Call Coverage messages in the form of a voice output, which may be in English or Italian depending on which voice synthesis circuit pack is installed in the System.

### Administration

---

To implement this feature, the following form(s) or sections of the form(s) must be completed.

| Form                              | Field                                                                                                                                                       | Form Instructions (Page) |
|-----------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------|
| Feature Access Codes              | LWC Message Retrieval Lock<br>LWC Message Retrieval Unlock<br>Voice Coverage Message Retrieval Access Code<br>Voice Principal Message Retrieval Access Code | 5-170                    |
| Feature-Related System Parameters | Stations With System-Wide Retrieval<br><br>Permission                                                                                                       | 5-178                    |
| Station                           | Security Code                                                                                                                                               | 5-346                    |

- Feature Access Codes Form — Assign Leave Word Calling Message Retrieval Lock/Unlock codes. Assign Voice Coverage/Principal Message Retrieval Access Codes.

- Feature-Related System Parameters Form — Complete Stations With System-wide Retrieval Permission field.
- Station Forms — Complete the Security Code field for each voice terminal.

### **Hardware Requirements**

---

Requires either a TN725B (American English), TN457 (British English), or TN433 (Italian) Speech Synthesizer circuit pack.

No additional software is required.

## Voice Response Integration

---

Voice Response Integration integrates the Call Vectoring feature with the capabilities of Voice Response Units (VRUs) such as the Lucent Technologies CONVERSANT Voice Information System (CVIS). Voice Response Integration (VRI) allows voice response scripts to be executed that permit the passing of data between the System and a VRU while the caller remains in split queue.

VRI allows the VRU to be used as a flexible external announcement device. The maximum number of callers that may be connected simultaneously varies with each VRU; however, as an example, up to 48 callers can be connected simultaneously to a CVIS (though only one caller can be connected to each port).

For a complete description of this feature, see the *Enterprise Communications Server Call Vectoring/Expert Agent Selection (EAS) Guide*.

### Administration

---

Vectoring (Basic) must be enabled on the System-Parameters Customer-Options form before associated fields on forms may be administered.

To implement this feature, the following form(s) or sections of the form(s) must be completed.

| Form                              | Field                      | Form Instructions (Page) |
|-----------------------------------|----------------------------|--------------------------|
| Feature Access Codes              | Converse Data Return Code  | 5-170                    |
| Feature-Related System Parameters | Converse Delay Data1/Data2 | 5-178                    |
|                                   | Converse Pulse ON/OFF      |                          |
| Call Vector                       | All                        | 5-77                     |

- Feature Access Codes Form — Enter the Feature Access Code for Converse in the Converse Data Return Code field. This FAC must agree with the code administered on the CONVERSANT.
- Feature-Related System Parameters Form — Enter the delay required before the System outputs digits to the VRU in the Converse First Data Delay field and the delay required before the System outputs a second set of digits to the VRU in the Converse Second Data Delay field. Enter the length of the digit tone for digits passed to the CONVERSANT in the Converse Pulse On field, and the length of the pause between digits passed in the OFF field.
- Call Vectoring Form — Complete all fields as required.

## **Hardware Requirements**

---

TN748, TN744C, or TN2182 General Purpose TTR circuit packs are required to return data from the VRU to the DEFINITY Switch.



## Voice Terminal Display

---

Provides multi-appearance voice terminal users with updated call and message information. This information is displayed on a display-equipped terminal. The information displayed depends upon the display mode selected by the user.

### Administration

---

To implement this feature, the following form(s) or sections of the form(s) must be completed.

| Form                                  | Field            | Form Instructions (Page) |
|---------------------------------------|------------------|--------------------------|
| Station (7400D Series Voice Terminal) | Data Module      | 5-430                    |
|                                       | Display Module   |                          |
|                                       | Display Language |                          |

- Station Form for 7400D Series Voice Terminals — Complete the Data Module and Display Module fields. Complete all fields of the associated Data Module and Display Module forms. One "Normal" button must be assigned on the Display Module form or as a feature button.

The display buttons may also be administered as voice terminal feature buttons if required.

Assign the desired Display Language (English, French, Italian, Spanish or "user-defined"). Refer to "Administrable Language Display" in this chapter for information on administering the "user-defined" language.

### Hardware Requirements

---

A port on a TN754B Digital Line circuit pack must be assigned to the 7400D series voice terminal before this feature can be implemented. The voice terminal must have a built-in display, a digital display module, or obtain the display via an associated data terminal. All digital voice terminals (includes 7400D series and CALLMASTER digital voice terminal) can be provided an interface to a data terminal via 7400B or 8400B Data Module. The 7403D and 7405D sets can interface a data terminal via an optional Digital Terminal Data Module (DTDM), the 7404D requires an optional Messaging Cartridge, and the 7406D requires an optional 703A Data Stand.

## Voice Terminal Alerting Options

---

Provides the capability to support various ringing treatments for multi-appearance voice terminals (Digital, Hybrid, and CALLMASTER) that are off-hook and idle (no calls on a station or all calls on hold) or active on a call.



**NOTE:**

The Voice Terminal Alerting Options feature is not available on attendant consoles or analog voice terminals.

For Digital and Hybrid sets, the options available are:

- "continuous" — All calls terminated to this station will ring continuously.
- "single" — If a station is off-hook and active or off-hook and idle and a call is terminated to that station, it will receive one ring cycle then ring silently.
- "if-busy-single" — If a station is off-hook and idle and a call is terminated to that station, it will ring continuously. If a station is off-hook and active and a call is terminated to that station, it will receive one ring cycle and then ring silently.
- "silent" — If a station is off-hook and active or off-hook and idle and a call is terminated to that station it will just ring silently.



**NOTE:**

If "silent" is specified, *no* type of call will audibly alert (including Automatic Callback, Ringback Queueing, Priority Call, and Dial Intercom calls). This is not the case with an administered Ringer Cutoff button.

For CALLMASTER sets, the options available are:

- "continuous" — All calls terminated to this station will ring continuously.
- "single" — All calls terminated to this station receive one ring cycle then ring silently.
- "if-busy-single" — If a station is idle and a call is terminated to that station, the call will ring continuously. If a station is active on a call and another call is terminated to that station, the call will receive one ring cycle and then ring silently.
- "silent-if-busy" — If a station is active on a call and another call is terminated to that station the call will receive no audible ring and will just ring silently. If a station is idle and a call is terminated to that station, the call will ring continuously.

## **Administration**

---

To implement this feature, the following form(s) or sections of the form(s) must be completed.

| <b>Form</b>               | <b>Field</b>           | <b>Form<br/>Instructions<br/>(Page)</b> |
|---------------------------|------------------------|-----------------------------------------|
| Station (Digital, Hybrid) | Active Station Ringing | 5-495                                   |
| Station (CALLMASTER)      | Idle/Active Ringing    | 5-495                                   |

- Station Forms — For Digital and Hybrid sets, enter "single", "if-busy-single", "silent", or "continuous" in the Active Station Ringing field as desired. For CALLMASTER sets, enter "single", "if-busy-single", "silent-if-busy", or "continuous" in the Idle/Active Ringing field as desired.

## **Hardware Requirements**

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None.

## Voice Terminals

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The following provide administrative guidelines for the system's voice terminals. Refer to the referenced forms for specific instructions associated with a voice terminal type.

### Administration

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To administer Voice Terminals, the following forms must be completed.

**Table 3-28. Voice Terminals**

| Form                               | Field | Form Instructions (Page) |
|------------------------------------|-------|--------------------------|
| Station                            | All   |                          |
| 10-, 20-, or 30-MET Voice Terminal |       | 5-383                    |
| 500 Voice Terminal                 |       | 5-391                    |
| 510D Personal Terminal             |       | 5-400                    |
| 515 BCT                            |       | 5-400                    |
| 2500 Voice Terminal                |       | 5-391                    |
| 7101A Voice Terminal               |       | 5-391                    |
| 7102A Voice Terminal               |       | 5-391                    |
| 7103A Voice Terminal               |       | 5-391                    |
| 7104A Voice Terminal               |       | 5-391                    |
| 7303S                              |       | 5-411                    |
| 7305S                              |       | 5-411                    |
| 7309H Voice Terminal               |       | 5-411                    |
| 7313H Voice Terminal               |       | 5-419                    |
| 7314H Voice Terminal               |       | 5-419                    |
| 7315H Voice Terminal               |       | 5-419                    |
| 7316H Voice Terminal               |       | 5-419                    |
| 7317H Voice Terminal               |       | 5-419                    |
| 7401D Voice Terminal               |       | 5-430                    |
| 7401+ Voice Terminal               |       | 5-430                    |

*Continued on next page*

**Table 3-28. Voice Terminals — Continued**

| <b>Form</b>           | <b>Field</b> | <b>Form<br/>Instructions<br/>(Page)</b> |
|-----------------------|--------------|-----------------------------------------|
| 7403D Voice Terminal  |              | 5-430                                   |
| 7404D Voice Terminal  |              | 5-430                                   |
| 7405D Voice Terminal  |              | 5-443                                   |
| 7406D Voice Terminal  |              | 5-456                                   |
| 7406+ Voice Terminal  |              | 5-456                                   |
| 7407D Voice Terminal  |              | 5-456                                   |
| 7407+ Voice Terminal  |              | 5-456                                   |
| 7410D Voice Terminal  |              | 5-430                                   |
| 7410+ Voice Terminal  |              | 5-430                                   |
| Station               | All          |                                         |
| 7434D Voice Terminal  |              | 5-466                                   |
| 7444D Voice Terminal  |              | 5-466                                   |
| 7505D Voice Terminal  |              | 5-477                                   |
| 7506D Voice Terminal  |              | 5-477                                   |
| 7507D Voice Terminal  |              | 5-477                                   |
| 8110 Voice Terminal   |              | 5-391                                   |
| 8403B Voice Terminal  |              | 5-529                                   |
| 8405B Voice Terminal  |              | 5-529                                   |
| 8405B+ Voice Terminal |              | 5-529                                   |
| 8405D Voice Terminal  |              | 5-538                                   |
| 8405D+ Voice Terminal |              | 5-538                                   |
| 8410B Voice Terminal  |              | 5-529                                   |
| 8410D Voice Terminal  |              | 5-538                                   |
| 8411B Voice Terminal  |              | 5-549                                   |
| 8411D Voice Terminal  |              | 5-549                                   |
| 8434D Voice Terminal  |              | 5-538                                   |
| 8503D Voice Terminal  |              | 5-477                                   |

*Continued on next page*

**Table 3-28. Voice Terminals — Continued**

| <b>Form</b>                               | <b>Field</b> | <b>Form<br/>Instructions<br/>(Page)</b> |
|-------------------------------------------|--------------|-----------------------------------------|
| 8510D Voice Terminal                      |              | 5-477                                   |
| 8520D Voice Terminal                      |              | 5-477                                   |
| 602A1 CALLMASTER Digital Voice Terminal   |              | 5-495                                   |
| 603A1/603D1 CALLMASTER Voice Terminals    |              | 5-495                                   |
| Constellation 6538/9 Voice/Data Terminals |              | 5-510                                   |
| CP9530 Cordless Voice Terminal            |              | 5-517                                   |
| MDC9000/MDW9000 Cordless Voice Terminals  |              | 5-517                                   |

- Station Forms — Verify or complete all fields as required.

## **Hardware Requirements**

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### **MET Sets (10-, 20-, 30-MET)**

A port in a TN735 circuit pack is required for each 10-, 20-, or 30- multibutton electronic telephone (MET) to be assigned. A TN735 provides four ports.

### **Analog Voice Terminals (500, 2500, 7101A, 7102A, 7103A, 7104A)**

A port is required on a TN742, TN746B, or TN769 analog line circuit pack, or a TN767 DS1 tie trunk for each analog voice terminal to be assigned. A TN742 and TN769 provides eight ports. The TN746B provides 16 ports for in-building use only. A TN767 provides 24 ports.

### **Hybrid Voice Terminals (7302H, 7303H, 7303S, 7305H, 7305S, 7309H)**

A port is required in a TN762 hybrid line circuit pack for each hybrid voice terminal to be assigned. A TN762 provides eight ports.

**Digital Voice Terminals [7401D, 7401+, 7403D, 7404D, 7405D, 7406D, 7406+, 7407D, 7407+, 7410D, 7410+, 7434D, 602A1, 7505D (BRI), 7506D (BRI), 7506D (BRI), 7507D (BRI), 8403, 8403B, 8405B, 8405B+, 8405D, 8405D+, 8410B, 8410D, 8411, 8434, 8503D (BRI), and 8510D (BRI)]**

A port is required on a TN754 digital line circuit pack for each 7401D, 7401+, 7403D, 7404D, 7405D, 7406D, 7406+, 7407D, 7407+, 7410D, 7410+, 7434D, 8403, 8403B, 8410B, 8410D, 8311, 8434, and 603A1 digital voice terminal to be assigned. In the case of the 7505D, 7506D, 7507D, 8503D, and 8510D ISDN-BRI voice terminals (digital, but non-DCP), a port is required on a TN556 ISDN-BRI Line circuit pack.

The 8400-series voice terminals connect to any of the following digital line boards:

- TN754 (4-wire, Mu-law)
- TN413 (4-wire, A-law)
- TN7543 (4-wire, A-law/Mu-law selectable)
- TN2177 (2-wire, 16-port, A-law/Mu-law selectable)
- TN2181 (2-wire, 16-port, A-law/Mu-law selectable)

Both the TN556 and TN2198 ISDN-BRI line circuit packs provide 12 ports. When administered in multipoint (passive bus) configuration, a port can be shared by two endpoints. Each endpoint can be a voice-only or stand-alone data endpoint. For ISDN-BRI applications, a TN778 Packet Control circuit pack is also required to provide ISDN-BRI connectivity. The Packet Control circuit pack provides ISDN signaling links with Link Access Protocol for the D-channel.

**510D Personal Terminal and 515 Business Communications Terminal (BCT)**

A port is required on a TN754 digital line circuit pack for each 510D or 515 BCT to be assigned. A TN754 provides eight ports.

**603A1 and 603D1 CALLMASTER Voice Terminals**

The 603-type voice terminals require one of the following digital line circuit boards:

- TN754 (4-wire, Mu-law)
- TN413 (4-wire, Mu-law)
- TN754B (4-wire, A-law/Mu-law selectable)
- TN2181 (2-wire, A-law/Mu-law selectable)
- TN754B (2-wire, A-law/Mu-law selectable)

### **Constellation Voice/Data Terminal**

The Constellation (6538) voice/data terminals require one of the following adjunct voice terminals:

- 7401D
- 7406D
- 602A1
- 603A1, 603D1

These terminals also require a TN754B or TN413 digital line board. The Constellation terminal also requires a 6544 cluster controller as the data connection to the host.

### **CP9530 Cordless Voice Terminal**

The CP9530 cordless voice terminal terminates on any of the analog line boards that support Mu-law companding modes.

### **MDC9000 and MDW9000 Cordless Voice Terminals**

The MDC9000 and MDW9000 cordless voice terminals require a TN762 hybrid line board.



## **VuStats**

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For a description of the VuStats feature, see the *DEFINITY Enterprise Communications Server Release 5 Feature Description*. The feature description clarifies implementation considerations discussed in this section.

### **Administration Forms**

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To implement VuStats, complete the following forms or sections of forms. Ensure that the ACD, BCMS/VuStats Login IDs, BCMS/VuStats Service Level, and VuStats or VuStats (G3V4 Enhanced) fields are set to yes on the System-Parameters Customer-Options form. The System-Parameters Customer-Options form must be completed by a Lucent Technologies representative.

| <b>Form</b>                       | <b>Field</b>                                                                                                                                                             | <b>Form Instructions (Page)</b> |
|-----------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------|
| Feature-Related System Parameters | ACD Login Identification Length<br>BCMS/VuStats Measurement Interval<br>BCMS/VuStats Abandoned Call Timer<br>Validate BCMS/VuStats Login IDs<br>Clear VuStats Shift Data | 5-178                           |
| Trunk Group                       | Measured                                                                                                                                                                 | 4-139                           |
| Attendant Console                 | Feature Button Assignments                                                                                                                                               | 5-34                            |
| BCMS/VuStats Login ID             | Login ID, Name                                                                                                                                                           | 5-55                            |
| Hunt Group                        | ACD<br>Acceptable Service Level<br>Measured<br>Objective                                                                                                                 | 5-207                           |
| Voice Terminals (Station)         | Feature Buttons                                                                                                                                                          | 5-346                           |
| Vector Directory Number           | Acceptable Service Level<br>Measured                                                                                                                                     | 5-337                           |
| VuStats Display Format            | All                                                                                                                                                                      | 5-559                           |

### **Planning Your Application**

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For help in planning your application see the “Planning Your Application” section of the VuStats Interactive Learning Program.

Access the "Planning Questions" electronic job aid for a list of questions that need to be asked when planning VuStats displays.

## **Detailed Description**

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The following sections give implementation instructions for setting up VuStats and for administering: what appears on the display; how the information will look on the display; and when the display will update.

### **Setting Up VuStats**

This section describes the forms and fields that must be administered to make VuStats statistics available.

#### **System-Parameters Customer-Options Form**

The System-Parameters Customer-Options form must be completed by an AT&T representative. However, system administrators can verify that the form contains the appropriate information for their VuStats applications. To view the System-Parameters Customer-Options form, enter **display system-parameters customer-options**

To use VuStats, the following fields should be administered:

- **ACD.** A "y" must appear in this field.
- **BCMS/VuStats Login IDs.** A "y" must appear in this field if BCMS will track agent statistics based on agent IDs entered on the BCMS/VuStats Login ID form. In a non-EAS environment, use of this form allows statistics to be collected for specific agents rather than for voice terminal extensions.
- **BCMS/VuStats Service Level.** A "y" must appear in this field if an acceptable service level will be set up for hunt groups or Vector Directory Numbers (VDNs) in the call center. An acceptable service level defines the number of seconds within which a call must be answered to be considered acceptable. The value for the number of seconds is entered on the Hunt Group form or Vector Directory Number form for each hunt group or VDN that will be assigned an acceptable service level. See "What Information Appears" later in this section for more information about acceptable service levels.
- **VuStats.** A "y" must appear in this field.
- **VuStats (G3V4 Enhanced).** In order to use the G3V4 VuStats enhancements, a "y" must appear in this field. These enhancements include historical data and thresholds.

#### **Feature-Related System-Parameters Form**

The following fields should be administered:

- **ACD Login Identification Length.** When EAS is not in use, enter a number (1-9) that identifies the length of Agent Login IDs used by BCMS/VuStats. If BCMS/VuStats Login IDs (as administered on the BCMS/VuStats Login ID form) are not in use, enter 0 (the default). If BCMS/VuStats Login IDs is set to "y" on the System-Parameters Customer-Options form, a value greater than 0 must be entered. This field controls both the ACD login ID length and the BCMS login ID length. Check with the BCMS administrator before changing this field.
- **BCMS/VuStats Measurement Interval.** The interval determines how frequently BCMS will poll and record data for BCMS reports and VuStats displays. Enter either "half-hour" or "hour." See "When the Information Updates" later in this section for more information.

There is a maximum of 25 measurement intervals, including the current interval. If "hour" is specified, an entire day of traffic information will be available for BCMS history reports. Otherwise, only half a day will be available.

- **BCMS/VuStats Abandon Call Timer.** Enter a number from 1 to 10 or a blank. This number will determine the number of seconds a call can last and still be considered an abandoned call. For example, if this field contained the number 5, a call could last up to five seconds and still be considered abandoned. In this way, very short calls are not included as ACD calls in BCMS and VuStats statistics. Abandoned time is measured from the time the call is answered until the agent hangs up. Any time an agent spends on a call that is within the abandon call time is recorded as total aux time with the default Reason Code. Any call that has been held, transferred, or conferenced is not recorded as abandoned, even if it lasts only as long as the abandon call timer interval. This timer is useful in locations where the central office does not provide disconnect supervision to the system.
- **Validate BCMS/VuStats Login IDs.** Enter "n" to allow entry of any ACD login of the proper length. Enter "y" to allow entry only of login-IDs that have been entered on the BCMS/VuStats Login-ID form.
- **Clear VuStats Shift Data.** Enter "on-login" or "at-midnight" to determine when shift data for an agent should be cleared.

### **Agent Login ID Form**

This form is used to administer Agent Login IDs for EAS. When VuStats is being used with EAS, agent and agent-extension object type information is accessed based on the agent login ID. See "What Information Appears" later in this section for more information. For instructions for completing the Agent Login ID form see Agent LoginID in Chapter 5, "Forms for System Features and Services".

### **Trunk Group Form**

For each trunk group that will have statistics displayed by VuStats, administer the following field:

- **Measured.** Enter "internal" or "both" in this field. Internal indicates that statistics will be recorded for BCMS/VuStats (BCMS and VuStats are internal to the switch). Both indicates that statistics will be recorded for BCMS/VuStats and for a CMS adjunct (external to the switch).

### **Attendant Console Form**

Each attendant console that will have statistics displayed by VuStats must have at least one VuStats feature button assigned.

On the Attendant Console form enter the VuStats button administration name "vu-display" next to the number for the button that will display VuStats statistics. There is no limit to the number of VuStats buttons that can be administered. The number will depend upon the number of feature buttons available on the voice terminal and the required number of VuStats displays with different object types.

You can also administer an ID number for each vu-display button administered on the Attendant Console form. The ID number can be used to define the agent, split, trunk group, or VDN the VuStats display will describe. The ID can be an agent login ID or extension number, a split or trunk group number, or a VDN extension. For example, a vu-display button administered with the split ID 6 could only be used to view statistics for split number 6. Do not administer IDs for VuStats displays with the object type of agent. Agent object type displays are already limited to statistics for the logged-in agent.

IDs can be useful when, for example, a supervisor is only responsible for one split. The ID eliminates the need to enter a split number when looking at split object type statistics. IDs can also be administered to increase security by limiting access to certain statistics to designated voice terminals.

### **BCMS/VuStats Login ID Form**

This optional form is used to administer Agent Login IDs when the EAS feature is not in use. In a non-EAS environment, BCMS/VuStats Login IDs can be used to track statistics by specific agent rather than extension number. See "What Information Appears" later in this section for more information. For instructions for completing the BCMS/VuStats Login ID form see "BCMS/VuStats Login ID" in Chapter 5, "Forms for System Features and Services".

### **Hunt Group Form**

For each hunt group that will have statistics displayed by VuStats, administer the following fields:

- **ACD.** Enter a "y" in this field.

- **Acceptable Service Level.** Enter the number of seconds within which calls to this hunt group should be answered. Calls answered within this time are considered “acceptable.” BCMS and VuStats use this figure to determine the percentage of calls that were answered within the acceptable time. VuStats can display both the acceptable number of seconds in which a call to this hunt group should be answered (acceptable service level) and the percent of calls answered within this acceptable service level. See, “What Information Appears” in this section for more information.
- **Measured.** Enter “internal” or “both” in this field. “Internal” indicates that statistics will be recorded for BCMS/VuStats (BCMS and VuStats are internal to the switch). “Both” indicates that statistics will be recorded for BCMS/VuStats and for a CMS adjunct (external to the switch).
- **Objective.** Enter an objective. The objective is the goal for this split. It could be an agent objective such as a specific number of ACD calls handled or an average ACD talk time. Or, the objective could be a percent of calls answered within the acceptable service level. The objective can appear on the VuStats display when the object type is agent, agent-extension, or split. See "What Information Appears" in this section.

### **Voice Terminal (Station) Form**

Each voice terminal that will have statistics displayed by VuStats must have at least one VuStats feature button assigned.

On the Station form, enter the VuStats button administration name “vu-display” next to the number for the button that will display VuStats statistics. There is no limit to the number of VuStats buttons that can be administered. The number will depend upon the number of feature buttons available on the voice terminal and the required number of VuStats displays with different object types. An ID can be assigned to each VuStats button that is administered. The ID restricts the VuStats display to the specified agent, split, VDN, or trunk group. Do not administer an ID for VuStats displays with an agent object type. The agent object type already restricts the statistics to information about the agent who is viewing the display. See "What Information Appears" later in this section for more information.

You can also administer an ID number for each vu-display button administered on the Station form. The ID number can be used to define the agent, split, trunk group, or VDN the VuStats display will describe. The ID can be an agent login ID or extension number, a split or trunk group number, or a VDN extension. For example, a vu-display button administered with the split ID 6 could only be used to view statistics for split number 6. Do not administer IDs for VuStats displays with the object type of agent. Agent object type displays are already limited to statistics for the logged in agent.

IDs can be useful when, for example, a supervisor is only responsible for one split. The ID eliminates the need to enter a split number when looking at split object type statistics. IDs can also be administered to increase security by limiting access to certain statistics to designated voice terminals.

### **Vector Directory Number Form**

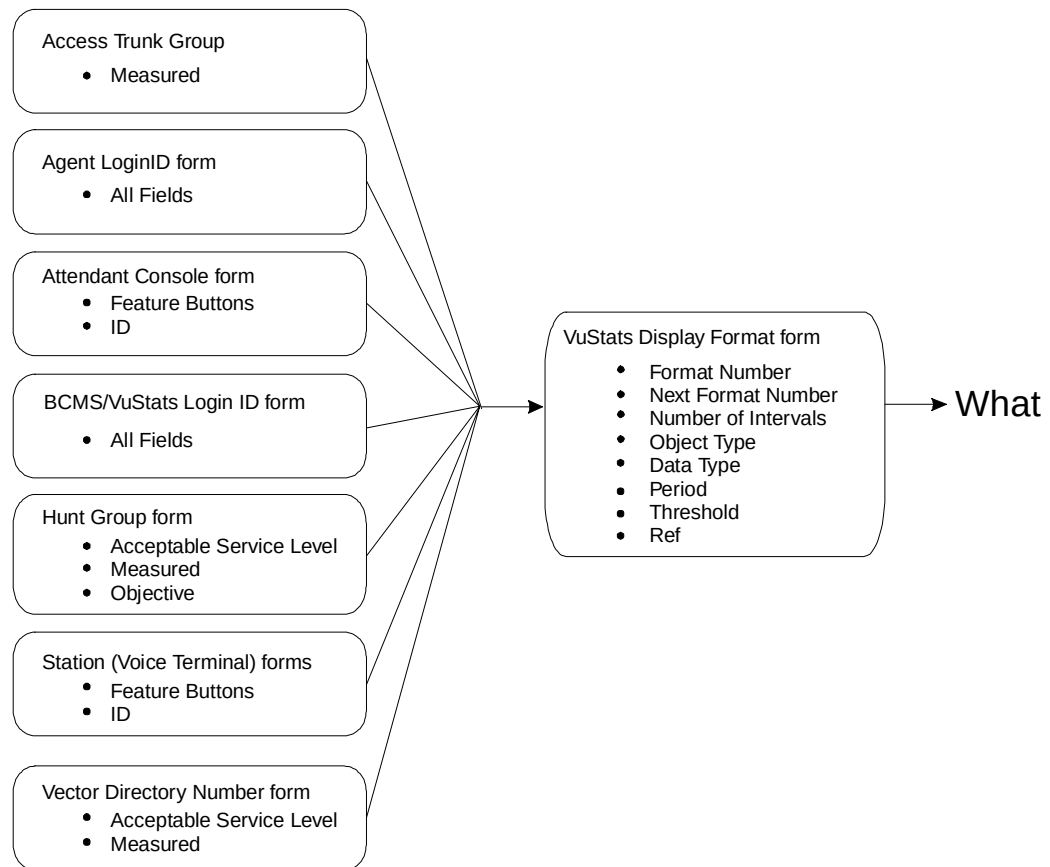
For each VDN that will have statistics displayed by VuStats, administer the following fields:

- **Acceptable Service Level.** Enter the number of seconds within which calls to this VDN should be answered. Calls answered within this time are considered "acceptable." BCMS and VuStats use this figure to determine the percentage of calls that were answered within the acceptable time. VuStats can display both the acceptable number of seconds within which a call to this VDN should be answered (acceptable service level) and the percent of calls answered within this acceptable service level. See, "What Information Appears" in this section for more information.
- **Measured.** Enter "internal" or "both" in this field. "Internal" indicates that statistics will be recorded for BCMS/VuStats (BCMS and VuStats are internal to the switch). "Both" indicates that statistics will be recorded for BCMS/VuStats and for a CMS adjunct (external to the switch).

## What Information Appears

The information that will appear on the VuStats display is determined by information collected from the following fields/forms.

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**Figure 3-26. Forms that Determine What Information Appears on the VuStats Display**

## VuStats Display Format Form

### Format Number

When creating a VuStats display, the format number is generated automatically by the system. This number cannot be changed. Fifty different formats can be created. The first format is a predefined sample format, which can be modified.

The format number is used to identify the VuStats display. Each voice terminal feature button that will be used for VuStats is labelled on the Attendant Console

or Station form with the name "vu-display." When vu-display is entered as the name, a "Fmt" field shows on the form. Enter the format number in this field. Then, when this VuStats button is pressed, the voice terminal will display the information defined in that format.

### **Next Format Number**

In the Next Format Number field, enter the number of the display to be shown after the current display when the "next" button is pressed. To link displays in this way, a next button must be administered on the Attendant Console or Station form. In general, you will only want to link displays with the same object type.

### **Number of Intervals**

The number of intervals specified in this field determines the amount of time used to collect data whenever "interval" is specified as the period for a historical Data Type. Enter the number of BCMS intervals on which you want to base the data to be displayed. For example, if the BCMS interval is one hour and you enter the number 8, any historical data with a period of "interval" is based on the previous eight hours. See "Period" on page 3-568 for more information.

### **Object Type**

The Object Type determines what kind of information will appear on the VuStats display. There are five object types: agent, agent-extension, split, trunk-group, and VDN. Each object type is associated with specific types of data. See "Tables of Data Types" later in this section for a complete list and description of what data can be displayed for each object type.

**Agent.** To use an object type of agent, enter "agent" in the Object Type field on the VuStats Display form. Use the agent object type to provide agents with their own performance statistics or statistics about the splits they are logged into.

When agents log in using agent IDs administered on the Agent LoginID or BCMS/VuStats Login ID forms, VuStats uses those IDs to determine which statistics to display. In this way, agents can view their own statistics regardless of which VuStats administered voice terminal they are using. If agent IDs are not administered, VuStats will display statistics collected for the extension number of the voice terminal.

**Agent-extension.** To use an object type of agent-extension, enter "agent-extension" in the Object Type field on the VuStats Display form. Use the agent-extension object type to provide supervisors with statistics about agents or the splits the agents are logged into. By entering an ID for the vu-display button on the Attendant Console or Station form, the VuStats button can be administered to automatically show statistics for a specific agent. See "ID number" later in this section for more details. If an ID is not administered, supervisors can enter, on the dial pad, the ID of any agent they want to view.



**Split.** To use an object type of split, enter "split" in the Object Type field on the VuStats Display form. Use the split object type to provide users with statistics about splits. By entering an ID for the vu-display button on the Attendant Console or Station form, the VuStats button can be administered to automatically show statistics for a specific split. See "ID Number" later in this section for more details. If an ID is not administered, users can enter, on the dial pad, the ID of any split they want to review.

To view statistics for a split, the split must be administered as measured "internal", or "both" on the Hunt Group form. It is also possible for VuStats to display an objective, acceptable service level, or percent of calls answered within the acceptable service level for a split. The objective and acceptable service level (in seconds) are also entered on the Hunt Group form. See "Data Types" later in this section for more detailed information about objective and acceptable service level.

**Trunk Group.** To use an object type of trunk group, enter "trunk-group" in the Object Type field on the VuStats Display form. Use the trunk group object type to provide users with statistics about a trunk group. By entering an ID for the vu-display button on the Attendant Console or Station form, the VuStats button can be administered to automatically show statistics for a specific trunk group. See "ID Number" later in this section for more details. If an ID is not administered, users can enter the ID of any trunk group they want to review.

To view statistics for a trunk group, the trunk group must be administered as measured "internal", or "both" on the Access Trunk Group form.

**VDN.** To use an object type of VDN, enter "vdn" in the Object Type field on the VuStats Display form. Use the VDN object type to provide users with statistics about VDNs. By entering an ID for the vu-display button on the Attendant Console or Station form, the VuStats button can be administered to automatically show statistics for a specific VDN. See "ID Number" later in this section for more details. If an ID is not administered, users can enter the ID of any VDN they want to review.

To view statistics for a VDN, the VDN must be administered as measured "internal", or "both" on the Vector Directory Number form. It is also possible for VuStats to display an acceptable service level, or percent of calls answered within the acceptable service level for a VDN. The acceptable service level (in seconds) is entered on the Vector Directory Number form. See "Data Types" later in this section for more detailed information about acceptable service level.

### **Data Type**

Each object type has certain types of data associated with it. These data types are entered in the Data Type fields on the VuStats Display Format form. Enter only those data types associated with the object type displayed in the Object Type field. A maximum of ten data types can be entered for each display. See "Tables of Data Types" later in this section for a complete list and description of all data types associated with each object type.

**Acceptable Service Level.** The data types “acceptable-service-level” (for split or VDN object type) and “split-acceptable-service-level” (for agent or agent-extension object type) display the number of seconds within which a call should be answered for a split or VDN. This acceptable service level is defined (as a number of seconds) on the Hunt Group or Vector Directory Number form.

The data types “percent-in-service-level” (for split or VDN object type) and “split-percent-in-service-level” (for agent or agent-extension object type) display the percent of calls to the split or VDN that were answered within the acceptable service level. This statistic requires that the acceptable service level be defined on the Hunt Group or Vector Directory Number form.

**Objective.** The data type “split-objective” (for agent, agent-extension, or split object type) displays the objective for a split. The objective is entered on the Hunt Group form.

### **Period**

This field determines the amount of time that will be used to collect the historical data to be displayed. Valid entries are “day,” “interval,” or blank. “Day” displays all the data collected for that Data Type since midnight. “Interval” displays all the data collected for the Data Type during the number of intervals specified in the “Number of Intervals” field ending with the current interval. Leaving the field blank displays only the data collected for the current interval.

### **Threshold**

Use the Threshold field to define the conditions for which you would like the VuStats button lamp to flash. In this way, you can alert agents that there is a problem. You must enter both a comparator and a threshold value. For example, if you would like to alert agents whenever the percent of calls within service level drops below 90%, give the split-percent-in-service-level data type a Threshold comparator of <= and a threshold value of 90.

### **Split Reference**

Certain data types associated with the agent and agent-extension object types display statistics about the split/skill an agent is logged into. These data types usually begin with the word split. For example, the data type “split-agents-available” displays how many agents are available on a specific split or all splits the agent is logged into. In order to define which split the displayed data is for, a reference number must be entered with the data type. This reference number is entered on the VuStats Display Format form.

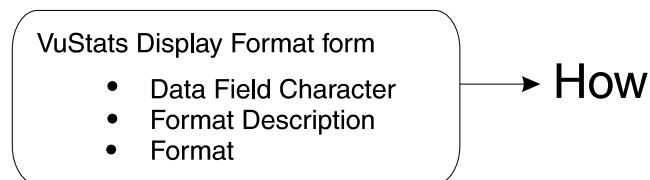
The reference number describes the order in which an agent logged into the split. For example, the reference number of “1” next to the data type “split-agents-available” displays the number of agents available on the first split the agent is logged into. There are two additional valid entries in the Ref field. “Top” references the first administered highest level skill for EAS agents, or the first split logged into for non-EAS agents. “All” in the Ref field displays data for all splits the agent is logged into. For example, the reference number “all” displays

the ACD calls answered by the agent for all the split/skills the agent is logged into. Split reference “all” is valid only for acd-calls, average-acd-talk-time, shift-acd-calls, and shift-average-acd-talk-time.

### How the Information Looks

How the information will look on the VuStats display is determined by information collected from the following fields of the VuStats Display Format form.

---



---

**Figure 3-27. Fields that Determine What Information Appears on the VuStats Display**

#### Data Field Character

The data field character is the character that will be used as a placeholder for data in the format description. \$ is the default. For example, in the entry “AUX=\$\$” each dollar sign holds a place for one character of data. So, in this example, any number up to 99 could be displayed for the number of agents in AUX work mode.

To change the character that will be used as a space holder, enter another character in the Data Field Character field on the VuStats Display Format form. This may be necessary if the \$ is required for a label in the Format Description. Any character, except a space, can be used.

#### Format Description

The format description defines the layout of the 40-character display. In the Format Description field, enter the text to be associated with a data type, followed by the number of dollar signs required for the length of the data type. The data types must be listed in the Data Type fields in the same order the data type label appears in the format description. For example, in Screen 3-8, “STAFF,” “AV,” “AUX,” “WAIT,” and “ASL” are all text labels associated with data types. The label “STAFF” is associated with the first data type, “split-agents-staffed,” the label “AV” is associated with the second data type “split-agents-available” and so on. The \$\$ following the label “STAFF” indicates that two spaces are reserved for the value of the data type “split-agents-staffed,” so that VuStats could display the number of agents staffed in the split.

```
VUSTATS DISPLAY FORMAT
Format Number: 1          Object Type: agent
Next Format Number: 2      Update Interval: 30    On Change? n
Data Field Character: $
Number of Intervals:

Format Description: STAFF=$$ AV=$$ AUX=$$ WAIT=$$$$$$ ASL=$$$

Data Type          Format   Period   Threshold   Ref
1: split-agents-staffed          1
2: split-agents-available          1
3: split-agents-in-aux-all        1
4: split-oldest-call-waiting      m:ss      1
5: split-acceptable-service-level m:ss      1
.
.
.
```

### Screen 3-8. Format Description Example

If the numeric data for a field is too large for the number of data field characters entered, the VuStats display will show asterisks instead of data. If name database items are too large for the number of data field characters, the VuStats display will truncate the data to fit the data field size. The split objective, as entered on the Hunt Group form, will display as asterisks if the information exceeds the data field size.

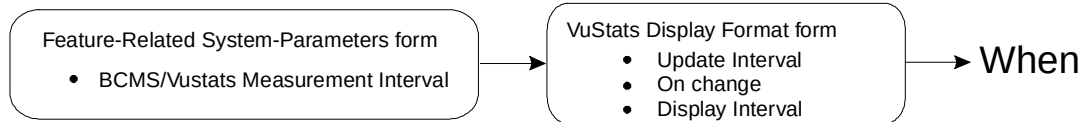
#### Format

The Format field next to the Data Type field is used to define the format of data with a time value. It is required for any time value data type. In the above example, the data type “split-oldest-call-waiting” shows on the VuStats display as an amount of time. Therefore, a time format must be assigned. Valid time formats are:

- ccs -- Hundred call seconds (CCS) rounded to the nearest CCS
- h -- Hours rounded to the nearest hour
- h:mm -- Hours and minutes rounded to the nearest minute
- h:mm:ss -- Hours, minutes, and seconds
- m -- Minutes rounded to the nearest minute
- m:ss -- Minutes and seconds
- s -- Seconds

#### When the Information Updates

VuStats displays update at times determined by information collected from the following forms/fields.



---

**Figure 3-28. Fields that Determine When Information Updates on the VuStats Display**

### Update Interval

The update interval determines how frequently the VuStats display data will update. Valid update intervals are:

- no-update — The display does not update and appears only for the interval specified in the Display Interval field.
- polled — The display updates every hour or half-hour depending upon the value entered in the “BCMS/ VuStats Measurement Interval” field on the Feature-Related System-Parameters form.



#### **NOTE:**

Using polled as the update interval may adversely impact system performance at the time of the measurement interval.

- 10, 20, 30, 60, 120 — The display updates every 10, 20, 30, 60, or 120 seconds depending upon the value entered.

### On Change

The On Change field determines if the display will update whenever the agent changes work state. Valid entries are y (yes) and n (no). If yes is selected, the display will update whenever the agent changes state in addition to updating according to the value entered in the Update Interval field.

### Display Interval

The display interval can only be administered if “no update” interval is specified. Valid display intervals are:

- not-cleared — The display does not clear. The display remains on the terminal until it is overwritten by another feature, or the normal button is pressed.
- 5, 10, 15, 30 — The display clears after 5, 10, 15, or 30 seconds depending upon the value entered.

## **Call Center Example**

---

To implement the call center example described in the *DEFINITY Enterprise Communications Server Release 5 Feature Description*, complete the following steps:

1. Verify System-Parameters Customer-Options form entries.
2. Verify Feature-Related System-Parameters entries.
3. Enter BCMS/VuStats Login IDs.
4. Administer the Hunt Group or Vector Directory Number form for each hunt group or VDN.
5. Create VuStats display formats for each VuStats display.
6. Administer voice terminals to display VuStats.

### **System-Parameters Customer-Options Entries**

To view the System-Parameters Customer-Options form, enter **display system-parameters customer-options**.

Verify that “y” appears in the following fields: ACD?, VuStats?, BCMS/VuStats Login IDs?, and BCMS/VuStats Service Level?

### **Feature-Related System-Parameters**

Enter or verify the following:

- ACD Login Identification Length (1-9)
- BCMS/VuStats Measurement Interval (“one-half” or “hour”)
- BCMS/VuStats Abandon Call Timer value (1-10 seconds) or blank
- Validate BCMS/VuStats Login IDs (y or n)
- Clear VuStats Shift Data (on-login or at-midnight)

### **BCMS/VuStats Login IDs**

On the BCMS/VuStats Login ID form enter a login ID and name for each agent.

### **Hunt Group and Vector Directory Number forms**

#### **Split 1**

On the Hunt Group form for split 1, verify that the measured field is “internal” for VuStats or BCMS only, or “both” for VuStats/BCMS and CMS. Enter the number 40 in the Objective field. Enter the number 30 in the Acceptable Service Level field. The Acceptable Service Level number will be used to compute the percent in acceptable service level for format 3.

### Split 2 and 3

On the Hunt Group form for splits 2 and 3, verify that the measured field is “internal” for VuStats or BCMS only, or “both” for VuStats/BCMS and CMS. Enter the number 30 in the Acceptable Service Level field. The Acceptable Service Level number will be used to compute the percent in acceptable service level for formats 5 and 6. Splits 2 and 3 do not have defined objectives, so leave the Objective field blank.

### Split 4

On the Hunt Group form for split 4, verify that the measured field is “internal” for VuStats or BCMS only, or “both” for VuStats/BCMS and CMS. Enter the number 95 in the Objective field. Enter the number 30 in the Acceptable Service Level field. The Acceptable Service Level number will be used to compute the percent in acceptable service level for format 8.

## VuStats Display Formats

To implement this call center example, the system administrator must create eleven VuStats display formats: eight with the object type agent; two with the object type split; and one with the object type VDN. The following sections show the VuStats Display Format forms for each format.

### Format 1

```
VUSTATS DISPLAY FORMAT
Format Number: 1      Object Type: agent
Next Format Number: 2  Update Interval: 30   On Change? n
Data Field Character: $
Number of Intervals:

Format Description: OBJ=$ MYRATE=$$ SPLITRATE=$$$

Data Type      Format  Period  Threshold Ref
1: split-objective      <20      1
2: call-rate            day      1
3: split-call-rate      day      1
.
.
.
```

**Screen 3-9. Format Description Example**

## Format 2

```

                                VUSTATS DISPLAY FORMAT
Format Number: 2                Object Type: agent
Next Format Number: 3          Update Interval: 30      On Change? n
Data Field Character: $
Number of Intervals:

Format Description: SPLITTALK=$$$$$ MYTALK=$$$$$

Data Type                Format   Period   Threshold Ref
1: split-average-acd-talk-time    m:ss    day      1
2: average-acd-talk-time          m:ss    day     all
.
.
.

```

### Screen 3-10. Format Description Example

## Format 3

```

                                VUSTATS DISPLAY FORMAT
Format Number: 3                Object Type: agent
Next Format Number: 1          Update Interval: 30      On Change? n
Data Field Character: $
Number of Intervals:

Format Description: STAFF=$$ AV=$$ AUX=$$ WAIT=$$$ %SER=$$$

Data Type                Format   Period   Threshold Ref
1: split-agents-staffed                1
2: split-agents-available              1
3: split-agents-in-aux-all            1
4: split-calls-waiting                 1
5: split-percent-in-service-level      day      1
.
.
.

```

### Screen 3-11. Format Description Example



**Format 4**

```
VUSTATS DISPLAY FORMAT
      Format Number: 4      Object Type: agent
      Next Format Number: 5      Update Interval: 30      On Change? n
      Data Field Character: $
      Number of Intervals:

      Format Description: ACD=$$$ ASA=$$$$$ ASA=$$$$$

      Data Type      Format      Period      Threshold Ref
1: acd-calls                day                all
2: split-number                1
3: split-average-speed-of-answer      m:ss      day      1
4: split-number                2
5: split-average-speed-of-answer      m:ss      day      2
.
.
.
```

**Screen 3-12. Format Description Example****Format 5**

```
VUSTATS DISPLAY FORMAT
      Format Number: 5      Object Type: agent
      Next Format Number: 6      Update Interval: 30      On Change? n
      Data Field Character: $
      Number of Intervals:

      Format Description: S=$$ STAFF=$$ AV=$$ AUX=$$ WAIT=$$$ %SER=$$$

      Data Type      Format      Period      Threshold Ref
1: split-number                1
2: split-agents-staffed                1
3: split-agents-available                1
4: split-agents-in-aux-all                1
5: split-calls-waiting                1
6: split-percent-in-service-level      day      1
.
.
.
```

**Screen 3-13. Format Description Example**

### Format 6

```

                                VUSTATS DISPLAY FORMAT
Format Number: 6                Object Type: agent
Next Format Number: 4           Update Interval: 30    On Change? n
Data Field Character: $
Number of Intervals:

Format Description: S=$$ STAFF=$$ AV=$$ AUX=$$ WAIT=$$$ %SER=$$$

Data Type                Format    Period    Threshold Ref
1: split-number                2
2: split-agents-staffed                2
3: split-agents-available                2
4: split-agents-in-aux-all                2
5: split-calls-waiting                2
6: split-percent-in-service-level    day                2
.
.

```

**Screen 3-14. Format Description Example**

### Format 7

```

                                VUSTATS DISPLAY FORMAT
Format Number: 7                Object Type: agent
Next Format Number: 8           Update Interval: 30    On Change? n
Data Field Character: $
Number of Intervals:

Format Description: OBJ=$$ %SER=$$$ ASL=$$$$ ASA=$$$$

Data Type                Format    Period    Threshold Ref
1: split-objective                1
2: split-percent-in-service-level    day    <90    1
3: split-acceptable-service-level    m:ss    day    1
5: split-average-speed-of-answer    m:ss    day    1
.
.

```

**Screen 3-15. Format Description Example**

Note that in Screen 3-15 the split reference is 1. The split reference refers to the order the split was logged into, not the split number. Agents in group 3 only log into split 4 so it is always the first split they log into.

**Format 8**

```

                                VUSTATS DISPLAY FORMAT
      Format Number: 8                Object Type: agent
    Next Format Number: 7            Update Interval: 30      On Change? n
Data Field Character: $
Number of Intervals:

Format Description: STAFF=$$ AV=$$ AUX=$$ WAIT=$$$ %SER=$$$

      Data Type                Format   Period   Threshold Ref
1: split-agents-staffed                        1
2: split-agents-available                        1
3: split-agents-in-aux-all                      1
4: split-calls-waiting                          1
5: split-percent-in-service-level                day    1
.
.
.

```

**Screen 3-16. Format Description Example****Format 9**

```

                                VUSTATS DISPLAY FORMAT
      Format Number: 9                Object Type: split
    Next Format Number: none          Update Interval: 30      On Change? n
Data Field Character: $
Number of Intervals:

Format Description: AV=$$ WAIT=$$

      Data Type                Format   Period   Threshold
1: agents-available
2: calls-waiting
.

```

**Screen 3-17. Format Description Example**

### Format 10

```

                                VUSTATS DISPLAY FORMAT
Format Number: 10                Object Type: split
Next Format Number: none          Update Interval: 30      On Change? n
Data Field Character: $
Number of Intervals:

Format Description: S=$$ OBJ=$$$ RATE=$$$ %SER=$$$ OLD=$$$$$

Data Type                        Format   Period   Threshold
1: split-number
2: split-objective
3: call-rate
4: percent-in-service-level      m:ss    day
5: oldest-call-waiting

```

**Screen 3-18. Format Description Example**

### Format 11

```

                                VUSTATS DISPLAY FORMAT
Format Number: 11                Object Type: vdn
Next Format Number: none          Update Interval: 30      On Change? n
Data Field Character: $
Number of Intervals: 16

Format Description: %SER=$$$ ASA=$$$$ ABAND=$$ WAIT=$$

Data Type                        Format   Period   Threshold
1: percent-in-service-level      m:ss    interval
2: average-speed-of-answer       interval
3: calls-abandoned              interval
4: calls-waiting                 >= 20
.
.

```

**Screen 3-19. Format Description Example**

## References

---

### Tables of Data Types

Table 3-29, Table 3-30, Table 3-31 and Table 3-32 describe the data types available for each object type.

**Table 3-29. Agent and Agent-Extension Data Types**

| <b>VuStats Data Type</b> | <b>Description</b>                                                                                                                                                                                                                                                           | <b>BCMS Report: Field Name/Column Heading</b>         |
|--------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------|
| acd-calls                | Split/skill calls and direct agent calls answered by an agent                                                                                                                                                                                                                | Split status/VDN Status/Agent Report: ACD CALLS       |
| agent-extension          | The extension for a specific agent; if either BCMS/VuStats Login IDs or EAS is optioned, then this shows the agent's login ID.                                                                                                                                               | Split Status: Login ID or EXT                         |
| agent-name               | The administered name for a specific agent.                                                                                                                                                                                                                                  | Split Status/Agent Report/Agent Summary Report: Agent |
| agent-state              | The agent's current work state                                                                                                                                                                                                                                               | Split Status: STATE                                   |
| average-acd-call-time    | The average of hold-time plus talk-time.                                                                                                                                                                                                                                     | none                                                  |
| average-acd-talk-time    | The average time a specific agent has spent talking on completed ACD calls during a specified time period for all internally-measured splits/skills that the agent was logged into. This does not include the time a call was ringing or was on hold at an agent's terminal. | Agent Report/Agent Summary Report: AVG TALK TIME      |
| average-extension-time   | The average amount of time an agent spent on non-ACD calls while logged into at least one split/skill during the reported interval. This average does not include time when the agent was holding the EXTN call.                                                             | Agent Report/Agent Summary Report: AVG EXTN TIME      |
| call-rate                | The current rate of ACD calls handled per agent per hour for all split/skills.                                                                                                                                                                                               | none                                                  |

*Continued on next page*

**Table 3-29. Agent and Agent-Extension Data Types — Continued**

| <b>VuStats Data Type</b> | <b>Description</b>                                                                                                    | <b>BCMS Report: Field Name/Column Heading</b> |
|--------------------------|-----------------------------------------------------------------------------------------------------------------------|-----------------------------------------------|
| current-reason-code      | The number of the Reason Code associated with the agent's current AUX work mode, or with the agent's logout.          | none                                          |
| current-reason-code-name | The name of the Reason Code associated with the agent's current AUX work mode or with the agent's logout.             | none                                          |
| elapsed-time-in-state    | The amount of time an agent has been in the current state.                                                            | none                                          |
| extension-calls          | The number of incoming and outgoing non-ACD calls that an agent completed while logged into at least one split/skill. | Agent Report: EXTN CALLS                      |
| extension-incoming-calls | The number of non-ACD calls that an agent receives while logged into at least one split/skill.                        | Split Report: EXT IN CALLS                    |
| extension-outgoing-calls | The number of non-ACD calls that an agent places while logged into at least one split/skill.                          | Split Report: EXT OUT CALLS                   |
| shift-acd-calls          | The number of ACD calls answered by an agent during the administered period.                                          | none                                          |
| shift-aux-time-1         | The amount of time an agent has spent in AUX work mode for Reason Code 1 during the administered period.              | none                                          |
| shift-aux-time-2         | The amount of time an agent has spent in AUX work mode for Reason Code 2 during the administered period.              | none                                          |

*Continued on next page*

**Table 3-29. Agent and Agent-Extension Data Types — Continued**

| <b>VuStats Data Type</b> | <b>Description</b>                                                                                                          | <b>BCMS Report: Field Name/Column Heading</b> |
|--------------------------|-----------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------|
| shift-aux-time-3         | The amount of time an agent has spent in AUX work mode for Reason Code 3 during the administered period.                    | none                                          |
| shift-aux-time-4         | The amount of time an agent has spent in AUX work mode for Reason Code 4 during the administered period.                    | none                                          |
| shift-aux-time-5         | The amount of time an agent has spent in AUX work mode for Reason Code 5 during the administered period.                    | none                                          |
| shift-aux-time-6         | The amount of time an agent has spent in AUX work mode for Reason Code 6 during the administered period.                    | none                                          |
| shift-aux-time-7         | The amount of time an agent has spent in AUX work mode for Reason Code 7 during the administered period.                    | none                                          |
| shift-aux-time-8         | The amount of time an agent has spent in AUX work mode for Reason Code 8 during the administered period.                    | none                                          |
| shift-aux-time-9         | The amount of time an agent has spent in AUX work mode for Reason Code 9 during the administered period.                    | none                                          |
| shift-aux-time-all       | The amount of time an agent has spent in AUX work mode for all Reason Codes during the administered period.                 | none                                          |
| shift-aux-time-default   | The amount of time an agent has spent in AUX work mode for the default Reason Code (code 0) during the administered period. | none                                          |

*Continued on next page*

**Table 3-29. Agent and Agent-Extension Data Types — Continued**

| <b>VuStats Data Type</b>       | <b>Description</b>                                                                                                                                                                    | <b>BCMS Report: Field Name/Column Heading</b>              |
|--------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------|
| shift-aux-time-non-default     | The amount of time an agent has spent in AUX work mode for Reason Codes 1 through 9 during the administered period.                                                                   | none                                                       |
| shift-aux-time-reason-code     | The amount of time an agent has spent in AUX work mode for the agent's current Reason Code during the administered period.                                                            | none                                                       |
| shift-average-acd-talk-time    | The average talk time for ACD calls for a specific agent during the administered period.                                                                                              | none                                                       |
| skill-level                    | The skill level at which the skill was assigned to the agent.                                                                                                                         | none                                                       |
| split-acceptable-service-level | The number of seconds within which calls must be answered to be considered acceptable. Identified on a per-hunt group basis. Timing begins when the call enters the hunt group queue. | Split Status: Acceptable Service Level                     |
| split-acd-calls                | Split/skill calls and direct agent calls answered by an agent.                                                                                                                        | System Status/Split Report/Split Summary Report: ACD CALLS |
| split-after-call-sessions      | The number of times all agents have entered After Call Work (ACW) for a specific split/skill.                                                                                         | none                                                       |
| split-agents-available         | The number of agents currently available to receive ACD calls for a specific split. This includes agents in Auto-In or Manual-In work mode.                                           | Split Status: Avail                                        |
| split-agents-in-after-call     | For a specific split, the number of agents currently in ACW.                                                                                                                          | Split Status: ACW                                          |

*Continued on next page*



**Table 3-29. Agent and Agent-Extension Data Types — Continued**

| <b>VuStats Data Type</b>    | <b>Description</b>                                                                                                 | <b>BCMS Report: Field Name/Column Heading</b> |
|-----------------------------|--------------------------------------------------------------------------------------------------------------------|-----------------------------------------------|
| split-agents-in-aux-1       | For a specific skill, the number of agents currently in Aux work mode with Reason Code 1.                          | none                                          |
| split-agents-in-aux-2       | For a specific skill, the number of agents currently in Aux work mode with Reason Code 2.                          | none                                          |
| split-agents-in-aux-3       | For a specific skill, the number of agents currently in Aux work mode with Reason Code 3.                          | none                                          |
| split-agents-in-aux-4       | For a specific skill, the number of agents currently in Aux work mode with Reason Code 4.                          | none                                          |
| split-agents-in-aux-5       | For a specific skill, the number of agents currently in Aux work mode with Reason Code 5.                          | none                                          |
| split-agents-in-aux-6       | For a specific skill, the number of agents currently in Aux work mode with Reason Code 6.                          | none                                          |
| split-agents-in-aux-7       | For a specific skill, the number of agents currently in Aux work mode with Reason Code 7.                          | none                                          |
| split-agents-in-aux-8       | For a specific skill, the number of agents currently in Aux work mode with Reason Code 8.                          | none                                          |
| split-agents-in-aux-9       | For a specific skill, the number of agents currently in Aux work mode with Reason Code 9.                          | none                                          |
| split-agents-in-aux-all     | For a specific split/skill, the total number of agents currently in Aux work mode for all Reason Codes.            | Split Status: AUX                             |
| split-agents-in-aux-default | For a specific split/skill, the number of agents currently in Aux work mode with the default Reason Code (code 0). | none                                          |

*Continued on next page*

**Table 3-29. Agent and Agent-Extension Data Types — Continued**

| <b>VuStats Data Type</b>        | <b>Description</b>                                                                                                                                                                                                                                | <b>BCMS Report: Field Name/Column Heading</b>                     |
|---------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------|
| split-agents-in-aux-non-default | For a specific skill, the number of agents currently in Aux work mode with Reason Codes 1 through 9.                                                                                                                                              | none                                                              |
| split-agents-in-other           | The number of agents currently who: are on a call for another split, are in ACW work mode for another split, have a call on hold but are not in another state, or have a call ringing at their terminals, or are dialing a number while in AI/MI. | Split Status: Other                                               |
| split-agents-on-acd-calls       | The number of agents currently on split/skill or direct agent ACD calls for a specific split.                                                                                                                                                     | Split Status: ACD                                                 |
| split-agents-on-extension-calls | The number of agents in a specific split who are currently on non-ACD calls.                                                                                                                                                                      | Split Status: Extn                                                |
| split-agents-staffed            | The number of agents currently logged into a split.                                                                                                                                                                                               | Split Status: Staffed                                             |
| split-average-acd-talk-time     | The average talk time for ACD calls during a specific period/day for a specified split.                                                                                                                                                           | System Status/Split Report/Split Summary Report:<br>AVG TALK TIME |

*Continued on next page*

**Table 3-29. Agent and Agent-Extension Data Types — Continued**

| <b>VuStats Data Type</b>       | <b>Description</b>                                                                                                                                                                                                                                                                                                                                                                                       | <b>BCMS Report: Field Name/Column Heading</b>                   |
|--------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------|
| split-average-after-call-time  | The average time for call-related ACW completed by agents for this split (the same as average-after-call-time, but only available for agent and agent-extension object types). Call-related ACW time is recorded when an agent leaves the ACW state. If an agent is in call-related ACW when an interval completes, all of the ACW time will be recorded for the interval in which the agent leaves ACW. | System Status: AVG AFTER CALL                                   |
| split-average-speed-of- answer | The average speed for answering split and direct agent ACD calls that have completed for a specified split/skill.                                                                                                                                                                                                                                                                                        | System Status/Split Report/Split Summary Report: AVG SPEED ANS  |
| split-average-time-to- abandon | The average time calls waited in queue and ringing before abandoning.                                                                                                                                                                                                                                                                                                                                    | System Status/Split Report/Split Summary Report: AVG ABAND TIME |
| split-call-rate                | The current rate of ACD calls handled per agent per hour for a specific split or skill.                                                                                                                                                                                                                                                                                                                  | none                                                            |
| split-calls-abandoned          | The number of calls that abandoned from queue (provided this is the first split/skill queued to) or abandoned from ringing .                                                                                                                                                                                                                                                                             | System Status/Split Report/Split Summary Report: ABAND CALLS    |

*Continued on next page*

**Table 3-29. Agent and Agent-Extension Data Types — Continued**

| <b>VuStats Data Type</b>       | <b>Description</b>                                                                                                                                                                                               | <b>BCMS Report: Field Name/Column Heading</b>                           |
|--------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------|
| split-calls-flowed-in          | The total number of calls for a specific split/skill that were received as a coverage point (intraflowed) from another internally-measured split/skill, or were call-forwarded (interflowed) to the split/skill. | Split Report/Split Summary Report: FLOW IN                              |
| split-calls-flowed-out         | The total number of calls for a specific split/skill that successfully extended to the split/skill's coverage point, were call-forwarded out, or were answered via call pick-up.                                 | Split Report/Split Summary Report: FLOW OUT                             |
| split-calls-waiting            | The number of calls that have encountered a split but have not been answered, abandoned, or outflowed.                                                                                                           | System Status: CALLS WAIT                                               |
| split-extension                | The administered extension for a split.                                                                                                                                                                          | none                                                                    |
| split-name                     | The administered name for a split/skill.                                                                                                                                                                         | Split Report/Split Status: Split Name<br>System Status: SPLIT           |
| split-number                   | The administered number for a split/skill.                                                                                                                                                                       | Split Report/Split Status: Split Name<br>System Status: SPLIT           |
| split-objective                | The administered objective for a split/skill.                                                                                                                                                                    | none                                                                    |
| split-oldest-call-waiting      | The time the oldest call has been waiting for a specific split/skill.                                                                                                                                            | System Status: OLDEST CALL                                              |
| split-percent-in-service-level | For a specific split/skill, the percentage of calls answered within the administered service level on the hunt group form.                                                                                       | System Status/Split Report/Split Summary Report: % WITHIN SERVICE LEVEL |

*Continued on next page*

**Table 3-29. Agent and Agent-Extension Data Types — Continued**

| <b>VuStats Data Type</b>    | <b>Description</b>                                                                                                                                                                                                                                                                      | <b>BCMS Report: Field Name/Column Heading</b>          |
|-----------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------|
| split-total-acd-talk-time   | For a specified split/skill, the total time agents spent talking on split/skill calls and direct agent calls for this split.                                                                                                                                                            | none                                                   |
| split-total-after-call-time | The total time an agent spent in call-related ACW for this split/skill and non-call-related ACW for any split/skill during a specific time period, excluding time spent on incoming or outgoing extension calls while in ACW.                                                           | Split Report/Split Summary Report:<br>TOTAL AFTER CALL |
| split-total-aux-time        | The total time an agent spent in AUX mode for this split/skill.                                                                                                                                                                                                                         | Split Report/Split Summary Report:<br>TOTAL AUX/OTHER  |
| total-acd-call-time         | The total talk time plus the total hold time for split/skill and Direct Agent ACD calls.                                                                                                                                                                                                | none                                                   |
| total-acd-talk-time         | The total time agents spent talking on split/skill calls and direct agent calls.                                                                                                                                                                                                        | none                                                   |
| total-after-call-time       | The total time an agent spent in call-related or non-call-related ACW for any split during a specific time period, excluding time spent on incoming or outgoing extension calls while in ACW. (With EAS, all non-call related ACW time is associated with the first skill logged into.) | Agent Report/Agent Summary Report:<br>TOTAL AFTER CALL |

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*Continued on next page*

**Table 3-29. Agent and Agent-Extension Data Types — Continued**

| <b>VuStats Data Type</b> | <b>Description</b>                                                                                                                                                                                                                                                                                                   | <b>BCMS Report: Field Name/Column Heading</b>         |
|--------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------|
| total-aux-time           | The total time an agent spent in AUX work for all splits/skills (simultaneously) that the agent was logged into. If an agent entered AUX in one interval, but ended AUX in another, each of the intervals will reflect the appropriate amount of time spent in the interval (agent reports also include OTHER time). | Agent Report/Agent Summary Report:<br>TOTAL AUX/OTHER |
| total-available-time     | The time an agent was available in at least one split/skill.                                                                                                                                                                                                                                                         | Agent Report:<br>TOTAL AVAIL TIME                     |
| total-hold-time          | The total amount of time ACD calls were on hold at a specific agent's voice terminal. This time is the "caller's hold time" and is independent of the agent's state. This time does not include hold time for non-ACD calls on hold.                                                                                 | Agent Report:<br>TOTAL HOLD TIME                      |
| total-staffed-time       | The total amount of time an agent was logged into one or more splits/skills during a specific period/day. An agent is clocked for staff time as long as he or she is logged into any split.                                                                                                                          | Agent Report:<br>TOTAL TIME STAFFED                   |

**Table 3-30. Split Data Types**

| <b>VuStats Data Type</b> | <b>Description</b>                                                                                                                                                                    | <b>BCMS Report: Field Name/Column Heading</b>       |
|--------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------|
| acceptable-service-level | The number of seconds within which calls must be answered to be considered acceptable. Identified on a per-hunt group basis. Timing begins when the call enters the hunt group queue. | Split Status/Split Report: Acceptable Service Level |
| acd-calls                | Split calls and direct agent calls answered by an agent                                                                                                                               | Split status/VDN Status/Agent Report: ACD CALLS     |
| after-call sessions      | The number of times all agents have entered After Call Work (ACW).                                                                                                                    | none                                                |
| agents-available         | The number of agents currently available to receive ACD calls. This includes agents in Auto-In or Manual-In work mode.                                                                | Split Status: Avail                                 |
| agents-in-after-call     | The number of agents currently in ACW mode.                                                                                                                                           | Split Status: ACW                                   |
| agents-in-aux-1          | The number of agents currently in Aux work mode for Reason Code 1 for the referenced skill.                                                                                           | none                                                |
| agents-in-aux-2          | The number of agents currently in Aux work mode for Reason Code 2 for the referenced skill.                                                                                           | none                                                |
| agents-in-aux-3          | The number of agents currently in Aux work mode for Reason Code 3 for the referenced skill.                                                                                           | none                                                |
| agents-in-aux-4          | The number of agents currently in Aux work mode for Reason Code 4 for the referenced skill.                                                                                           | none                                                |

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*Continued on next page*

**Table 3-30. Split Data Types — Continued**

| <b>VuStats Data Type</b>  | <b>Description</b>                                                                                                   | <b>BCMS Report: Field Name/Column Heading</b> |
|---------------------------|----------------------------------------------------------------------------------------------------------------------|-----------------------------------------------|
| agents-in-aux-5           | The number of agents currently in Aux work mode for Reason Code 5 for the referenced skill.                          | none                                          |
| agents-in-aux-6           | The number of agents currently in Aux work mode for Reason Code 6 for the referenced skill.                          | none                                          |
| agents-in-aux-7           | The number of agents currently in Aux work mode for Reason Code 7 for the referenced skill.                          | none                                          |
| agents-in-aux-8           | The number of agents currently in Aux work mode for Reason Code 8 for the referenced skill.                          | none                                          |
| agents-in-aux-9           | The number of agents currently in Aux work mode for Reason Code 9 for the referenced skill.                          | none                                          |
| agents-in-aux-all         | The number of agents currently in Aux work mode for all Reason Codes for the referenced split/skill.                 | Split Status: AUX                             |
| agents-in-aux-default     | The number of agents currently in Aux work mode for the default Reason Code (code 0) for the referenced split/skill. | none                                          |
| agents-in-aux-non-default | The number of agents currently in Aux work mode for Reason Codes 1 through 9 for the referenced skill.               | none                                          |

*Continued on next page*



**Table 3-30. Split Data Types — Continued**

| <b>VuStats Data Type</b>  | <b>Description</b>                                                                                                                                                                                                                                                                                 | <b>BCMS Report: Field Name/Column Heading</b> |
|---------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------|
| agents-in-other           | The number of agents who currently: are on a call for another split, are in ACW work mode for another split, have a call on hold but are not in another state, or have a call ringing at their terminal, or are dialing a number from AI/MI mode.                                                  | Split Status: Other                           |
| agents-on-acd-calls       | The number of agents currently on split/skill or direct agent ACD calls for a specific split.                                                                                                                                                                                                      | Split Status: ACD                             |
| agents-on-extension-calls | The number of agents in a specific split who are currently on non-ACD calls.                                                                                                                                                                                                                       | Split Status: Extn                            |
| agents-staffed            | The number of agents currently logged into the specified split.                                                                                                                                                                                                                                    | Split Status: Staffed                         |
| average-acd-talk-time     | The average talk time for ACD calls during a specific period/day for a specified split.                                                                                                                                                                                                            | System Status/Split Report: AVG TALK TIME     |
| average-after-call-time   | The average time for call-related ACW completed by agents in this split. Call-related ACW time is recorded when an agent leaves the ACW state. If an agent is in call-related ACW when an interval completes, all of the ACW time will be recorded for the interval in which the agent leaves ACW. | System Status: AVG AFTER CALL                 |

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*Continued on next page*

**Table 3-30. Split Data Types — Continued**

| <b>VuStats Data Type</b> | <b>Description</b>                                                                                                                                                                                                                                                                                         | <b>BCMS Report: Field Name/Column Heading</b> |
|--------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------|
| average-speed-of- answer | The average speed for answering split/skill and direct agent ACD calls that have completed for a specified split/skill during a specified time. This includes queue time and ringing time for this split.                                                                                                  | System Status/Split Report: AVG SPEED ANS     |
| average-time-to- abandon | The average time calls waited before abandoning.                                                                                                                                                                                                                                                           | System Status/Split Report: AVG ABAND TIME    |
| call-rate                | The current rate of ACD calls handled per agent per hour for all split/skills.                                                                                                                                                                                                                             | none                                          |
| calls-abandoned          | The number of calls that abandoned.                                                                                                                                                                                                                                                                        | System Status/Split Report: ABAND CALLS       |
| calls-flowed-in          | The total number of calls for a specific split that were received as a coverage point (intraflowed) from another internally-measured split, or were call-forwarded (interflowed) to the split. This does not include calls that were interflowed from a remote switch by the Look Ahead Interflow feature. | Split Report/Split Summary Report: FLOW IN    |
| calls-flowed-out         | The number of calls the split extended to its coverage point, calls that call-forward out or are answered by call pickup, calls that queued to this split as a primary split and were answered or abandoned from ringing in another split.                                                                 | Split Report/Split Summary Report: FLOW OUT   |

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*Continued on next page*

**Table 3-30. Split Data Types — Continued**

| <b>VuStats Data Type</b> | <b>Description</b>                                                                                                               | <b>BCMS Report: Field Name/Column Heading</b>                       |
|--------------------------|----------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------|
| calls-waiting            | The number of calls that have encountered a split/skill but have not been answered, abandoned, or outflowed.                     | System Status:<br>CALLS WAIT                                        |
| oldest-call-waiting      | The time the oldest call has been waiting in the split/skill. Timing begins when the call enters the split/skill.                | System Status:<br>OLDEST CALL                                       |
| percent-in-service-level | The percentage of calls offered to the split that were answered within the service level administered on the hunt group form.    | System Status/Split Report/Split Summary Report: %<br>IN SERV LEVEL |
| split-extension          | The administered extension for a split.                                                                                          | none                                                                |
| split-name               | The administered name for a split.                                                                                               | Split Report/Split Status: Split Name<br>System Status: SPLIT       |
| split-number             | The administered number for a split.                                                                                             | Split Report/Split Status: Split Name<br>System Status: SPLIT       |
| split-objective          | The administered objective for a split.                                                                                          | none                                                                |
| total-acd-talk-time      | The total time agents spent talking on split/skill calls and direct agent calls for this split.                                  | none                                                                |
| total-after-call-time    | The total time agents spent in call-related or non-call-related ACW for any split during a specific time period.                 | Split Report/Split Summary Report:<br>TOTAL AFTER CALL              |
| total-aux-time           | The total time agents spent in AUX work mode for all Reason Codes for the referenced split/skill during the administered period. | Split Report/Split Summary Report:<br>TOTAL AUX/OTHER               |

**Table 3-31. VDN Data Types**

| <b>VuStats Data Type</b>  | <b>Description</b>                                                                                                                                                   | <b>BCMS Report: Field Name/Column Heading</b>             |
|---------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------|
| acceptable-service-level  | The number of seconds within which calls must be answered to be considered acceptable. Identified on a per-VDN basis. Timing begins when the call enters the vector. | VDN Status/VDN Report: Acceptable Service Level           |
| acd-calls                 | Split calls and direct agent calls answered by an agent                                                                                                              | VDN Status: ACD CALLS                                     |
| average-acd-talk-time     | The average talk time for ACD calls during a specific period/day for a specified VDN.                                                                                | VDN Status/Split Report: AVG TALK HOLD                    |
| average-speed-of- answer  | The average speed for answering ACD and CONNect calls that have completed for a specified VDN during a specified time. This includes time in vector processing.      | VDN Status/VDN Report/VDN Summary Report: AVG SPEED ANS   |
| average-time-to- abandon  | The average time calls waited before abandoning.                                                                                                                     | VDN Status/VDN Report: AVG ABAND TIME                     |
| calls-abandoned           | The number of calls that abandoned.                                                                                                                                  | VDN Status/VDN Report/VDN Summary Report: ABAND CALLS     |
| calls-flowed-out          | The total number of calls for a specific VDN that successfully routed to another VDN or off the switch.                                                              | VDN Status/VDN Report/VDN Summary Report: FLOW OUT        |
| calls-forced-busy-or-disc | The number of calls given forced busy or forced disconnect.                                                                                                          | VDN Status/VDN Report/VDN Summary Report: CALLS BUSY/DISC |

*Continued on next page*

**Table 3-31. VDN Data Types — Continued**

| <b>VuStats Data Type</b> | <b>Description</b>                                                                                                                                                                                                                                                     | <b>BCMS Report: Field Name/Column Heading</b>            |
|--------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------|
| calls-offered            | All calls offered to a VDN, including ACD calls, connected calls, abandoned calls, busy calls (calls that received a busy signal), disconnected calls (calls disconnected by the switch), and outflow calls (calls directed to another VDN or off-switch destination). | VDN Status/VDN Report/VDN Summary Report: CALLS OFFERED  |
| calls-waiting            | The number of calls that have encountered a VDN, but have not been answered, abandoned, or outflowed.                                                                                                                                                                  | VDN Status: CALLS WAIT                                   |
| non-acd-connected-calls  | The number of non-ACD calls routed from a specific VDN that were connected to an extension.                                                                                                                                                                            | VDN Status/VDN Report/VDN Summary Report: CONN CALLS     |
| oldest-calling-waiting   | The time the oldest call has been waiting in the VDN. Timing begins when the call enters the vector.                                                                                                                                                                   | VDN Status: OLDEST CALL                                  |
| percent-in-service-level | The percentage of calls offered to the VDN that were answered within the service level administered for the VDN.                                                                                                                                                       | VDN Status/VDN Report/VDN Summary Report: % IN SERV LEVL |
| total-acd-talk-time      | The total time agents spent talking on split/skill calls and direct agent calls.                                                                                                                                                                                       | none                                                     |
| vdn-extension            | The extension of a vector directory number (VDN).                                                                                                                                                                                                                      | VDN Status/VDN Report: VDN EXT                           |
| vdn-name                 | The name of a vector directory number (VDN).                                                                                                                                                                                                                           | VDN Status/VDN Summary Report: VDN NAME                  |

**Table 3-32. Trunk Group Data Types**

| <b>VuStats Data Type</b>   | <b>Description</b>                                                                                                                                             | <b>BCMS Report: Field Name/Column Heading</b> |
|----------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------|
| average-incoming-call-time | Average holding time for incoming trunk calls.                                                                                                                 | Trunk Group: INCOMING TIME                    |
| average-outgoing-call-time | Average holding time for outgoing trunk calls.                                                                                                                 | Trunk Group: OUTGOING TIME                    |
| incoming-abandoned-calls   | Incoming calls abandoned during a specified time period for a specified trunk group.                                                                           | Trunk Group: INCOMING ABAND                   |
| incoming-calls             | Incoming calls carried by a specified trunk group.                                                                                                             | Trunk Group: INCOMING CALLS                   |
| incoming-usage             | The total trunk holding time for incoming calls in hundred call seconds.                                                                                       | Trunk Group: INCOMING CCS                     |
| number-of-trunks           | The number of trunks in a specified trunk group.                                                                                                               | Trunk Group: Number of Trunks                 |
| outgoing-calls             | The number of outgoing calls carried by a specified trunk group.                                                                                               | Trunk Group: OUTGOING CALLS                   |
| outgoing-completed-calls   | The number of outgoing calls that received answer supervision or answer timeout.                                                                               | Trunk Group: OUTGOING COMP                    |
| outgoing-usage             | The total trunk holding time for outgoing calls in hundred call seconds.                                                                                       | Trunk Group: OUTGOING CCS                     |
| percent-all-trunks-busy    | The percent of time all the trunks in a specified trunk group were busy during a specified period/day. Timing for a call begins when the last trunk is seized. | Trunk Group: % ALL BUSY                       |
| percent-trunks-maint-busy  | The percent of time trunks were busied out for maintenance during a specified period/day.                                                                      | Trunk Group: % TIME MAINT                     |
| trunk-group-name           | The name administered for a specific trunk group.                                                                                                              | Trunk Group: Trunk Group Name                 |

*Continued on next page*

**Table 3-32. Trunk Group Data Types — Continued**

| <b>VuStats Data Type</b> | <b>Description</b>                                         | <b>BCMS Report: Field Name/Column Heading</b> |
|--------------------------|------------------------------------------------------------|-----------------------------------------------|
| trunk-group-number       | The number administered for a specific trunk group.        | Trunk Group: Trunk Group Number               |
| trunks-in-use            | The number of trunks currently in use (not idle).          | none                                          |
| trunks-maint-busy        | The number of trunks currently busied out for maintenance. | none                                          |

**Job Aids****Planning Questions**

The “Planning Questions” electronic job aid provides a list of questions that need to be asked when planning VuStats.

## **Wide Area Telecommunications Service (WATS) Trunk Group**

---

A WATS Trunk Group provides for trunk connections between the system and a WATS (or 800 service) office.

### **Administration**

---

To assign a WATS trunk group, the following form must be completed.

| <b>Form</b>        | <b>Field</b> | <b>Form<br/>Instructions<br/>(Page)</b> |
|--------------------|--------------|-----------------------------------------|
| Trunk Group (WATS) | All          | 4-253                                   |

- Trunk Group (WATS) Form — Complete all fields as required.

### **Hardware Requirements**

---

A port on a TN747B CO Trunk, or TN767 or TN464 DS1 Interface circuit pack is required for each WATS trunk to be assigned. A TN747 provides eight ports, a TN767 provides 24 ports, and a TN464D can provide either 24 or 32 ports.



## Wideband Switching

---

The Wideband Switching feature provides wideband and ISDN data communications for various applications including video conferencing, data backup, scheduled batch processing (for example, nightly file transfers), and primary data interfaces by providing end-to-end connectivity between endpoints at data rates from 128 to 1536 kbps over a T1 facility, or up to 1984 kbps over an E1 (European Standard) facility.

Applications involving high-speed data or video are most likely to use Wideband Switching.

For additional information on the Wideband Switching feature, see the *DEFINITY Communications System Wideband Technical Reference*, 555-230-230, and *DEFINITY Enterprise Communications Server Release 5 Feature Description*.

DEFINITY switches can be configured for Wideband Switching in various ways, including:

- A T1 facility typically provides 1 D-channel and 23 B-channels.
- An E1 facility typically provides 1 D-channel and 30 B-channels.

Each facility channel (DS0) can provide 64 kbps transmission rates. Standard data services for use by Wideband are listed below:

- **H0, H11, H12** — Provide a fixed data rate through use of a prearranged number of channels and codepoints (see the table below) to be used by wideband service.
- **NXDS0** — A multirate data service that can handle the entire range of wideband data rates.

The table below summarizes the ISDN channel types with the associated data rates that support Wideband Switching.

| Channel Type | Number of Channels | Data Rate        |
|--------------|--------------------|------------------|
| H0           | 6                  | 384 kbps         |
| H11          | 24                 | 1536 kbps        |
| H12          | 30                 | 1920 kbps        |
| NXDS0 (T1)   | 2-24               | 128 to 1536 kbps |
| NXDS0 (E1)   | 2-31               | 128 to 1984 kbps |

Any endpoint with an ISDN-PRI interface equivalent can be administered for Wideband Switching applications. Typically, a Universal DS1 (UDS1) circuit pack and an ISDN-PRI terminal adapter (such as the ASCEND. wideband compatible terminal adapter) are used on the line-side for Wideband Switching applications. On the switch-side, a UDS1 circuit pack is the interface for network facilities carrying wideband calls.

Facility associated signaling (FAS) is a switching method where the D-channel carries the signaling only for those channels on the same physical interface. Non-facility associated signaling (NFAS) is another method that allows multiple T1 or E1 facilities to share a single D-channel for signaling.

Using NFAS, one facility is configured for 23 (T1) or 30 (E1) B-channels and one D-channel. The other T1/E1s in the NFAS group are administered for 24 (T1) or 31 (E1) B-channels. The DEFINITY switch implements the NXDS0 standard (where N is a positive integer and DS0 is an abbreviation for Digital Signal Level 0, a single 64 kbps channel in a T1 or E1 facility) by configuring the T1s or E1s with the NFAS method to provide up to 1536 kbps or 1984 kbps transmission rates, respectively. The NFAS method is sometimes modified to provide a primary D-channel on one facility and backup on a second facility. All other facilities are configured for 24/31 B-channels. (This D-channel backup method allows all the facilities to share the primary or backup D-channel, as required.)

Wideband trunk allocation is performed using one of three allocation algorithms: fixed, flexible, or floating.

- Fixed allocation provides contiguous channel aggregation, and the starting channel is constrained to a predetermined starting point. Used only for H0, H11, and H12 calls.
- Flexible allocation allows a wideband call to occupy non-contiguous positions within a single T1 or E1 facility. Used for NXDS0 calls.
- Floating allocation enforces contiguous channel aggregation, but the position of the first channel is not constrained like it is in fixed allocation. Used for NXDS0 calls.

## **Administration**

---

The Wideband Switching feature must be enabled on the System-Parameters Customer-Options form before associated fields on forms may be administered.

Depending on the desired application, to implement this feature, the following form(s) or sections of the form(s) must be completed.

| Form                   | Field | Form Instructions (Page) |
|------------------------|-------|--------------------------|
| Access Endpoint        | All   | 5-16                     |
| PRI Endpoint           | All   | 5-274                    |
| Trunk Group (ISDN-PRI) | All   | 4-211                    |
| Routing Patterns       | All   | 4-15                     |

- Access Endpoint Form — Complete all fields as required.
- PRI Endpoint Form — Complete all fields as required.
- Trunk Group (ISDN-PRI) Form — Complete all fields as required.
- Routing Patterns Form — Complete all fields as required.

### **Hardware Requirements**

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The TN464C (or later) UDS1 circuit pack is required for Wideband Switching.

## World Class Core BRI

---

World Class Core BRI provides switched data access via BRI to terminals supporting the following non-AT&T BRI protocols:

- Bellcore National ISDN-1 protocol in the United States
- National protocols in Australia, Japan, and Singapore.
- ETSI NET3 for access in Belgium, France, Germany, the Netherlands, Spain, and the United Kingdom

## Administration

---

To implement World Class Core BRI, complete the following form(s) or sections of the form(s):.

| Form        | Field                                                | Form Instructions (Page) |
|-------------|------------------------------------------------------|--------------------------|
| Station     | Country Type Protocol<br>Endpt ID<br>1-Step Clearing | 5-346                    |
| Data Module | Country Type Protocol<br>Endpt ID                    | 5-106                    |

- Station
  - Enter “wcbri” in the Type field.
  - Specify the appropriate Country Protocol code.
  - Enter the Endpoint ID for “wcbri” type stations/modules if the “Endpt Init” field is set to “y”.
  - Set the 1-Step Clearing field to “y” to send RELEASE COMPLETE messages to World Class Core BRI voice endpoints. Default is “y”.
- Data Module
  - Enter “wcbri” in the Type field.
  - Specify the appropriate Country Protocol code.
  - Enter the Endpoint ID for “wcbri” type stations/modules if the “Endpt Init” field is set to “y”.

## Hardware Requirements

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World Class Core BRI will work with TN556B and later suffixes circuit packs and with the TN2198 BRI circuit pack. It will not, however, work with other TN556 circuit packs.

## 8411 Terminal

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### Administration

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To implement the required and/or optional portions of this feature, complete the following forms:

| Form                       | Field | Form Instructions<br>(Page #) |
|----------------------------|-------|-------------------------------|
| 8411B and 8411D<br>Station | All   | 5-549                         |

You can enter the extension of the administered analog adjunct in the following forms:

| Form                                                | Field                                                                                 | Form Instructions<br>(Page #) |
|-----------------------------------------------------|---------------------------------------------------------------------------------------|-------------------------------|
| Feature Related<br>System<br>Parameters             | ACA Referral Destination<br>System Printer Extension                                  | 5-178                         |
| Hunt Group                                          | Members<br>Night service extension                                                    | 5-207                         |
| Administered<br>Connection                          | Originator<br>Destination                                                             | 5-20                          |
| Attendant<br>Console                                | Busy Indicator                                                                        | 5-34                          |
| CDR System<br>Parameters                            | Primary Extension<br>Secondary Extension                                              | 5-69                          |
| CPN Prefix Table<br>(accessed by<br>ch isdn public) | Extension                                                                             | 4-65                          |
| Hospitality                                         | PMS journal printer<br>PMS log<br>Routing Extension on Unavailable<br>Voice Synthesis | 5-199                         |

| Form                    | Field                                                                         | Form Instructions<br>(Page #) |
|-------------------------|-------------------------------------------------------------------------------|-------------------------------|
| ISDN-PRI Trunk Group    | Night Service<br>Incoming Destination<br><br>Night extension (for ISDN trunk) | 4-211                         |
| Station                 | Data-ext Button<br>Busy Indicator                                             | 5-549                         |
| Vector Directory Number | Number                                                                        | 5-337                         |

The following fields can have administered analog adjunct entered as an extension but do not work:

| Form    | Field                         | Form Instructions<br>(Page #) |
|---------|-------------------------------|-------------------------------|
| Station | Manual Signaling Button       | 5-346                         |
| Station | Manual Message Waiting Button | 5-346                         |

### Software Requirements

- Licensed copy of PassageWay Direct Connect for DEFINITY is required for each extension administered for PassageWay in the station form.

### Hardware Requirements

- DEFINITY will only support analog adjuncts off the 8411B/D terminal that use Dual Tone Multi-Frequency (DTMF), not Dial Pulse, signaling and have been registered with the Federal Communications Commission (FCC) and approved by Underwriter Laboratories (UL) or other appropriate safety approval agencies. Examples of analog adjuncts include facsimile machines, answering machines, and personal computer fax/modem plug-in cards. These analog adjuncts must be able to connect to a RJ11C jack.
- 8411 terminal
- PassageWay requires a PC.
- DCP and RS232 cables
- 7400B+ and 8400B+ data modules work with the 8411.
- The 8411, unlike the 8410, cannot be powered from the DEFINITY. It requires an adjunct power source.

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## Forms for Network Features and Services

# 4

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This chapter contains System forms and associated instructions required to implement the following network-type features and services.

- Automatic Alternate Routing (AAR)
- Automatic Route Selection (ARS)
- Centralized Attendant Service (CAS)
- Distributed Communications System (DCS)
- DS1 Trunk Service
- Integrated Services Digital Network — Primary Rate Interface (ISDN—PRI)
- Trunk Groups — General

In addition, administration commands required to access the forms are provided along with each form's coverage. In some cases, just the most commonly used commands are given. Chapter 2, "Administration Commands" provides a complete listing of the System's administration commands and describes the "make-up" of the command line. Specifically, the "action," "object," and "qualifier" command words are described in detail.

The forms included in this chapter are primarily dedicated to networking and do not include multiuse forms that support other functional areas such as voice or data management. All other forms required to implement the System, including those multiuse forms (such as Dial Plan, Feature Access Codes) that support networking and voice and data management, are included in Chapter 5, "Forms for System Features and Services".

Refer to Chapter 3, "System Features, Functions, and Services" for a complete listing of all forms and/or related fields on forms that must be completed or considered when implementing the above network-type features and services.

Blank forms are provided in the Blank Forms Package and may be reproduced as required. The copies are used as worksheets when using this manual to assign features and services. The completed hard-copy forms are later used with administration commands provided in Chapter 2, "Administration Commands" to implement the System. The forms should then be retained as part of the System's hard-copy records.



## **Automatic Alternate Routing**

---

This section contains the network-type forms and associated instructions dedicated primarily to implementing the Automatic Alternate Routing (AAR) feature.

Automatic Alternate Routing provides alternative routing choices for private on-network calls. The feature automatically selects the most desirable and least expensive (by a customer-specified order) route over various trunking facilities for private network calls. AAR also provides digit modification to allow on-network calls to route through the public network when an on-network route is not available.

The network of PBXs interconnected with private line facilities that use the AAR feature are referred to as an Electronic Tandem Network (ETN). An ETN is a four-level hierarchical network of PBXs. There are two levels of Tandem switches and two levels of subtending PBXs. The first level of Tandems are called fully interconnected tandem switches, and the second level of Tandems are called the final groups of tandem switches. The third level of PBXs, homing directly on a Tandem switch, are called Main PBXs, and the last level of PBXs homing on a Main are called Satellites or Tributaries. The Tandem switches contain most of the intelligence for routing and digit manipulation.

Typically, AAR simplifies dialing. Users need only dial the AAR access code (normally 8) followed by an ETN or Public Network Destination Number (PNDN). The feature selects the route and does whatever digit manipulation is necessary. In addition, AAR selects the most cost-effective On-Net or Off-Net route. If the first-choice route is not available, another route is chosen automatically. For outgoing ISDN calls, route selection is dependent on Bearer Capability Class (BCC), Facility Restriction Level (FRL), and type of facility.

AAR assumes a Uniform Numbering Plan, and its capabilities include flexible Digit Analysis, Partitioning, Time of Day Routing, Automatic Overflow to DDD, Trunk-to-Trunk Signaling, Traveling Class Marks, and Sub-Net Trunking. An additional capability allows a user to dial an ETN address to reach a specific foreign country location. The call is routed On-Net to an appropriate exit point, where digit insertion is used for conversion to the appropriate access code, country code, city code, and exchange.

AAR can access the same trunk groups and share the same set of routing patterns as ARS when activated.

Refer to "Automatic Alternate Routing" in Chapter 3 for a complete listing of all System forms and/or fields on forms that must be completed or considered when implementing AAR. Forms such as the Dial Plan, Class of Restriction, Feature Access Codes, and Feature-Related System Parameters that support both networking and other functional areas such as voice and data management may also require implementation.

The AAR RNX Translation Table and Ten-Digit to Seven-Digit Conversion Tables that were previously used have been replaced with two new forms (AAR Digit Analysis and AAR Digit Conversion). Now, a more flexible private networking arrangement is supported that allows a better interworking with Generic 2 and other communications systems. The System can now be administered to include RN, RNX, and RXX dial plans, where R = 2 to 9, N = 2 to 9, and X = 0 to 9 (and any other forms).

ETN addresses for DCS or UDP destinations remain limited to a 7-digit format. This means that the location code part for UDP/DCS is a 3-digit code of the form XXX and the extension number is a 4- or 5-digit number in the XXXX format (where XXXX are the last four digits). For other destinations, ETN addresses are not limited to the 7-digit RNX format. ETN addresses can be administered as 18 or fewer digits in length and the AAR location codes (PBX codes) of the format RN, RX, XX, RNX, RXX, XXX, and RNXX (or any other form) are supported.

## **AAR Forms**

---

The following AAR forms are provided in this section. Since AAR and ARS share several common forms, reference to the appropriate form is provided, where applicable.

### **NOTE:**

Either the Private Networking or Uniform Dialing Plan option on the System-Parameters Customer-Options form must be enabled before associated AAR forms can be administered.

- AAR Digit Conversion Table
- AAR Analysis Table
- AAR/ARS Remote Home Numbering Plan Area (form information provided in the ARS section)
- Node Number Routing (form information provided in the Node Number Routing section)
- AAR/ARS Routing Patterns (form information provided in the ARS section)
- AAR/ARS Time of Day Routing (form information provided in the ARS section)

The following provides an overview of the System's AAR forms and their purpose. A description of the forms and how software uses their associated data entries to process a call are described.

Figure 4-1, Figure 4-2 and Figure 4-3 (see "Automatic Route Selection") are a high-level presentation on the use of the various System forms in the processing of AAR and Automatic Route Selection (ARS) calls. ARS call processing is included here because of the interrelationship that exists between the two features when both have been activated in a System. If your System does not

have the ARS optioned for, all call processing functionality using ARS as shown on the flow diagram is not available.

The forms are shown in the general order that software accesses them when processing a call. Actual software processing may differ in some cases. The flow diagram does not show all software processes and decision-making routines that occur. It is intended only to show the use of the forms and their various parameters in call processing.

The flow diagram assumes that the associated optional features have been enabled on the System-Parameters Customer-Options form. For those features not enabled, consider the flow as through the associated form(s) and through any decision making blocks that occur as a result of using the form. The optional features include:

- Automatic Route Selection
- Private Networking (AAR)
- ARS Partitioning
- Time of Day Routing

Immediately following the flow diagram is a summary of each of the forms (Figure 4-4, Figure 4-5 and Figure 4-6) and the parameters that may be administered on the forms. Use this summary as a "quick reference" when you need an overview of what is on each form.

Following this introduction are detailed instructions for completing each unique AAR form. Refer to the "Automatic Route Selection" coverage in Chapter 3 for instructions on forms that are shared between the two features (Remote Home Numbering Plan Area, Time of Day Routing, and Routing Patterns).

As shown in Figure 4-1, Figure 4-2 and Figure 4-3, an AAR call begins with the dialing of an AAR access code (typically 8). If the facility (such as voice terminal) is Origination or Outward restricted or the user (by COR assignment to the facility) is Controlled Outward or Total Restricted, intercept treatment is provided. Second Dial Tone is provided to the calling party if AAR/ARS Dial Tone is optioned for on the Feature-Related System Parameters form. The caller then dials an ETN or Public Network Destination number.

The dialed digits are compared to numbers entered on the ARS Digit Conversion and ARS Digit Analysis forms. A number of specified digits are deleted and replaced by another digit string. Then, the digit analysis proceeds in the specified AAR, ARS, or extension network. Certain dialed digit strings may be routed (via their replacement strings) to the attendant, an announcement, another extension, an AAR/ARS route, intercept, or even reorder (a fast busy tone indicating that an extension is temporarily out of service) if required. If an analysis match is found, call processing continues based on how the ARS Partitioning and Time of Day Routing (TDR) options are administered on the System-Parameters Customer-Options form as follows:

- **ARS Partitioning Enabled and TDR Not Enabled:**  
The Partitioned Group Number (PGN) of the calling party (1 to 8, administered via COR assignment to station) is used to make the choice of an AAR Analysis Table form with a PGN of the same number (1 to 8).
- **ARS Partitioning Enabled and TDR Enabled:**  
The Time of Day Plan Number of the calling party (1 to 8, administered via COR assignment to station) is used to make the choice of a Time of Day (TOD) Routing form of the same number (1 to 8). On the form, a Plan Number (1 to 8) is identified based on the day and time of day. This Plan Number is used to select an AAR Analysis Table form with a PGN of the same number (1 to 8).
- **ARS Partitioning and TDR Not Enabled:**  
The AAR Analysis Table form (only one form in the System when ARS Partitioning and TDR not enabled) is accessed for continued call processing.

The AAR Analysis Table form is used to map dialed strings to routing patterns and/or node numbers. Each dialed string entry on the form is associated with a routing pattern and/or node number, and a call type (aar). Refer to Table 4-1 in the "AAR Analysis Table" information for default translations associated with typical dialed strings. Refer to "AAR Analysis Table" information for the various Call Type options available.

For regular AAR calls, if Remote Home Numbering Plan Area (RHNPA) translations are required for certain dialed strings, r1 to r32 is entered in the appropriate Routing Pattern field on the AAR Analysis Table form. The RHNPA form is used for translating 3-digit codes in the range 000 to 999. The table is used typically for the DDD of central office codes in a nonlocal NPA. The first three dialed digits are translated on the AAR Analysis Table form and, where appropriate, the form points to a RHNPA table (1 to 32) for further analysis based on the next three digits.

If the AAR Analysis table points to an RHNPA table, the next three dialed digits are compared with 3-digit codes in the selected RHNPA table. Each code on the table may have an administered reference to a routing pattern number.

The Routing Pattern form is used to route a call over one of six possible trunk groups. The total number of Routing Patterns varies depending on system configuration. Refer to Table C-1 in Appendix C, "System Capacity Limits" for maximum limits allowed. Based on entries on the form, up to 23 leading digits may be deleted from the dialed number and up to 36 (after digit deletion) may be inserted. Up to 52 digits may be outputted (includes special symbols "~w", "~p", and "~m"). When they are used, special symbols count as two digits each.

Compatibility checks ensure that the calling party's FRL is greater than or equal to the routing preference's FRL, the BCC of the calling party matches the BCC specified for the routing preference (ISDN calls only), the facility type is okay for

the call type, and there is an unused circuit (trunk port) available in the selected trunk group. With all checks complete and okay, digits are outpulsed over the selected trunk group member.

### **AAR Trunking Facilities**

---

Off-Net facilities can include trunks such as CO, FX, and WATS. These trunks may be used to carry public network calls. On-Net facilities can include trunks such as tie, tandem, and private ISDN-PRI trunks. These trunks are dedicated to the private network.

Tandem trunks are used to interconnect two tandem nodes in an ETN. Traveling Class Marks (TCMs) are appended to AAR/ARS numbers outpulsed on these trunks. (TCMs represent the originating user's FRL or the FRL of the user's Access trunk group.) Access trunks are used to connect a subtending main PBX to a tandem node. Tie trunks are used to interconnect a satellite/tributary and the homing main PBX. An ETN tandem node can, however, directly access main and tributary PBXs that are homed on another tandem node using bypass Access trunks.

### **Sub-Net Trunking**

---

Provides a means to modify dialed digits sent over the private or public network. Address manipulation may be required when the first choice route of a routing pattern is busy and the call must be placed over alternate facilities. The alternate facilities may require that one or more initially dialed digits be deleted and other digits inserted to form a new digit string that is compatible with the dialing plan of the intermediate network nodes. Sub-net Trunking is typically used for:

- Routing a call from a tandem PBX to a subtending PBX
- Reaching a final PBX and then "hopping off" to public network facilities (this is better accomplished by digit conversion)
- Overflowing to DDD

## AAR Analysis Table

---

This form is used to map customer dialed numbers (dialed strings) to routing patterns, using up to 18 digits. The AAR Analysis Table replaces the RNX Translation Table that was used in previous releases of the System.

### NOTE:

The Private Networking (AAR) feature must be enabled on the System-Parameters Custom-Options form before associated AAR forms can be administered.

## Administration Commands

---

Use the following administration commands to administer the AAR Analysis Table form.

| Action  | Object           | Qualifier <sup>1</sup>                                                                                                                      |
|---------|------------------|---------------------------------------------------------------------------------------------------------------------------------------------|
| change  | aar analysis     | Enter digits between 0 to 9, 'x' or 'X' (dialed string) ['part' 1-8] ['min'(1-MAX)]                                                         |
| display | aar analysis     | Enter digits between 0 to 9, 'x' or 'X' (dialed string) ['part' 1-8] ['min' (1-MAX)] ['print' or 'schedule']                                |
| list    | aar analysis     | ['start' string] ['count' 1-MAX] ['route'(1-MAX or r1-r32)], ['part' (1-8)], ['node' (1-MAX)], ['to-node' (1-MAX)], ['print' or 'schedule'] |
| list    | aar route-chosen | Enter dialed number, ['partition' (1-8)], ['print' or 'schedule']                                                                           |

- 
1. Some qualifiers are available with R5si only. Brackets [] indicate the qualifier is optional. Single quotes ( ' ') indicate the text inside the quote must be entered exactly as shown or an abbreviated form of the word may be entered. MAX is the maximum number available in your system configuration. Refer to Table C-1 in Appendix C, "System Capacity Limits" .

## Form Instructions

---

Make assignments as required for the following fields on the form.

- **Percent Full** — 3-character display-only field. Displays the percentage of the System's memory resources that have been used. A common pool of memory resources is shared between the ARS and AAR Analysis tables.

If the Percent Full field display indicates that the System memory resources are in jeopardy of becoming full (100%) perform any of the following to "free-up" memory resources:

- Delete unnecessary entries from any of the shared resources tables
- Utilize RHNPA tables for 6-digit AAR routing

- **Partitioned Group Number** — When completing a paper form, enter the PGN to be associated with this table. Valid entries are 1 to 8; default is 1.
- **Dialed String** — Enter the dialed string of significant digits (do not use a toll prefix unless absolutely necessary). Up to 18 characters consisting of the digits 0 through 9 are allowed. A wildcard letter "x" or "X" may be used to substitute for any digit occurring in the string at the character position where used. Default is blank.

**NOTE:**

The user-dialed digits are matched to the Dialed String field entry that most closely matches the dialed number (referred to as the "longest match"). For example, if a user dials 297-1234 and the AAR Analysis Table has dialed string entries of 297-1 and 297-123, the match is on the 297-123 entry. In addition, an exact match is made on dialed string entries of the same number of digits in cases where wildcard characters (Xs) are used. For example, if 424 is dialed and the table has Dialed String entries of 424 and X24, the match is on the 424 entry.

As an example of Dialed String entries and associated Min and Max field entries (fields described below), RNXs 200 through 299 can be assigned on the AAR Analysis Table in either of the following ways:

| <b>Dialed String</b> | <b>Min. # of Digits</b> | <b>Max. # of Digits</b> |
|----------------------|-------------------------|-------------------------|
| 2                    | 7                       | 7                       |
|                      | <b>or</b>               |                         |
| 20                   | 7                       | 7                       |
| 21                   | 7                       | 7                       |
| 22                   | 7                       | 7                       |
| ...                  | ...                     | ...                     |
| 29                   | 7                       | 7                       |
|                      | <b>or</b>               |                         |
| 2xx                  | 7                       | 7                       |
|                      | <b>or</b>               |                         |
| 20x                  | 7                       | 7                       |
| 21x                  | 7                       | 7                       |

*Continued on next page*

| Dialed String | Min. # of Digits | Max. # of Digits |
|---------------|------------------|------------------|
| 22x           | 7                | 7                |
| ...           | ...              | ...              |
| 29x           | 7                | 7                |

- **Min** — Enter the minimum number of digits needed to validate and route the call. Default is blank.
- **Max** — Enter the maximum number of digits to collect, between Min and 28. Default is blank.
- **Rte Pat** (Routing Pattern) — Enter the routing pattern number on a pointer to an associated Remote Home Number Plan Area (RHNP) form (r1 to r32) to be used to route the call once all identifying digits have been received. Default is blank.

**Call Type** — Enter "aar" for regular AAR calls. Enter "intl", or "pubu" if the administered routing pattern contains preferences which are public network ISDN trunks requiring Type of Number (TON) encodings "international" or "unknown" respectively. Enter "lev0", "lev1", or "lev2" to specify Private Numbering Plan (PNP) number formats. Refer to the ISDN Protocol Table below for the Numbering Plan Identifier (NPI) and Type of Numbering based on Call Type. The default call type is blank.

| Call Type | Numbering Plan Identifier | Type of Numbering   |
|-----------|---------------------------|---------------------|
| aar       | E.164(1)                  | national(2)         |
| intl      | E.164(1)                  | international(1)    |
| pubu      | E.164(1)                  | unknown(0)          |
| lev0      | PNP(9)                    | local(4)            |
| lev1      | PNP(9)                    | Regional Level 1(2) |
| lev2      | PNP(9)                    | Regional Level 2(1) |

- **Node Number** — The number of the destination node if node number routing or DCS are used.
- **ANI Rq** — Enter "y" if ANI is required on incoming R2-MFC calls. Default is "n".



[illegible]

### Screen 4-1. AAR Analysis Table Form

### Table 4-1. AAR Analysis Default Translations

| Dialed String | Total Digits |      | Rte Pattern | Call Type | Node Num |
|---------------|--------------|------|-------------|-----------|----------|
|               | Min.         | Max. |             |           |          |
| 2             | 7            | 7    | 200         | aar       | -        |
| 3             | 7            | 7    | 200         | aar       | -        |
| 4             | 7            | 7    | 200         | aar       | -        |
| 5             | 7            | 7    | 200         | aar       | -        |
| 6             | 7            | 7    | 200         | aar       | -        |
| 7             | 7            | 7    | 200         | aar       | -        |
| 8             | 7            | 7    | 200         | aar       | -        |
| 9             | 7            | 7    | 200         | aar       | -        |

## AAR Digit Conversion Table

---

This form is used to convert private network numbers to other private network or ARS numbers and is essential to converting Home AAR numbers into extension numbers. Its purpose is to steer some AAR calls to other switches in the private network or even to change the dialed digits to a public network number and route the call via the ARS feature (by specifying the call type "ars" in the network). Also, this feature can block or intercept certain private network calls to the attendant group.

The form allows for the replacement of all or part of a dialed digit string with a modified string and/or change of analysis type. The modified string represents an alternative equivalent address and results in the call being analyzed according to the network type. If the number dialed is defined as "AARCode" in the Uniform Dialing Plan, or if the AAR Access Code is dialed, this table is accessed during call processing.

The AAR Digit Conversion feature enhances the capabilities of the AAR feature so that public network calls and private network calls can be changed to local, private, or public network destinations. The calls are then routed via the resulting analysis type.

 **NOTE:**

The Private Networking feature must be enabled on the System-Parameters Customer-Options form before associated forms and fields on forms can be administered.

### Administration Commands

---

Use the following administration commands to administer the AAR Digit Conversion Table form.

| Action  | Object               | Qualifier <sup>1</sup>                                                    |
|---------|----------------------|---------------------------------------------------------------------------|
| change  | aar digit-conversion | Enter digits between 0 to 9 'x' or 'X'                                    |
| display | aar digit-conversion | Enter digits between 0 to 9 'x' or 'X' ['print' or 'schedule']            |
| list    | aar digit-conversion | Enter ['start' matching pattern]['count' (1-MAX)] ['print' or 'schedule'] |

- 
1. Brackets [ ] indicate the qualifier is optional. Single quotes ( ' ) indicate the text inside the quote must be entered exactly as shown or an abbreviated form of the word may be entered. MAX is the maximum number available in your system configuration. Refer to Table C-1 in Appendix C, "System Capacity Limits" .

**Form Instructions**

---

Make assignments as required for the following fields on each page of the form.

**⇒ NOTE:**

When the form is accessed via the display (change, and so on) command, the entries are sorted separately in the order of the matching pattern. Specific digits are sorted before the wildcard character "x" or "X".

- **Percent Full** — 3-character display-only field. Displays the percentage of the System's memory resources that have been used. A common pool of memory resources is shared between the ARS and AAR Digit Conversion tables.

If the Percent Full field display indicated that the System memory resources are in jeopardy of becoming full (100%), perform any of the following to "free-up" memory resources:

- Delete unnecessary entries from any of the shared resources tables.
- Reduce dialed string field entries to shortest possible length that accomplishes the desired function.

- **Matching Pattern** — Enter a 1- to 18-digit string to be matched against a dialed number. Matching Pattern entries must be unique within the table. The string may contain the digits 0 through 9 and wild card character "x" or "X", which is used to match any digit in the range of 0 through 9. If a Prefix Digit is required for 10-digit DDD numbers, then the Prefix Digit "1" must be present in the Matching Pattern string for the match to succeed.

If the associated Replacement String field has an entry, the Matching Pattern field must have an entry.

- **Min** — The minimum number of digits in the dialed string.
- **Max** — Enter the maximum number of digits to collect, between Min and 28.
- **Del** — The number of digits to delete from the beginning of the dialed string.
- **Replacement String** — Enter a 1- to 18-digit string that will replace the deleted portion of the dialed number. The string may contain the digits 0 through 9, a "#" character, or be blank (no entry). The "#" character, when used, must be at the end of the digit string and is used to signify end of dialing.

**⇒ NOTE:**

A blank replacement string has the effect of just deleting the leading digits from the dialed digit string. The "#" character in the replacement string signifies the end of the modified digit string so that any digits dialed by the user after the inserted portion of the string are ignored by the ARS/AAR features.

- **Net** — The network in which to analyze the resulting number. Enter "ext", "aar", or "ars". The resulting digit string will then be analyzed as an extension number, an AAR address, or an ARS address respectively.
- **Conv** — Enter "y" or "n". To allow further conversion enter "y".
- **ANI Req** — Enter "y" if ANI is required on incoming R2-MFC calls. Default is "n".

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AAR DIGIT CONVERSION TABLE

Percent Full: \_\_\_\_

| Matching Pattern | Min | Max | Del | Replacement String | Net | Conv | ANI | Req |
|------------------|-----|-----|-----|--------------------|-----|------|-----|-----|
| _____            | __  | __  | __  | _____              | __  | -    |     | -   |
| _____            | __  | __  | __  | _____              | __  | -    |     | -   |
| _____            | __  | __  | __  | _____              | __  | -    |     | -   |
| _____            | __  | __  | __  | _____              | __  | -    |     | -   |
| _____            | __  | __  | __  | _____              | __  | -    |     | -   |
| _____            | __  | __  | __  | _____              | __  | -    |     | -   |
| _____            | __  | __  | __  | _____              | __  | -    |     | -   |
| _____            | __  | __  | __  | _____              | __  | -    |     | -   |
| _____            | __  | __  | __  | _____              | __  | -    |     | -   |
| _____            | __  | __  | __  | _____              | __  | -    |     | -   |
| _____            | __  | __  | __  | _____              | __  | -    |     | -   |
| _____            | __  | __  | __  | _____              | __  | -    |     | -   |
| _____            | __  | __  | __  | _____              | __  | -    |     | -   |
| _____            | __  | __  | __  | _____              | __  | -    |     | -   |
| _____            | __  | __  | __  | _____              | __  | -    |     | -   |
| _____            | __  | __  | __  | _____              | __  | -    |     | -   |
| _____            | __  | __  | __  | _____              | __  | -    |     | -   |
| _____            | __  | __  | __  | _____              | __  | -    |     | -   |

**Screen 4-2. AAR Digit Conversion Table Form**

To reduce repetition, Page 2 is not shown. For a complete set of forms, refer to the "Blank Forms Package."

## AAR/ARS Routing Patterns

---

The digit translations performed on a Public Network Destination Number by the AAR/ARS Digit Analysis and RHNPA Tables cause a specific routing pattern to be selected for routing the call. The routing pattern contains a sequence of trunk groups on which an attempt is made to route the call. The trunk groups in a pattern are generally arranged by increasing cost of using the facility and are tested for compatibility and availability in that order.

A Routing Pattern form is used to implement one routing pattern each of which can contain alternate trunk routes (the maximum number of routing patterns and alternate trunk routes varies by System configuration; refer to for maximum values allowed). This form supports the Automatic Route Selection (ARS), Automatic Alternate Routing (AAR), Generalized Route Selection, and the Call-by-Call Service Selection features.

### Administration Commands

---

Use the following administration commands to administer the Routing 1 Pattern form.

| Action  | Object        | Qualifier <sup>1</sup>                                                          |
|---------|---------------|---------------------------------------------------------------------------------|
| change  | route-pattern | 1-MAX                                                                           |
| display | route-pattern | 1-MAX [print]                                                                   |
| list    | route-pattern | Enter ['trunk' (1-MAX)] ['service'/feature name string] ['print' or 'schedule'] |

- 
1. Brackets [ ] indicate the qualifier is optional. Single quotes ( ' ') indicate the text inside the quote must be entered exactly as shown or an abbreviated form of the word may be entered. MAX is the maximum number available in your system configuration. Refer to Table C-1 in Appendix C, "System Capacity Limits".

### Form Instructions

---

Make assignments as required for the following fields on the form:

- **Pattern Number** — This is a display-only field when the form is accessed using an administration command such as *change* or *display*. When completing a paper form, enter a routing pattern number.
- **Grp No.** — Enter the desired trunk group number to specify which trunk group will be associated with the entries on this line of the form.

- **FRL** — Enter the Facility Restriction Level (FRL) 0 to 7 (0 being the least restrictive and 7 being the most restrictive) to be assigned this routing preference (this line of parameters on the form). Trunk group FRLs are changeable from pattern to pattern. The calling party's FRL must be greater than or equal to this FRL to access the associated trunk group.  
Valid entries are 0 to 7 or blank.



**NOTE:**

For System security reasons, it is recommended that the most restrictive FRL possible be used.

- **NPA** — This entry is not required when used for AAR. For ARS applications, enter the NPA of the distant end (terminating end). For WATS trunks, the term NPA is the same as the home NPA. For tie trunks, the NPA field is left blank. Valid entries are three digits in the form: first digit (2 through 9), second digit (0 through 0), third digit (0 through 9). Default is blank.
- **Prefix Mark** — Not required for AAR. For ARS, enter a number from 0 to 4 as indicated below. This specifies when the prefix digit 1 is outpulsed. Valid entries are 0 to 4 or blank; default is 0.

For a WATS trunk, the Prefix Mark is the same as the local CO trunk. Prefix Mark operations only apply to fnpa or hnpa call types (ARS). For tie trunks, the Prefix Mark field is left blank.

- 0      Indicates that the Prefix digit 1 is never outpulsed for 10-digit user-dialed FNPA calls, but leaves a user-dialed Prefix digit 1 for 7-digit HNPA calls. Prefix Mark 0 also leaves 1s on 10-digit calls that are not administered as FNPA- or HNPA-types.



**NOTE:**

FNPA and HNPA are North American Numbering Plan terms.

- 1      Indicates that the Prefix digit 1 is outpulsed if and only if the call is a 10-digit call. Prefix Mark 1 should be selected for those HNPAs that require users to dial 1 to indicate a toll call.
- 2      Indicates that the Prefix digit 1 is outpulsed for all toll calls, 7- and 10-digit. Prefix Mark 2 must refer to a Toll Table (see "Toll List" below).
- 3      Indicates that the Prefix digit 1 is outpulsed for all toll calls. These calls are always outpulsed as 10-digit numbers, even those within the HNPA. Mark 3 must refer to a Toll Table (see "Toll List" below).

- 4 Indicates that the user-dialed Prefix digit 1 is always suppressed.

**NOTE:**

This capability is required, for example, when routing ISDN-PRI calls to an Lucent Technologies 4ESS. If the prefix digit 1 were not suppressed, then the 4ESS would reject such calls.

- **Hop Lmt** — This field controls the number of hops for each preference. A blank in this field indicates that there is no limit to the number of hops for this preference. Enter a number from 1 to 9 to limit the number of hops if using the tandem hop feature. Enter a number from 1 to 32 if using the transit feature. DEFINITY ECS blocks a hop equal to or greater than the number you enter.
- **Toll List** — Not required for AAR. For ARS, enter a number that references the ARS Toll Table associated with the terminating NPA of the trunk group. This field must be completed if the Prefix Mark field is "2" or "3". Default is blank.
- **No. Del. Digits** — Enter the total number of digits to be deleted from the dialed string when this trunk group is selected for call routing. Default is blank.

Any nonblank entry in this field (including "0") causes any user-dialed IXC code to be deleted in addition to the number of digits specified.

**NOTE:**

Use the Prefix Mark field on this form to suppress toll prefixes following user-dialed IXC codes. This capability is useful when the call is routed via ISDN-PRI trunks to a 4ESS office. The 4ESS will reject a call if the IXC code is sent along with the address digits.

- **Inserted Digits** — Enter the actual digits to be inserted. Up to 52 digits may be outpulsed. This includes 36 digits which you enter here plus up to 18 digits originally dialed. The special characters in the ARS route pattern are described below.

| Special Character | Description                             |
|-------------------|-----------------------------------------|
| *                 | digit * (See note below <sup>1</sup> .) |
| #                 | digit # (See note below <sup>1</sup> .) |
| ,                 | 1.5 second pause                        |

| Special Character | Description                                                                                                                                                                                                                                                                                                                                           |
|-------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| +                 | Wait for dial tone up to the Off Premises Tone Detection Timer and then either outpulse or intercept tone based on the Out pulse Without Tone y/n field (Feature-Related System Parameters form). Outpulsed DTMF digits are sent at the rate specified by the End-to-End Signaling Tone and Pause parameters (Trunk Group Administrable Timers form). |
| %                 | Start End-to-End Signaling. Send digits as DTMF inband tones at the rate specified by the End-to-End Signaling tone and Pause parameters (Trunk Group Administrable Timers form).                                                                                                                                                                     |
| !                 | Wait for dial tone without timeout and then outpulse DTMF digits at the rate specified by the End-to-End Signaling Tone and Pause parameters (Trunk Group Administrable Timers form).                                                                                                                                                                 |
| &                 | Wait for ANI (used for Russian pulse trunks to indicate where to wait for ANI prompt and send in-band ANI)                                                                                                                                                                                                                                            |

1. If the outgoing trunk is signaling type "mf," the signal administered as the "end-of-digit" in the Outgoing Group column of the System-Parameters Multifrequency form is inserted, and not the "\*" or the "#."

 **NOTE:**

A comma "," (1.5 second pause) should not be used as the first character in the string unless absolutely necessary. Misuse of the character can result in calls, such as Abbreviated Dialing or Last Number Dialed, not completing to the far end.

When an asterisk "\*" is translated in the routing pattern and the signal "end-of-dial" is translated on the multi-frequency form, the MFC tone for the "end-of-digits" is sent out to the Central Office in place of the asterisk "\*."

- **IXC** — Displayed when ISDN-PRI is enabled on the System-Parameters Customer-Options form. For ISDN-PRI Preference trunks, enter the last two-to-four digits to represent an equal access inter-exchange Carrier code number (such as 10XX, 10XXX, or 10XXXX).

 **NOTE:**

This length should match the format established on the Inter-Exchange Carrier (IXC) Codes form.



This field is used by all calls that route via an IXC, and is also used for Call Detail Recording (CDR). If an IXC is not specified, a call is transmitted by the presubscribed common carrier.

**⇒ NOTE:**

The IXC field must be "none" for non-ISDN preference trunk groups and for Bellcore NI-2 Operator Service Access. If you need to send an IXC code for a non-ISDN preference trunk group, then enter this IXC value in the Inserted Digits field.

- **BCC Value** (required by Generalized Route Selection feature) — Displayed when ISDN-PRI is enabled on the System-Parameters Customer-Options form. Enter "y" (default) or "n" in the appropriate BCC column (0, 1, 2, 3, 4, or W) to specify whether or not the BCC is valid for the associated route. The following defines the BCC values:

| BCC Value | Description                      |
|-----------|----------------------------------|
| 0         | Voice-Grade Data and Voice       |
| 1         | 56-kbps Data (Mode 1)            |
| 2         | 64-kbps Data (Mode 2)            |
| 3         | 64-kbps Data (Mode 3)            |
| 4         | 64-kbps Data (Mode 0)            |
| W         | 128 to 1984-kbps Data (Wideband) |

**⇒ NOTE:**

Refer to the "Generalized Route Selection" in *DEFINITY Enterprise Communications Server Release 5 Feature Description* for a detailed description of BCCs and their use to provide specialized routing for various types of voice and data calls. The BCC value is used to determine compatibility when non-ISDN-PRI facilities are connected to ISDN facilities (ISDN-PRI Interworking feature).

- **TSC** — Enter "y" to allow incoming Non-Call Associated TSC requests to be tandemed out and to allow the establishment of Call Associated TSCs associated with B-channel connections of that preference. To achieve feature transparency, DCS+ calls should be routed via a routing pattern that has an ISDN-PRI Used for DCS trunk group as a first preference.
- **CA-TSC Request** — Appears when the TSC field is "y". A CA-TSC uses the call reference value of the call control data packets to exchange user information messages associated with an ISDN B-channel connection.

CA-TSCs are a finite system and trunk group resource; there is a trade-off between the two possible entries of a small time-lag with the first and the usage generated by the second. Valid entries are:

- |           |                                                                                                                                                                                                                                                                                                    |
|-----------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| as-needed | (Recommended for most situations.) No CA-TSC will be established along with the B-channel call. If a CA-TSC is needed due to feature activation somewhere in the lifetime of this B-channel call, then the CA-TSC will be established at that time and remain active for the duration of the call. |
| at-setup  | Causes a CA-TSC to be established at the same time the initial B-channel connection is established. In other words, a CA-TSC is set up for each and every B-channel call <b>whether or not that CA-TSC is ever needed.</b>                                                                         |
| none      | Disallows the establishment of CA-TSCs associated with B-channel connections of the current preference (tandeming of NCA-TSC setup requests, however, are still permitted).                                                                                                                        |



**NOTE:**

With "as-needed", the need to establish the CA-TSC causes a slight delay in the invocation of the Call Associated feature. This delay is not present with "at-setup" because the CA-TSC is already established at call setup and is ready to be used immediately upon feature invocation.

- **ITC (Information Transfer Capability)** — Used to administer the type of traffic (restricted, unrestricted, or both) that is allowed to be carried by this routing preference. If the ITC field is administered as "rest" (restricted), then only calls that are originating from restricted endpoints may access this routing preference. If the ITC field is administered as "unre" (unrestricted), then only calls that are originating from unrestricted endpoints may access this routing preference. If the ITC field is administered as "both", then calls originating from both restricted and unrestricted endpoints may access the facility.

The ITC field must be set to "unre" or "both" if the BCC W field is set to "y".

- **BCIE (Bearer Capability Information Element)** — Used to determine how to create the Information Transfer Capability codepoint in the Bearer Capability IE of the SETUP message. The BCIE field only applies to ISDN-PRI trunks and is displayed and administrable only if the ITC field is administered as "both". Valid entries are "ept" (endpoint) and "unr" (unrestricted); default is "ept".

- **Service/Feature** (required by the Call by Call Service Selection feature)  
— Displayed when ISDN-PRI is enabled on the System-Parameters Customer-Options form. Enter up to 15 characters that represent the Service/Feature that is carried by a call in this routing pattern. Valid entries are:
  - accunet
  - i800
  - inwats
  - lds
  - mega800
  - megacom
  - multiquest
  - operator
  - outwats-bnd
  - sdn
  - sub-operator
  - wats-max-bnd

Default is blank.

- **Band** (required by the Call by Call Service Selection feature) — Enter a number that represents the OUTWATS band number. This field is display when the Services/Features field has a value of "outwats-bnd". The default is blank.
- **Numbering Format** — This field will be displayed only if the ISDN PRI field on the System-Parameters Customer-Options form is set to yes. The Numbering Format specifies the format of the routing number used for the trunk group administered for the preference. You can leave the field blank (the default) or you can enter one of the following values if the trunk group specified for preference is ISDN-PRI:

| Routing Pattern Format | Numbering Plan Identifier | Type of Numbering   |
|------------------------|---------------------------|---------------------|
|                        | E.164(1)                  | 1-MAX               |
| natl-pub               | E.164(1)                  | national(2)         |
| intl-pub               | E.164(1)                  | international(1)    |
| locl-pub               | E.164(1)                  | local/subscriber(4) |
| pub-unk                | E.164(1)                  | unknown(0)          |

---

*Continued on next page*

| Routing Pattern Format | Numbering Plan Identifier       | Type of Numbering   |
|------------------------|---------------------------------|---------------------|
| lev0-pvt               | Private Numbering Plan - PNP(9) | local(4)            |
| lev1-pvt               | Private Numbering Plan - PNP(9) | Regional Level 1(2) |
| lev2-pvt               | Private Numbering Plan - PNP(9) | Regional Level 2(1) |
| unk-unk                | unknown(0)                      | unknown(0)          |

**NOTE:**

To access Bellcore NI-2 Operator Service Access, the Inserted Digits field must be assigned "unk-unk."

| Pattern Number: 1_ |     |     |     |     |      |         |                 |  |  | Page 1 of X |  |
|--------------------|-----|-----|-----|-----|------|---------|-----------------|--|--|-------------|--|
| Grp. No.           | FRL | NPA | Pfx | Hop | Toll | No. Del | Inserted Digits |  |  | IXC         |  |
| 1.                 | --- | --- | --- | --- | ---  | ---     | _____           |  |  | user        |  |
| 2.                 | --- | --- | --- | --- | ---  | ---     | _____           |  |  | user        |  |
| 3.                 | --- | --- | --- | --- | ---  | ---     | _____           |  |  | user        |  |
| 4.                 | --- | --- | --- | --- | ---  | ---     | _____           |  |  | user        |  |
| 5.                 | --- | --- | --- | --- | ---  | ---     | _____           |  |  | user        |  |
| 6.                 | --- | --- | --- | --- | ---  | ---     | _____           |  |  | user        |  |

|    | BCC | Value | TSC | CA-TSC Request | ITC | BCIE | Service/Feature | Band: | Numbering Format |     |             |       |       |
|----|-----|-------|-----|----------------|-----|------|-----------------|-------|------------------|-----|-------------|-------|-------|
|    | 0   | 1     | 2   | 3              | 4   | W    |                 |       |                  |     |             |       |       |
| 1. | y   | y     | y   | y              | y   | n    | y               | none  | both             | ept | outwats-bnd | _____ | _____ |
| 2. | y   | y     | y   | y              | y   | n    | n               |       | rest             |     | _____       | _____ |       |
| 3. | y   | y     | y   | y              | y   | n    | n               |       | rest             |     | _____       | _____ |       |
| 4. | y   | y     | y   | y              | y   | n    | n               |       | rest             |     | _____       | _____ |       |
| 5. | y   | y     | y   | y              | y   | n    | n               |       | rest             |     | _____       | _____ |       |
| 6. | y   | y     | y   | y              | y   | n    | n               |       | rest             |     | _____       | _____ |       |

**Screen 4-3. Routing Pattern Form (Page 1 of X)**

To reduce repetition, the remaining pages of this form are not shown. For a complete set of forms, refer to the "Blank Forms Package."

### **Implementation Notes**

---

This is a three-page form for R5r configurations only. For R5si configurations, only one page will be displayed.

The IXC, BCC Value, TSC, CA-TSC Request, ITC, BCIE, and Service/Feature fields are only displayed if the ISDN-PRI option is enabled on the System-Parameters Customer-Options form.

The BCIE field is displayed only when "both" is entered in the ITC field.

The CA-TSC Request field is displayed only if "y" is entered in the TSC field.

The Band field is only displayed if the Service/Feature field is "outwats-bnd".

The Numbering Format field will be displayed only if the ISDN PRI field on the System-Parameters Customer-Options form is set to yes.

When using the list command, the ITC field is displayed when one or more of the BCC data preferences is "y."

## AAR/ARS Remote Home Numbering Plan Area

---

This form is used when additional 3-digit translations are required in addition to translations performed on the AAR/ARS Analysis Table. Codes in the range of 000 through 999 may be processed. The Remote Home Numbering Plan Area (RHNPA) form is typically used for the direct distance dialing of central office codes in a nonlocal NPA. Digit translations for this type of call begins on the ARS or AAR (AAR/ARS) Analysis Table. Typically, the first three digits representing a nonlocal NPA number are translated using the AAR/ARS Analysis Table and, where appropriate, the table then points to an RHNPA Table for the next 3-digit translation. For example, "r1", "r10", or "r32" entries on a AAR/ARS Analysis Table point to respective RHNP Tables 1, 10, or 32. The next three digits dialed represent a central office code in the FNPA. These digits are translated by the RHNPA Table and routed via the assigned routing pattern to the central office. Digit translation requiring both the Digit Analysis and RHNPA Tables is sometimes referred to as 6-digit translations (three digits are translated via the Digit Analysis Table and the next three digits translated via the RHNPA Table). The RHNPA Table can be used with any call type requiring additional 3-digit translations.

The RHNPA form is used to assign 3-digit codes and associated routing pattern numbers for up to 32 RHNPA tables. One form is required for each block of 100 codes in the range 000 through 999.

The RHNPA form provides a choice of up to 12 routing patterns for the block of 000 through 999 codes.

### Administration Commands

---

Use the following administration commands to administer the RHNPA Table form.

| Action  | Object | Qualifier <sup>1</sup>                                                                      |
|---------|--------|---------------------------------------------------------------------------------------------|
| change  | rnpa   | Enter RHNPA and office code n:xyy n(1-MAX) x(0-MAX) y(0-MAX) y(0-MAX)                       |
| display | rnpa   | Enter RHNPA and office code n:xyy n(1-MAX) x(0-MAX) y(0-MAX) y(0-9) ['print' or 'schedule'] |

- 
1. Brackets [ ] indicate the qualifier is optional. Single quotes ( ' ' ) indicate the text inside the quote must be entered exactly as shown or an abbreviated form of the word may be entered. MAX is the maximum number available in your system configuration. Refer to Table C-1 in Appendix C, "System Capacity Limits".

### Form Instructions

---

Make assignments as required for the following fields on the form:

- **RHNPA TABLE** — Enter the applicable table number from 1 to 32. Up to eight forms may be required for each table, one for each hundreds block, 2 to 9.
- **CODE** — Enter the desired hundreds block; that is, 000 through 099, 100 through 199, 200 through 299,...800 through 899, 900 through 999. A separate form is required for each hundreds block.
- **Pattern Choices** — Enter a pattern number representing the routing patterns that can be accessed by the RHNPA's identified on this screen form only. Each screen form on each RHNPA Table may have 12 different Pattern Choices. Pattern choices listed on one screen form automatically defaults to the other forms of the same table. If one pattern will be used most often (that is, accessed by the greatest number of office codes in this block), assign that pattern as choice 1. Otherwise, the correlation between Pattern Choice Numbers and Patterns is completely arbitrary.
- **Code-Pattern Choice Assignments (from 1-12 above)** — Enter a Pattern Choice number from the list above in the field associated with each Office Code. The Code fields represent the last two digits of the codes within the hundreds block. The Pattern Choice Assignment points to the Pattern Choice above, which contains the Routing Pattern to be used.

|                                                                                             |             |
|---------------------------------------------------------------------------------------------|-------------|
| RHNPA TABLE: <u>    </u>                                                                    | Page 1 of 1 |
| CODE: x00 - x99                                                                             |             |
| Pattern Choices                                                                             |             |
| 1: <u>    </u> 3: <u>    </u> 5: <u>    </u> 7: <u>    </u> 9: <u>    </u> 11: <u>    </u>  |             |
| 2: <u>    </u> 4: <u>    </u> 6: <u>    </u> 8: <u>    </u> 10: <u>    </u> 12: <u>    </u> |             |
| Code-Pattern Choice Assignments (from 1(en12 above)                                         |             |
| 00: 1__ 10: 1__ 20: 1__ 30: 1__ 40: 1__ 50: 1__ 60: 1__ 70: 1__ 80: 1__ 90: 1__             |             |
| 01: 1__ 11: 1__ 21: 1__ 31: 1__ 41: 1__ 51: 1__ 61: 1__ 71: 1__ 81: 1__ 91: 1__             |             |
| 02: 1__ 12: 1__ 22: 1__ 32: 1__ 42: 1__ 52: 1__ 62: 1__ 72: 1__ 82: 1__ 92: 1__             |             |
| 03: 1__ 13: 1__ 23: 1__ 33: 1__ 43: 1__ 53: 1__ 63: 1__ 73: 1__ 83: 1__ 93: 1__             |             |
| 04: 1__ 14: 1__ 24: 1__ 34: 1__ 44: 1__ 54: 1__ 64: 1__ 74: 1__ 84: 1__ 94: 1__             |             |
| 05: 1__ 15: 1__ 25: 1__ 35: 1__ 45: 1__ 55: 1__ 65: 1__ 75: 1__ 85: 1__ 95: 1__             |             |
| 06: 1__ 16: 1__ 26: 1__ 36: 1__ 46: 1__ 56: 1__ 66: 1__ 76: 1__ 86: 1__ 96: 1__             |             |
| 07: 1__ 17: 1__ 27: 1__ 37: 1__ 47: 1__ 57: 1__ 67: 1__ 77: 1__ 87: 1__ 97: 1__             |             |
| 08: 1__ 18: 1__ 28: 1__ 38: 1__ 48: 1__ 58: 1__ 68: 1__ 78: 1__ 88: 1__ 98: 1__             |             |
| 09: 1__ 19: 1__ 29: 1__ 39: 1__ 49: 1__ 59: 1__ 69: 1__ 79: 1__ 89: 1__ 99: 1__             |             |

Screen 4-4. RHNPA Table Form (Page 1 of 1)

## Node Number Routing

---

Used to specify the routing pattern associated with each node in a public or private network. NNR is a required capability for Extension Number Portability (ENP) and is associated with the Uniform Dial Plan (UDP).

### Administration Commands

---

Use the following administration commands to administer the Node Number Routing form.

| Action  | Object       | Qualifier <sup>1</sup>                       |
|---------|--------------|----------------------------------------------|
| change  | node-routing | Enter digits between 1-MAX ['partition' 1-8] |
| display | node-routing | Enter digits between 1-MAX ['partition' 1-8] |
| list    | node-routing | Enter digits between 1-MAX ['partition' 1-8] |

- 
1. Brackets [ ] indicate the qualifier is optional. Single quotes ( ' ') indicate the text inside the quote must be entered exactly as shown or an abbreviated form of the word may be entered. MAX is the maximum number available in your system configuration. Refer to Table C-1 in Appendix C, "System Capacity Limits".

### Form Instructions

---

Make assignments as required for the following fields on the form.

- **Partitioned Group Number** — This read-only field displays the partitioned group number associated with the node numbers being administered. The partitioned group number is either specified on the command line or defaults to partitioned group number 1.
- **Node Number** — This display-only field lists the node number to be changed.



**NOTE:**

Two pages are displayed at a time for a total of 200 nodes (100 per page). For example, entering *change node-routing 87* displays nodes 1 through 199, and entering *change node-routing 151* displays nodes 100 through 299. However, entering *change node-routing 999* displays nodes 900 through 999 on one page.



- **Route Pat** — Enter the routing pattern associated with the corresponding node number. This field is repeated the same number of times as there are node numbers on the page; default is blank.

change node-routing 87 partition 2
Page 1 of 2

**NODE NUMBER ROUTING**  
 Partitioned Group Number: 2

| Route<br>Pat | Route<br>Pat | Route<br>Pat | Route<br>Pat | Route<br>Pat | Route<br>Pat | Route<br>Pat |
|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| 1: _____     | 15: _____    | 30: _____    | 45: _____    | 60: _____    | 75: _____    | 90: _____    |
| 2: _____     | 16: _____    | 31: _____    | 46: _____    | 61: _____    | 76: _____    | 91: _____    |
| 3: _____     | 17: _____    | 32: _____    | 47: _____    | 62: _____    | 77: _____    | 92: _____    |
| 4: _____     | 18: _____    | 33: _____    | 48: _____    | 63: _____    | 78: _____    | 93: _____    |
| 5: _____     | 19: _____    | 34: _____    | 49: _____    | 64: _____    | 79: _____    | 94: _____    |
| 6: _____     | 20: _____    | 35: _____    | 50: _____    | 65: _____    | 80: _____    | 95: _____    |
| 7: _____     | 21: _____    | 36: _____    | 51: _____    | 66: _____    | 81: _____    | 96: _____    |
| 8: _____     | 22: _____    | 37: _____    | 52: _____    | 67: _____    | 82: _____    | 97: _____    |
| 9: _____     | 23: _____    | 38: _____    | 53: _____    | 68: _____    | 83: _____    | 98: _____    |
| 10: _____    | 24: _____    | 39: _____    | 54: _____    | 69: _____    | 84: _____    | 99: _____    |
| 11: _____    | 25: _____    | 40: _____    | 55: _____    | 70: _____    | 85: _____    |              |
| 12: _____    | 26: _____    | 41: _____    | 56: _____    | 71: _____    | 86: _____    |              |
| 13: _____    | 27: _____    | 42: _____    | 57: _____    | 72: _____    | 87: _____    |              |
| 14: _____    | 28: _____    | 43: _____    | 58: _____    | 73: _____    | 88: _____    |              |
|              | 29: _____    | 44: _____    | 59: _____    | 74: _____    | 89: _____    |              |

**Screen 4-5. Node Number Routing Form (Page 1 of 2)**

To reduce repetition, Page 2 of this form is not shown. For a complete set of forms, refer to the "Blank Forms Package."

## **AAR/ARS Time of Day Routing**

---

This form is used to assign the Time of Day (TOD) routing plan. The plan provides for routing of ARS and AAR calls based on the time of day that each call is made. Up to eight TOD routing plans may be administered, each scheduled to change up to six times a day for each day in the week.

The TOD routing plan selected for a call is controlled by the Time of Day Plan Number administered to the COR assigned the facility (station) that a user is calling from. The COR is inspected to identify the TOD plan number (1 to 8) to be used to process the call. On the TOD Routing Plan, a 'Plan #' (1 to 8, based on the time of day and the day) is identified. This plan number is used to select an AAR/ARS Analysis Table with the same Partitioned Group Number (1 to 8). On the Analysis Table a routing pattern is identified to route the call.

### **NOTE:**

The following optional features must be enabled on the System-Parameters Customer-Options form before this form can be administered: Automatic Route Selection (ARS) and/or Private Networking, ARS Partitioning, and Time of Day Routing.

## **Administration Commands**

---

Use the following administration commands to administer the Time of Day Routing Plan form.

| Action  | Object      | Qualifier <sup>1</sup>                      |
|---------|-------------|---------------------------------------------|
| display | time-of-day | ['print' or 'schedule']                     |
| display | time-of-day | 1-MAX (plan number) ['print' or 'schedule'] |
| change  | time-of-day | [time of day routing plan (1-MAX)]          |

- 
1. Brackets [ ] indicate the qualifier is optional. Single quotes ( ' ' ) indicate the text inside the quote must be entered exactly as shown or an abbreviated form of the word may be entered. MAX is the maximum number available in your system configuration. Refer to Table C-1 in Appendix C, "System Capacity Limits".

## **Form Instructions**

---

Make assignments as required for the following fields on the form:

- **Time of Day Routing Plan** — Specifies the TOD routing plan number. Up to eight of these plans can be administered. Enter a plan number from 1 to 8 when completing a paper form. This is a display-only field when the form is accessed using an administration command such as *add* or *change*.

- **Act Time** — Specifies the time that the routing plan administered in the next field (PGN #) will become effective. The time is represented in military time. It is recommended that activation times for the same day must be listed in increasing order. Valid entries are 00:00 ctl-V 23:59; default is "00:00". There must be at least one entry for each day.
- **PGN #** — Specifies the AAR/ARS Digit Analysis Tables with a PGN of the same number that contains routing patterns that will be in effect from the activation time until the activation time of the next scheduled plan change. The Table selected and the routing pattern used is based on the number dialed; default PGN is 1. Enter a Partitioned Group number that points to the appropriate AAR/ARS Analysis Table to be used. There must be at least one entry for each day.

**⇒ NOTE:**

It is possible to point to an AAR/ARS Analysis Table associated with a PGN that is different than that assigned the facility that the caller is using. Proceed with caution when making these assignments.

| TIME OF DAY ROUTING PLAN x |             |          |             |          |             |          |             |          |             |          | Page 1 of 1 |          |
|----------------------------|-------------|----------|-------------|----------|-------------|----------|-------------|----------|-------------|----------|-------------|----------|
|                            | Act<br>Time | PGN<br># | Act<br>Time | PGN<br># | Act<br>Time | PGN<br># | Act<br>Time | PGN<br># | Act<br>Time | PGN<br># | Act<br>Time | PGN<br># |
| Sun                        | 00:00       | 1        | —:—         | —        | —:—         | —        | —:—         | —        | —:—         | —        | —:—         | —        |
| Mon                        | 00:00       | 1        | —:—         | —        | —:—         | —        | —:—         | —        | —:—         | —        | —:—         | —        |
| Tue                        | 00:00       | 1        | —:—         | —        | —:—         | —        | —:—         | —        | —:—         | —        | —:—         | —        |
| Wed                        | 00:00       | 1        | —:—         | —        | —:—         | —        | —:—         | —        | —:—         | —        | —:—         | —        |
| Thu                        | 00:00       | 1        | —:—         | —        | —:—         | —        | —:—         | —        | —:—         | —        | —:—         | —        |
| Fri                        | 00:00       | 1        | —:—         | —        | —:—         | —        | —:—         | —        | —:—         | —        | —:—         | —        |
| Sat                        | 00:00       | 1        | —:—         | —        | —:—         | —        | —:—         | —        | —:—         | —        | —:—         | —        |

**Screen 4-6. Time Of Day Routing Form (Page 1 of 1)**

**Implementation Note**

Up to eight Time of Day Routing Plans (1 to 8) may be administered. The plan selected for processing a call is determined by examining the COR assigned the facility that the call is originating from. CORs may be administered with Time of Day Plan Numbers where required.

## **Automatic Route Selection**

---

This section contains the network-type forms and associated instructions dedicated primarily to implementing the Automatic Route Selection (ARS) feature.

ARS routes calls over the public network based on the preferred route (normally on a customer-specified order and typically the least expensive) available at the time the call is placed. The number of routes ARS provides for any given public network call varies depending on system configuration. Refer to Table C-1 in Appendix C, "System Capacity Limits" for maximum allowed values. The following trunk group types can be accessed by ARS:

- Foreign exchange — Used to emulate local calling in an area not served by the local central office.
- Local central office — Used for local calls and to provide access to long-distance carriers. Access to the long-distance carrier can be provided automatically by the central office or by a carrier access code.
- Integrated Services Digital Network (ISDN)— Primary Rate Interface (PRI) — Used for calls over an ISDN and provides users access to a variety of switched nodal services such as MEGACOM telecommunications service, INWATS, and ACCUNET digital service and allows access to other interexchange carriers.
- Tie trunks — Used to provide access to an Electronic Tandem Network (ETN), or to an Enhanced Private Switched Communications Service (EPSCS), or Common Control Switching Arrangement (CCSA) office.
- Wide Area Telecommunications Service (WATS) — Used to provide calling to predefined geographic areas at a rate based on expected usage.

For the following discussion:

- Area Code = NPA = NIX (where N = 2 to 9, I = 0 or 1, X = 0 to 9)
- Central Office (CO) Code = NNX (where N = 2 to 9, X = 0 to 9) or NIX (see Area Code)
- Foreign Number Plan Area (FNPA) Code — see Area Code
- Home Number Plan Area (HNPA) Code — see Office Code
- Partitioned Group Number (PGN) = 1 to 8
- Service Codes = X11 (where X = 0 to 9)

The ARS HNPA and FNPA Tables and Ten-Digit to Seven-Digit Conversion forms that were previously used have been replaced with two new forms (ARS Digit

Analysis and ARS Digit Conversion). Previous assumptions about domestic numbering plan format and length have been removed, providing the following:

- A more flexible accommodation of future changes to the North American Numbering Plan by administration changes rather than software changes.
- Now able to handle NXX area codes (planned to be introduced in 1995); currently, there are 160 area codes in the form NIX.
- Increased ability to analyze and route international calls.
- A wildcard capability on the forms that allows, for example, routing by exchange, across all area codes (such as XXX976).

Refer to "Automatic Route Selection" in Chapter 3 for a complete listing of all System forms and/or fields on forms that must be completed or considered when implementing ARS. Forms such as the Dial Plan, Class of Restriction, Feature Access Codes, and Feature-Related System Parameters that support both networking and other functional areas such as voice management and data management may also require implementation.

Automatic Route Selection also supports the following features:

- Automatic Alternate Routing — Provides automatic routing of ETN calls over private or public network facilities.
- Call by Call Service Selection — Allows users to gain access to a variety of switched nodal services such as MEGACOM service, WATS, ACCUNET digital service, and various interexchange carriers.
- Generalized Route Selection — Provides separate routes for voice and data calls. Also provides for the integration of voice and data over the same trunking facilities, when required.

### **ARS Forms**

---

The following ARS forms are included in this section:

#### **NOTE:**

The Automatic Route Selection option must be enabled on the System-Parameters Customer-Options form before the ARS forms can be administered.

- ARS Analysis
- ARS Digit Conversion
- Remote Home Numbering Plan Area (RHNPA)
- Automatic Route Selection Toll Table
- Routing Patterns
- Time of Day Routing

The following provides an overview of the System's ARS forms and their purpose. A description of the forms and how software uses their associated data entries to process a call are described. In addition, dialing patterns such as operator dialed calls, Prefix 1 Direct Distance Dialing (DDD) calls, special service calls, international calls, and interexchange carrier calls are described.

Figure 4-1, Figure 4-2 and Figure 4-3 are a high-level presentation on the use of the various System forms in the processing of ARS and Automatic Alternate Routing (AAR) calls. AAR call-processing is included here because of the interrelationship that exists between the two features when both have been activated in a System. If your System does not have Private Networking (AAR) optioned for, disregard all call processing functionality using AAR as shown on the flow diagram.

The forms are shown in the general order that software accesses them when processing a call. Actual software processing may differ in some cases. The flow diagram does not show all software processes and decision-making routines that occur. It is intended only to show the use of the forms and their various parameters in call processing.

The flowchart assumes that the associated optional features have been enabled on the System-Parameters Customer-Options form. For those features not enabled, consider the flow as through the associated form(s) and through any decision-making blocks that occur as a result of using the form. The optional features include:

- Automatic Route Selection
- Private Networking (AAR)
- AAR/ARS Partitioning
- Time of Day Routing

Immediately following the flow diagram is a summary of each of the forms (Figure 4-4, Figure 4-5 and Figure 4-6) and the parameters that may be administered on the forms. Use this summary as a "quick reference" when you need an overview of what is on each form.

Following this introduction are detailed instructions for completing each form.

As shown in Figure 4-1, Figure 4-2 and Figure 4-3, an ARS call begins with the dialing of an ARS access code (typically 9). If the facility (such as voice terminal) is Origination or Outward restricted or the user (by COR assignment to the facility) is Controlled Outward or Total Restricted, intercept treatment is provided. Second Dial Tone is provided to the calling party if AAR/ARS Dial Tone is optioned for on the Feature-Related System Parameters form. The caller then dials a "1" (if "ARS Prefix 1 required?" is administered on the System's Dial Plan form), if the call is a 10-digit FNPA call or dials one of a variety of dialing patterns including 7-digit numbers, 10-digit DDD numbers, International Direct Distance Dialing (IDDD) numbers, service codes, Customer-Dialed Operator-Serviced (CDOS) numbers, and Inter-Exchange Carrier (IXC) numbers.

The dialed digits are compared to numbers entered on the ARS Digit Conversion and ARS Digit Analysis forms. If a match occurs, the conversion is performed and the resulting number is reanalyzed in the specified "net". Dialed digit strings may be routed (via their conversion) to the attendant, an announcement, an extension, an AAR/ARS route, or intercept if required. If an analysis match is found, the dialed string is compared with digit string entries on the System's Toll Analysis form for a relationship with the System's Toll List, Restricted Call List, or Unrestricted Call List (see "Toll Analysis" later in this chapter). Calls that are not allowed to complete are given intercept treatment. If the call is allowed, call processing continues based on how the ARS Partitioning and Time of Day Routing (TDR) options are administered on the System-Parameters Customer-Options form as follows:

- ARS Partitioning Enabled and TDR Not Enabled:

The Partitioned Group Number (PGN) of the calling party (1 to 8, administered via COR assignment to station) is used to make the choice of an ARS Analysis form with a PGN of the same number (1 to 8).

- ARS Partitioning Enabled and TDR Enabled:

The Time of Day Plan Number of the calling party (1 to 8, administered via COR assignment to station) is used to make the choice of a Time of Day (TOD) Routing form of the same number (1 to 8). On the form, a Plan Number (1 to 8) is identified based on the day and time of day. This Plan Number is used to select an ARS Analysis form with a PGN of the same number (1 to 8).

- ARS Partitioning and TDR Not Enabled:

The ARS Analysis form (only one form in the System when ARS Partitioning and TDR not enabled) is accessed for continued call processing. The PGN displayed will be a "1".

The ARS Analysis form is used to map dialed strings to routing patterns or node numbers. Each dialed string entry on the form is associated with a routing pattern and a call type (such as HNPA, FNPA, operator, service, and so on). Table 4-2 provides default translations for typical dialing strings. Operator, Inter-Exchange Carrier, 7-digit (first 2 to 9 with a total of seven digits min/max) are initially defaulted to routing pattern 1. If, for certain dialed digit strings, Remote Home Numbering Plan Area (RHNP) translations are required, an appropriate entry of r1 to r32 is entered in the Routing Pattern field on the ARS Analysis Table form. The RHNP form is used for translating 3-digit codes in the range 000 to 999. The table is used typically for the DDD of central office codes in a nonlocal NPA. The first three digits of a nonlocal FNPA are translated on the ARS Analysis Table form and, where appropriate, the form points to a RHNP table (1 to 32) where further translations occur.

If the ARS Analysis table points to an RHNP table, the next three dialed digits are compared with codes in the selected RHNP table. Each code on the table may have an administered reference to a routing pattern number.

The Routing Pattern form is used to route a call over one of 16 possible trunk groups. Based on entries on the form, up to 23 leading digits may be deleted from the dialed number and up to 36 (after digit deletion) may be inserted. Up to 56 digits may be outputted (includes special symbols "~w", "~p", and "~m"). When used, special symbols count as two digits each. An ARS Toll Table, when referenced from the routing pattern, is used to specify whether HNP and FNPA calls are toll or local type calls.

Finally, compatibility checks ensure that the calling party's FRL is greater than or equal to the routing preference's FRL, the BCC of the calling party matches the BCC specified for the routing preference if ISDN-PRI is optioned for on the System Parameters Customer Options form, and there is an unused circuit (trunk port) available in the selected trunk group. When all checks are okay, digits are outputted over a selected trunk group member.

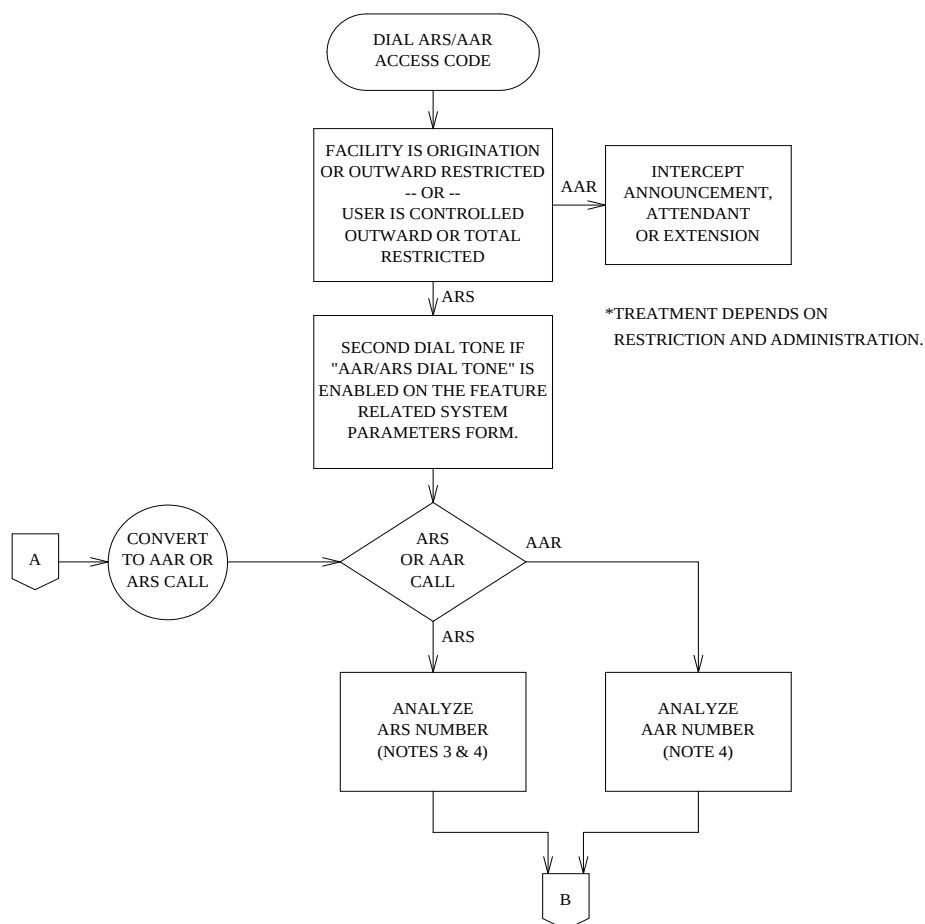


**Figure 4-1. ARS Call Processing — Flow Diagram (Sheet 1 of 3)**



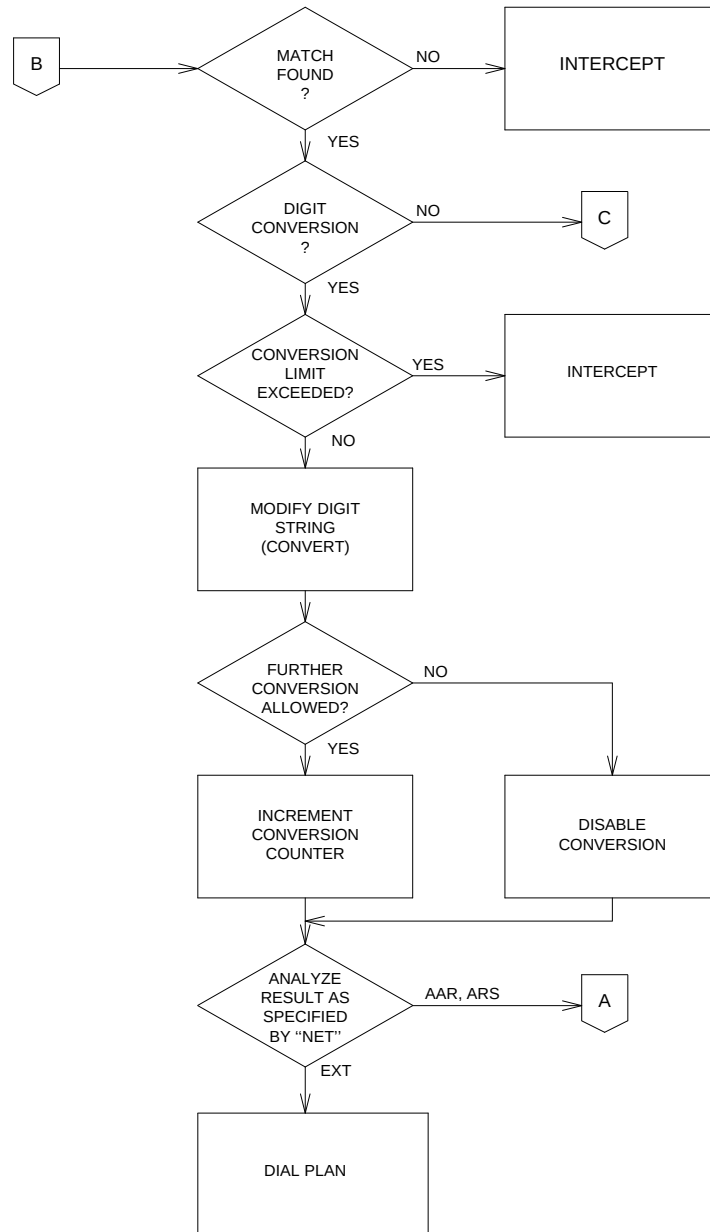
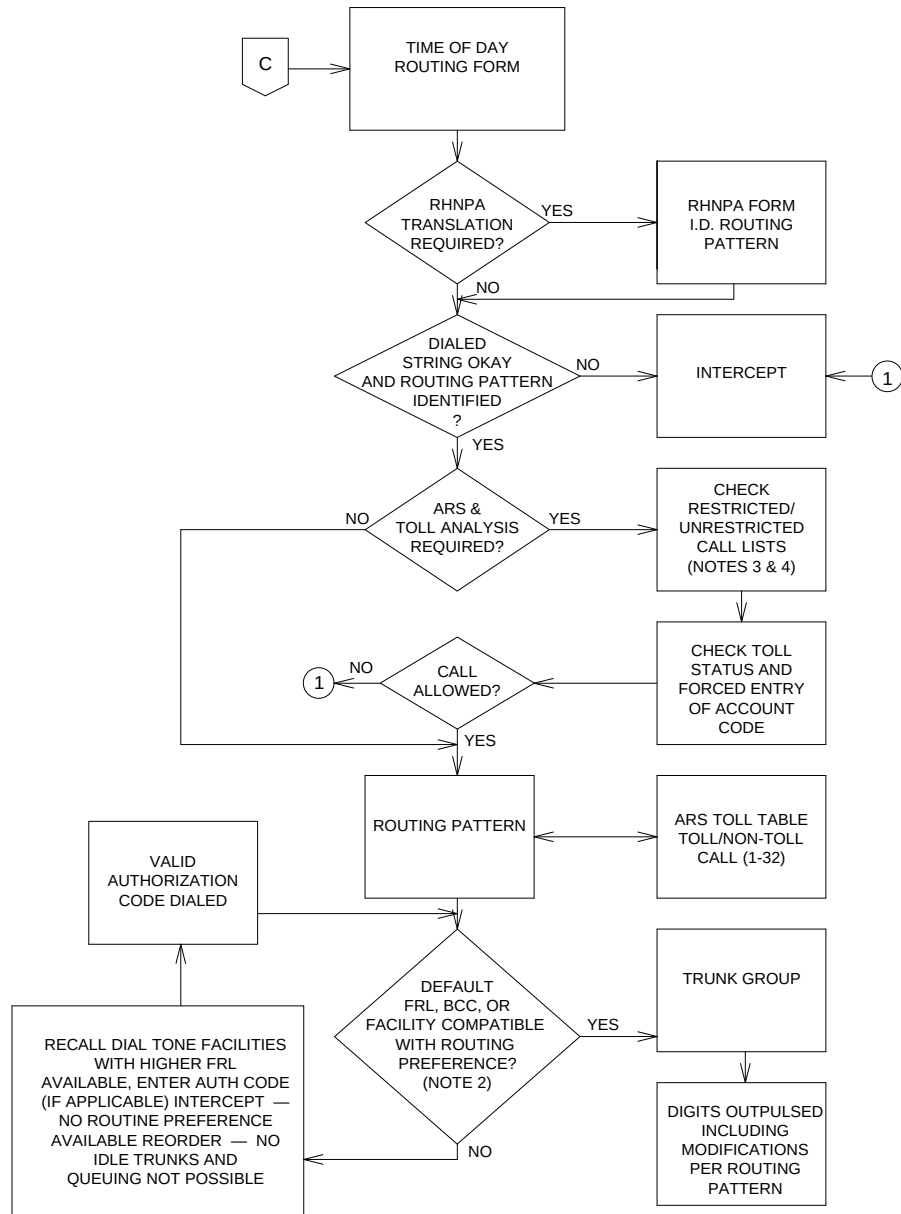


Figure 4-2. ARS Call Processing — Flow Diagram (Sheet 2 of 3)

**Figure 4-3. ARS Call Processing — Flow Diagram (Sheet 3 of 3)**

**Notes:**

1. It is recommended that pndn that are dialed after an aar access code be administered to have a "1" prefix. A default entry on the AAR Digit Conversion Form will cause these calls to "crossover" to ARS.
2. Local user is a subtending pbx - default frl is the frl assigned to the incoming access trunk group.  
  
Attendant extended call - default frl is the frl assigned the attendant group, not the frl assigned the user's station or facility.  
  
Remote access user - default frl is the frl associated with an authorization code, if entered. Otherwise, the frl associated with the barrier code is used. If no barrier code or authorization code is used, the default barrier code's frl is used.
3. ARS analysis will identify both an ixc code and/or toll prefix "1" in the ARS number, and can selectively ignore either or both to obtain an analysis match. The order of search is:
  1. Try to match number as dialed.
  2. If an ixc code and a prefix are present, ignore the prefix and try to match.
  3. If an ixc is present, ignore it and try to match.
  4. Ignore both an ixc code and prefix and try to match.
4. Both analysis (routing) and digit conversion tables are searched for the single best matching entry. ARS digit conversion is performed before digit analysis. Criteria, in order, are:
  1. Correct number of digits (min/max)
  2. Most matching digits
  3. Explicit digit over wildcard digit (from left to right)
  4. Digit conversion over route

**Legend:**

AAR - Automatic Alternate Routing  
ARS - Automatic Route Selection  
BCC- Bearer Capability Class  
COR- Class Of Restriction  
FRL- Facility Restriction Level  
PNDN - Public Network Destination Number (such as, ddd, iddd,  
service code 411, 911, and so on)  
RHNPA - Remote Home Number Plan Area

**Figure 4-4. ARS Forms Summary (Sheet 1 of 3)**

(8)

**AAR ANALYSIS FORM**

PARTITIONED GROUP NUMBER: 1  
PERCENT FULL: \_\_\_\_

| DIALED<br>STRING | MIN | MAX | ROUTE<br>PAT | CALL<br>TYPE | NODE<br>NUM |
|------------------|-----|-----|--------------|--------------|-------------|
|                  |     |     |              |              |             |
|                  |     |     |              |              |             |
|                  |     |     |              |              |             |

**NODE NUMBER ROUTING**

PARTITIONED GROUP NUMBER: \_\_\_\_

| ROUTE<br>PAT |         | ROUTE<br>PAT |
|--------------|---------|--------------|
| 100          | • • • • | 140          |
| 101          | • • • • | 141          |
| 102          | • • • • | 142          |
| 103          | • • • • | 143          |

(10)

**REMOTE HOME NUMBER PLAN  
(RHNPA) FORM**

RHNPA TABLE (1-32) \_\_\_\_  
CODE X00 X99 \_\_\_\_

PATTERN CHOICE

|          |       |          |
|----------|-------|----------|
| 1: ____  | • • • | 11: ____ |
| 2: ____  |       | 12: ____ |
| 01: ____ |       | 90: ____ |
| •        |       | •        |
| 09: ____ |       | 99: ____ |

(2)

**TOLL ANALYSIS FORM**

PERCENT FULL: \_\_\_\_

| DIALED<br>STRING | TOTAL<br>MIN | MAX | TOLL<br>RCL | SMDR<br>FEAC | UCL<br>1-----10 |
|------------------|--------------|-----|-------------|--------------|-----------------|
|                  |              |     |             |              |                 |
|                  |              |     |             |              |                 |

- MATCHED USER DIALED OR MODIFIED DIGIT STRINGS TO ROUTING PATTERNS (1-640). USES UP TO 18 DIGITS.
- MIN MINIMUM NUMBER OF DIGITS NEEDED TO VALIDATE AND ROUTE THE CALL.
- MAX MAXIMUM NUMBER OF DIGITS NEEDED TO VALIDATE AND ROUTE THE CALL.
- ROUTE PAT THE ROUTING PATTERN TO USE FOR A CALL (1-640, 1-132, DENY, NODE)
- CALL TYPE IS AAR.
- NODE NUMBER

- BY PARTITION, SPECIFY THE ROUTING PATTERN TO REACH EACH NODE.

- MAY BE USED FOR DDD OF:  
CO CODES IN AN FNPA  
INTERNATIONAL NUMBERS  
INTER-EXCHANGE CARRIER CODES  
3-DIGIT TRANSLATIONS OF NUMBERS (000-999)
- TEN PAGES MAXIMUM PER TABLE (32 TABLES MAX.)
- UP TO 12 OF THE 640 POSSIBLE ROUTING PATTERNS CAN BE REFERENCED ON EACH TABLE.
- EACH PAGE SUPPORTS 100 CODES IN THE RANGE 000-099, 100-199, ...900-999.

- USED FOR ARS AND NON-ARS SYSTEMS.
- USED TO ASSIGN DIALED NUMBERS TO THE RESTRICTED CALL LIST (RCL), UNRESTRICTED CALL LIST (UCL), SMDR FEAC, AND TOLL LIST.
- MIN MINIMUM NUMBER OF DIGITS TO COLLECT.
- MAX MAXIMUM NUMBER OF DIGITS TO COLLECT.
- RCL RESTRICTED CALL LIST. ALL ENTRIES OF "X" AND THEIR ASSOCIATED DIALED STRINGS ARE REFERRED TO AS THE SYSTEM'S RCL.
- TOLL LIST ALL ENTRIES OF "X" AND THEIR ASSOCIATED DIGIT STRINGS ARE REFERRED TO AS THE SYSTEM'S TOLL LIST.
- SMDR REAC USED TO INDICATE THAT A SMDR ACCOUNT CODE MUST BE DIALED BEFORE A CALL THAT MATCHES THE "DIALED STRING" ENTRY.
- UCL ALL ENTRIES OF "X" THAT ARE ASSOCIATED WITH A PARTICULAR UCL NUMBER AND THEIR ASSOCIATE DIGIT STRINGS ARE REFERRED TO AS THE UNRESTRICTED CALL LIST (1-10).

Figure 4-5. ARS Forms Summary (Sheet 2 of 3)

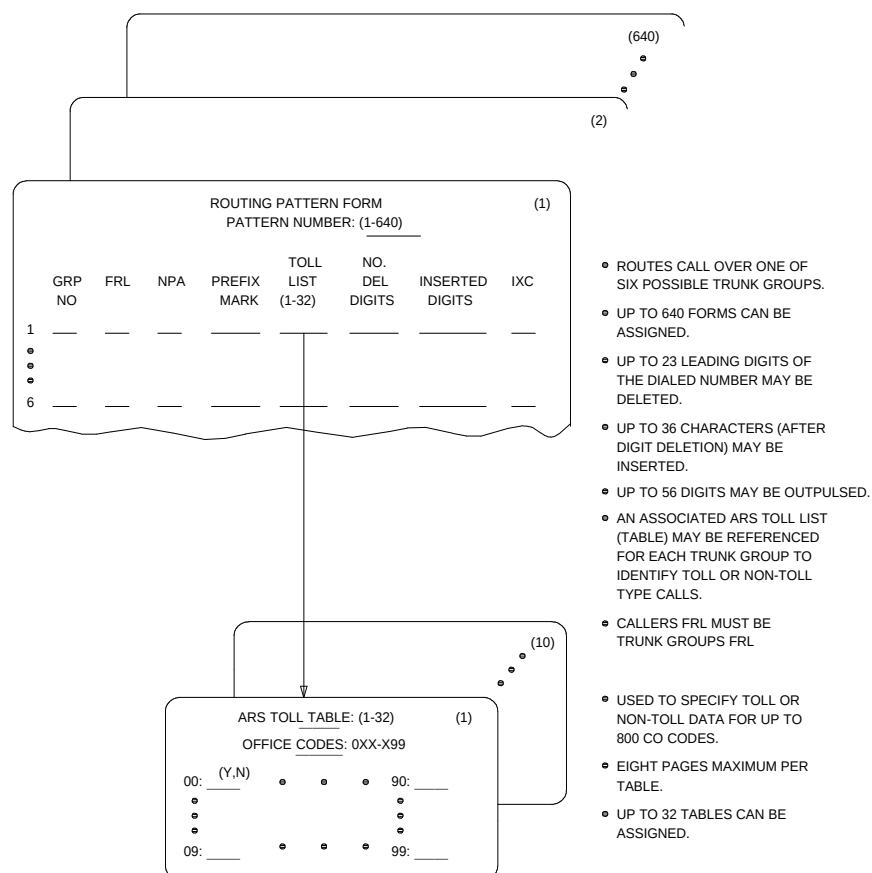


**Figure 4-6. ARS Forms Summary (Sheet 3 of 3)**

## Dialing Patterns

The System can be administered to recognize different types of dialing patterns on outgoing calls and can route the call accordingly. The following dialing patterns are supported.

### ➤ NOTE:

Refer to Table 4-2 for default translations associated with the following.

- **Operator Assistance Calls** — The first digit following the ARS access code is a 0. If a 0 is dialed by itself to access an operator, a special interdigit time-out occurs, the route for dial 0 calls is selected and a 0# is

outpulsed. If the user dials another 0, the route for 00 is selected, and a 00# is outpulsed. The call is routed to the toll operator (if one exists) instead of the local operator in this case.

- **DDD Calls with Prefix Digit 1 Required** — The Prefix Mark field (on the System's Routing Pattern form) can be administered as follows for each of the six possible routing choices on each form:

**⇒ NOTE:**

Prefix Mark operations only apply to fnpa or hnpa call types.

- 0 Do not outpulse prefix digit 1.

**⇒ NOTE:**

Prefix Mark 0 suppresses a user-dialed Prefix digit 1 for 10-digit FNPA calls, but leaves a user-dialed Prefix digit 1 for 7-digit HNPA calls. This capability is required, for example, when routing ISDN-PRI calls to an Lucent Technologies 4ESS. If the prefix digit 1 were not suppressed, the 4ESS would reject such calls.

- 1 Outpulse Prefix digit 1 for 10-digit calls. Prefix Mark 1 should be selected for those HNPAs that require users to dial 1 to indicate a toll call.
- 2 Outpulse prefix digit 1 for all toll calls and 7- and 10-digit calls whether the user dials 1 or not.
- 3 Outpulse prefix digit 1 all toll calls. These calls are always outpulsed as 10-digit numbers, even those within the HNPA.
- 4 Suppress a user-dialed Prefix digit 1.

**⇒ NOTE:**

This capability is required, for example, when routing ISDN-PRI calls to an Lucent Technologies 4ESS. If the prefix digit 1 were not suppressed, then the 4ESS would reject such calls.

**⇒ NOTE:**

Prefix Marks 2 and 3 must refer to a Toll Table.

One reason to dial a "1" prefix digit is to indicate a 7-digit toll call within the HNPA. This is particularly useful when there is a toll CO code in the HNPA, in addition to the same CO code (non-protected) in an adjacent NPA that can be accessed locally by dialing a 7-digit number. To permit 7-digit dialing for both calls, the toll call is prefixed by "1". When the user dials a "1" prefix followed by a 7-digit number, it will be treated as a toll call in the HNPA (even if the ARS Toll Table indicates local). When the user dials the same number without the "1" prefix, it is treated as a local call across the NPA boundary.

- **DDD Calls with Prefix Digit 1 Not Required** — The first digit of a long-distance call following the ARS access code may or may not be a 1 (dialing the "1" prefix before a 10-digit call is optional). In Systems where the 1 prefix is dialed (even though not required), the prefix will be ignored.
- **Operator Assisted and International Calls** — The first digits following the ARS access code are a "0" (operator), 00 (toll operator), and optionally followed by a 10-digit DDD number, or by 01 or 010 (international operator) for international dialing and optionally followed by international destination address digits. Because of the variable number of digits required for these calls, an inter-digit time-out is used to recognize end of dialing.

The System employs a short inter-digit timer and a long inter-digit timer during the dialing process. If the digits dialed so far are a valid address (such as "0") but more digits may follow, the short inter-digit timer will be started. If dialing does not continue before the timer expires, it is assumed that no more digits will follow. To override the short or long inter-digit timer for faster call processing, the originator may dial "#" to indicate end of dialing. A 10 second long inter-digit timer is used when the digits dialed so far are not a valid destination. Time-out of this timer results in Intercept tone to the caller. The user may, however, dial the "#" character on any of these calls to cancel the time-out interval and indicate end of dialing. The use of the "#" symbol to indicate end of dialing is applicable only with touch-tone stations and data modules.

A trailing "#" is outputted for a range of digits in the dialed string (such as, international calls) except when outputting dial pulses. An option on the trunk group form can be used to suppress "#" outputting. The dialed digits, including the prefix 0 and the trailing "#", are always outputted as dialed except that "#" is never outputted when outputting dial pulses.

- **International Direct Distance Dialing** — An international telephone number consists of a Country Code (CC) plus the National Number (NN). The NN is simply the number used when calling within the country. In the North American Numbering Plan (NANP), NN is a 10-digit address. The CC is one to three digits, and the combination of CC and NN is up to 12-digits. In the NANP, the System is alerted to the fact that an international number is being dialed by use of a special prefix code as follows:
  - 011 — Indicates that the caller is making a station paid direct international call and CC plus NN digits follow. The term IDDD (International Direct Distance Dialing) is normally associated with 011 plus (011+) station calls.
  - 01 — Indicates that the caller desires operator assistance in an international call, such as person-to-person, credit card, collect call, and so on, and CC and NN digits follow. The term ICDOS (International Customer-Dialed and Operator-Serviced) reflects the nature of 01+ dialing options.



A "01+" (ICDOS) call is similar to "0+" or "00+" (operator-assisted North American Network) call, whereas a "011+" (IDDD) call is similar to a "1+" call.

- **Special Service Codes** — The first digit following the ARS access code is a special system or service code. Such codes consist of only three digits in the form X11 (where X = 0 to 9) with or without dialing the 1 prefix digit. These are recognized as complete addresses, if no further digits are dialed, and are routed to the appropriate facility. The inter-digit time-out determines whether the call is a 3- or 7-digit call. For example, if the user dials 911, the call will route to the police/emergency operator, and if the user dials 811-XXXX, the call will be translated as a 7-digit call for the repair bureau corresponding to the last four digits (811 is a service code for repair).
- **Call Dialed with Inter-Exchange Carrier (IXC) Access** — The first digits following the ARS access code is a 5- or 7-digit IXC code. The System then makes a determination of the number of digits to collect based on the digits following the code. The IXC code may be followed by a DDD or IDDD number. This gives the user control over which carrier or facilities should be used for routing the call. However, the call will be routed based on administration of the IXC code in the ARS Analysis Table (see "ARS Analysis Table").

The System supports three general IXC access arrangements that are commonly referred to as Feature Group A, B, and D (FG A, FG B, FG D). From a callers perspective, the major differences between use of the various groups are:

- To select an IXC, FG A and FG B require the dialing of seven digits (NXX-XXXX or 950-0/1XXX, respectively) but FG D requires just five digits (10XXX).
- Single-stage dialing is supported for FG D, but FG A and FG B require 2-stage dialing. (Two-stage dialing means that there is a pause for dial tone between the two groups of dialed digits.) FG A and FG B calls are analyzed and routed just like normal calls.
- No customer identification digits are required for FG D.
- A touch-tone telephone is required to enter a Personal Identification Number code when using FG A or FG B. (These digits are not collected or analyzed by the PBX.) A dial pulse or touch-tone telephone may be used with FG D.

System default translation used for IXC call types are shown on Table 4-2.

## ARS Analysis Table

---

This form is used to map customer-dialed numbers (dialed strings) to routing patterns, using up to 18 digits.

### NOTE:

The Automatic Route Selection feature must be enabled on the System-Parameters Custom-Options form before associated ARS forms can be administered.

## Administration Commands

---

Use the following administration commands to administer the ARS Analysis Table form.

| Action  | Object           | Qualifier <sup>1</sup>                                                                                                               |
|---------|------------------|--------------------------------------------------------------------------------------------------------------------------------------|
| change  | ars analysis     | Enter digits between 0-9, 'x' or 'X' (dialed string) ['part' 1-8] ['min' 1-MAX]                                                      |
| display | ars analysis     | Enter digits between 0-9, 'x' or 'X' (dialed string) ['part' 1-8] ['min' 1-MAX] ['print' or 'schedule']                              |
| list    | ars analysis     | [start-dialed string] ['count' 1-MAX ['rp' 1-MAX or r1-r32] ['part' 1-8] ['node' (1-MAX), ['70-node'(1-MAX)] ['print' or 'schedule'] |
| list    | ars route chosen | Enter dialed number, [partition (1-8)], ['print' or 'schedule']                                                                      |

- 
1. Brackets [ ] indicate the qualifier is optional. Single quotes ( ' ') indicate the text inside the quote must be entered exactly as shown or an abbreviated form of the word may be entered. MAX is the maximum number available in your system configuration. Refer to Table C-1 in Appendix C, "System Capacity Limits".

## Form Instructions

---

Make assignments as required for the following fields on the form.

- **Percent Full** — 3-character display-only field. Displays the percentage of the System's memory resources that have been used. A common pool of memory resources is shared between the ARS and AAR Analysis tables, the ARS and AAR Digit Conversion tables, and the Toll Analysis table.

If this field display indicates that the System memory resources are in jeopardy of becoming full (100%), perform any of the following to "free-up" memory resources:

- Delete unnecessary entries from any of the shared resources tables.

- Utilize RHNPA tables for 6-digit ARS routing.
  - Reduce dialed string field entries to shortest possible length that accomplishes the desired function.
  - **Partitioned Group Number (PGN)** — When completing a paper form, enter the PGN to be associated with this table. Default is 1.
  - **Dialed String** — Enter the dialed string of significant digits (do not use a toll prefix unless absolutely necessary). Up to 18 characters consisting of the digits 0 to 9 are allowed. A wildcard letter "x" or "X" may be used to substitute for any digit occurring in the string at the character position where used. Valid entries are 0 to 9, "x", "X", or blank; default is blank.
-  **NOTE:**
- The user-dialed digits are matched to the Dialed String field entry that most closely matches the dialed number (referred to as the "longest match"). For example, if a user dials 957-1234 and the ARS Analysis Table has dialed string entries of 957-1 and 957-123, the match is on the 957-123 entry. In addition, an exact match is made on dialed string entries of the same number of digits in cases where wildcard characters (Xs) are used. For example, if 411 is dialed and the table has Dialed String entries of 411 and X11, the match is on the 411 entry.
- **Min** — Enter the minimum number of digits needed to validate and route the call. Default is blank.
  - **Max** — Enter the maximum number of digits to collect, between Min and 28. Default is blank.
  - **Rte Pat (Routing Pattern)** — Enter the routing pattern number, a pointer to an associated Remote Home Number Plan Area (RHNPA) form (r1 to r32) to be used to route the call once all identifying digits have been received, "node" to use node number routing, "n/a" to indicate that routing is not applicable to this PGN, "deny" to block the call, or blank; default is blank.

- **Call Type** — Valid call types are:

| Call Type | Description                                                                          | China # 1<br>Call Type |
|-----------|--------------------------------------------------------------------------------------|------------------------|
| emer      | emergency call (for MFE only at this time)                                           | normal                 |
| fnpa      | 10-digit North American Numbering Plan (NANP) call (11 digits with Prefix Digit "1") | attendant              |
| hnpa      | 7-digit NANP call                                                                    | normal                 |
| int       | international                                                                        | toll-auto              |
| iop       | international operator                                                               | attendant              |
| locl      | local service                                                                        | normal                 |
| lpvt      | local private                                                                        | normal                 |
| natl      | non-North American Numbering Plan domestic call                                      | normal                 |
| npvt      | national private                                                                     | normal                 |
| nsvc      | national service                                                                     | normal                 |
| op        | operator                                                                             | attendant              |
| pubu      | public (E.164)-unknown                                                               | normal                 |
| svcl      | national(2)                                                                          | toll-auto              |
| svct      | national(2)                                                                          | normal                 |

- **Node Num** — The number of the destination node for the dialed string, if node number routing is used.
- **ANI Rq** — Enter "y" if ANI is required on incoming R2-MFC calls. Default is "n".

The table below provides a listing of all ARS Analysis default translations.

 **NOTE:**

Any dialed digit string not accounted for on the table is considered invalid and the call is routed to intercept. These default translations are used for call processing regardless of whether ARS has been optioned for on the switch.

The translations shown in the table below appear only once in the switch's memory but are displayed in sorted order (including additions) on each of the eight possible ARS Analysis Table forms when displayed.

 **NOTE:**

For service outside North America, these defaults should be deleted. You can delete the defaults by entering "change ARS analysis0", then

over-typing all the Dialed Strings with spaces, and, finally, pressing <enter>.

**Table 4-2. ARS Analysis Default Translations**

| Dialed String | Total Digits |      | Route Pattern | Call Type | Node Num |
|---------------|--------------|------|---------------|-----------|----------|
|               | Min.         | Max. |               |           |          |
| 0             | 1            | 1    |               | op        | -        |
| 0             | 8            | 8    |               | op        | -        |
| 0             | 11           | 11   |               | op        | -        |
| 00            | 2            | 2    |               | op        | -        |
| 01            | 9            | 17   |               | iop       | -        |
| 011           | 10           | 18   |               | intl      | -        |
| 1             | 11           | 11   |               | fnpa      | -        |
| 10XXX0        | 6            | 6    |               | op        | -        |
| 10XXX0        | 16           | 16   |               | op        | -        |
| 10XXX00       | 7            | 7    |               | op        | -        |
| 10XXX01       | 14           | 22   |               | iop       | -        |
| 10XXX011      | 15           | 23   |               | intl      | -        |
| 10XXX1        | 16           | 16   |               | fnpa      | -        |
| 1XXX555       | 11           | 11   |               | fnpa      | -        |
| 1XXX916       | 11           | 11   |               | fnpa      | -        |
| 1800555       | 11           | 11   |               | fnpa      | -        |
| 1809          | 11           | 11   |               | fnpa      | -        |
| 1900555       | 11           | 11   |               | fnpa      | -        |
| 411           | 3            | 3    |               | svc       | -        |
| 555           | 7            | 7    |               | hnpa      |          |
| 611           | 3            | 3    | 1             | svc       |          |
| 976           | 7            | 7    |               | hnpa      |          |
| N             | 7            | 7    | 2             | hnpa      |          |
| 1N00          | 11           | 11   |               | fnpa      |          |

*Continued on next page*

### Screen 4-7. ARS Analysis Table Form

| Total Digits  |      |      |               |           |          |
|---------------|------|------|---------------|-----------|----------|
| Dialed String | Min. | Max. | Route Pattern | Call Type | Node Num |
| 1NX           | 11   | 11   |               | fnpa      |          |

Legend:

N - 2 through 9

X - any digit (0 - 9)

fnpa - foreign number plan area (10-digit call)

### hnpa - home number plan area (7-digit call)

intl - international

iop - international operator

op - operator

svc - service

[illegible]

## ARS Digit Conversion Table

---

This form is used to convert public network numbers (ARS). Its purpose is to save toll charges and to allow users to dial all calls using a public network number. Also, unauthorized public network calls can be routed to an attendant or given intercept tone.

The form allows for the replacement of all or part of a dialed digit string with a modified string. The modified string represents an alternative equivalent address and results in the call being analyzed according to the modified string and specified type. If the ARS Access Code is dialed (or a number is converted to ARS), this table is accessed during call processing.

The ARS Digit Conversion feature enhances the capabilities of the ARS feature so that outgoing public network calls and private network calls can be changed to local, private, or public network destinations. The calls are then analyzed via the UDP, AAR, or ARS feature, respectively.

The Automatic Route Selection feature must be enabled on the System-Parameters Customer-Options form before associated forms and fields on forms can be administered.

### Administration Commands

---

Use the following administration commands to administer the ARS Digit Conversion Table form.

| Action  | Object               | Qualifier <sup>1</sup>                                                     |
|---------|----------------------|----------------------------------------------------------------------------|
| change  | ars digit-conversion | Enter digits between 0-9 'x' or 'X'                                        |
| display | ars digit-conversion | Enter digits between 0-9, 'x' or 'X' ['print' or 'schedule']               |
| list    | ars digit-conversion | Enter ['start' matching pattern] ['count' (1-MAX)] ['print' or 'schedule'] |

- 
1. Brackets [ ] indicate the qualifier is optional. Single quotes ( ' ') indicate the text inside the quote must be entered exactly as shown or an abbreviated form of the word may be entered. MAX is the maximum number available in your system configuration. Refer to Table C-1 in Appendix C, "System Capacity Limits".

## Form Instructions

---

Make assignments as required for the following fields on each page of the form.



**NOTE:**

When the form is accessed via an administration command such as *display* or *change*, the entries are sorted separately in the order of the matching pattern. Specific digits are sorted before the wildcard character "X" or "X".

- **Percent Full** — 3-character display-only field. Displays the percentage of the System's memory resources that have been used. A common pool of memory resources is shared between the ARS and AAR Digit Conversion tables.

If the Percent Full field display indicated that the System memory resources are in jeopardy of becoming full (100%), perform any of the following to "free-up" memory resources:

- Delete unnecessary entries from any of the shared resources tables.
- Utilize RHNPA tables for 6-digit ARS routing.
- Reduce dialed string field entries to shortest possible length that accomplishes the desired function.

- **Matching Pattern** — Enter a 1- to 18-digit string to be matched against a dialed number. Matching Pattern entries must be unique within the table. The string may contain the digits 0 to 9 and wildcard character "x" or "X" which is used to match any digit in the range of 0 to 9.

If the associated Replacement String field has an entry, the Matching Pattern field must have an entry.

- **Min** — The minimum number of digits in the dialed string for selecting the indicated conversion.
- **Max** — Enter the maximum number of digits to collect, between Min and 28. Default is blank.
- **Del** — The number of digits to delete from the beginning of the dialed string (this may be "0"). In ARS analysis, any ignored digits (for example, IXC's or prefixes) are also deleted.
- **Replacement String** — Enter a 1- to 18-digit string that will replace the deleted portion of the dialed number. The string may contain the digits 0 to 9, a "#" character, or be blank (no entry). The "#" character, when used, must be at the end of the digit string and is used to signify end of dialing.



**NOTE:**

A blank replacement string has the effect of just deleting the matched portion of the dialed digit string. The "#" character in the replacement string signifies the end of the modified digit string so



that any digits dialed by the user after the matched portion of the string are ignored by the AAR/ARS features. Deletion of digits and blank replacements are used to crossover from ARS to AAR.

- **Net** — The network in which to analyze the resulting number. Enter "ext", "aar", or "ars".
- **Conv** — Enter "y" or "n". To allow further conversion enter "y".
- **ANI Req** — Enter "y" if ANI is required on incoming R2-MFC calls. Default is "n".

Table 4-3 provides several ARS Digit Conversion examples.

The following conditions are assumed: ARS Access Code = 9, AAR Access Code = 8, Home RNX = 222, Prefix "1" required on all long-distance DDD calls, Dashes ("-") shown on table are for readability only.

**Table 4-3. AAR/ARS Digit Conversion Examples**

| Actual Digits Dialed                               | Min/Max | Matching Pattern | Digits Deleted    | Replacement String | Modified Address | Network Used | Note           |
|----------------------------------------------------|---------|------------------|-------------------|--------------------|------------------|--------------|----------------|
| DDD Call to ETN:                                   |         |                  |                   |                    |                  |              |                |
| 9-1-303-538-1345                                   | 11/11   | 1-303-538        | 7                 | 362                | 362-1345         | AAR          | <sup>1</sup>   |
| Terminating local DDD call to an internal station: |         |                  |                   |                    |                  |              |                |
| 1-201-957-5567                                     | 11/11   | 1-201-957        | 7                 | none               | 5567             | Ext          | <sup>2</sup>   |
| 957-5567                                           | 7/7     | 957              | 3                 | none               | 5567             | Ext          | <sup>2</sup>   |
| Unauthorized call to intercept:                    |         |                  |                   |                    |                  |              |                |
| 9-1-212-976-7777                                   | 11/11   | 1-XXX-976        | 11                | #                  | blank            | Ext          | <sup>3</sup>   |
| International Calls to Attendant:                  |         |                  |                   |                    |                  |              |                |
| 9-011-91-672530                                    | 4/23    | 011-91           | none              | 222-0111#          | 222-0111         | AAR          | <sup>4</sup>   |
| International DDD Calls to Attendant:              |         |                  |                   |                    |                  |              |                |
| 9-011-91-672530                                    | 4/23    | 011-91           | Note <sup>5</sup> | 4567#              | 4567             | Ext          | <sup>5,6</sup> |
| Call to Local NPA:                                 |         |                  |                   |                    |                  |              |                |
| 1-201-956-2222                                     | 11/11   | 1-201-956        | 7                 | 956                | 956-2222         | ARS          | <sup>7</sup>   |

1. Routing pattern associated with RNX 362 will be selected.

2. Call terminated to 222, Extension 5567.

3. "#" Signifies the end of dialing. All calls to CO code 976 are blocked.

4. Call routed to local switch (RNX 222), then the attendant (0111). May also be used to block unauthorized IDDD calls. Route call to announcement by replacing 0111 with an announcement extension.
5. The "#" sign in a replacement string ends the digit string so nondeleted digits are discarded as well.
6. Call routed to announcement extension.
7. Call routed to local CO.

---

**⇒ NOTE:**

The dialed digits within the Min/Max range are matched to the Matching Pattern that most closely matches the dialed number (called the longest match). For example, if the dialed string is 957-1234 and matching patterns 957-1 and 957-123 are in the table, the match is on pattern 957-123. If a match is found (with the same number of digits) on entries both employing and not employing wildcard characters (Xs), the match not employing wildcard characters is used. For example, if 411 is dialed and the table has Matching Pattern entries of 411, X11, 4X1, and 41X are used, the match is on the 411 entry.

| ARS DIGIT CONVERSION TABLE |     |     |     |                    |     |      |     |     |
|----------------------------|-----|-----|-----|--------------------|-----|------|-----|-----|
| Page 1 of 2                |     |     |     |                    |     |      |     |     |
| Percent Full: ____         |     |     |     |                    |     |      |     |     |
| Matching Pattern           | Min | Max | Del | Replacement String | Net | Conv | ANI | Req |
| _____                      | —   | —   | —   | _____              | —   | —    |     | —   |
| _____                      | —   | —   | —   | _____              | —   | —    |     | —   |
| _____                      | —   | —   | —   | _____              | —   | —    |     | —   |
| _____                      | —   | —   | —   | _____              | —   | —    |     | —   |
| _____                      | —   | —   | —   | _____              | —   | —    |     | —   |
| _____                      | —   | —   | —   | _____              | —   | —    |     | —   |
| _____                      | —   | —   | —   | _____              | —   | —    |     | —   |
| _____                      | —   | —   | —   | _____              | —   | —    |     | —   |
| _____                      | —   | —   | —   | _____              | —   | —    |     | —   |
| _____                      | —   | —   | —   | _____              | —   | —    |     | —   |
| _____                      | —   | —   | —   | _____              | —   | —    |     | —   |
| _____                      | —   | —   | —   | _____              | —   | —    |     | —   |
| _____                      | —   | —   | —   | _____              | —   | —    |     | —   |
| _____                      | —   | —   | —   | _____              | —   | —    |     | —   |
| _____                      | —   | —   | —   | _____              | —   | —    |     | —   |
| _____                      | —   | —   | —   | _____              | —   | —    |     | —   |
| _____                      | —   | —   | —   | _____              | —   | —    |     | —   |
| _____                      | —   | —   | —   | _____              | —   | —    |     | —   |
| _____                      | —   | —   | —   | _____              | —   | —    |     | —   |

**Screen 4-8. ARS Digit Conversion Table Form**

To reduce repetition, Page 2 of this form is not shown. For a complete set of forms, refer to the "Blank Forms Package."

## ARS Toll Table

---

This form is used to specify whether calls to central office codes listed on the table are, with respect to the distant end of the trunk group, toll or non-toll calls.

The form is used to assign Toll Tables as required for ARS subnet trunking. One form is required for each block of 100 central office codes.

### Administration Commands

---

Use the following administration commands to administer the ARS Toll Table form.

| Action  | Object   | Qualifier <sup>1</sup>                                   |
|---------|----------|----------------------------------------------------------|
| change  | ars toll | n:xxx (1–MAX:office code) n:xyy: n(1-MAX); ':' ;x(2-MAX; |
| display | ars toll | n:xxx (1–MAX:office code) ['print' or 'schedule']        |

- 
1. Brackets [ ] indicate the qualifier is optional. Single quotes ( ' ' ) indicate the text inside the quote must be entered exactly as shown or an abbreviated form of the word may be entered. MAX is the maximum number available in your system configuration. Refer to Table C-1 in Appendix C, "System Capacity Limits".

### Form Instructions

---

Make assignments as required for the following fields on the form:

- **ARS TOLL TABLE** — At the command line, enter the Toll Table number. Up to eight forms may be required for each table, one for each hundreds block, 2 to 9.
- **OFFICE CODES** — At the command line, enter a hundreds block, that is, 200 to 299 through 900 to 999. A separate form is required for each hundreds block.
- **00: through 99:** — Enter "n" beside each central office code to be designated as non-toll. These fields represent the last two digits of the codes within the hundreds block. If no changes are made, the codes are implemented as toll-type codes (default).

ARS TOLL TABLE: \_\_\_\_ Page 1 of 1

OFFICE CODES: x00-x99

|       |       |       |       |       |       |       |       |       |       |
|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| 00: y | 10: y | 20: y | 30: y | 40: y | 50: y | 60: y | 70: y | 80: y | 90: y |
| 01: y | 11: y | 21: y | 31: y | 41: y | 51: y | 61: y | 71: y | 81: y | 91: y |
| 02: y | 12: y | 22: y | 32: y | 42: y | 52: y | 62: y | 72: y | 82: y | 92: y |
| 03: y | 13: y | 23: y | 33: y | 43: y | 53: y | 63: y | 73: y | 83: y | 93: y |
| 04: y | 14: y | 24: y | 34: y | 44: y | 54: y | 64: y | 74: y | 84: y | 94: y |
| 05: y | 15: y | 25: y | 35: y | 45: y | 55: y | 65: y | 75: y | 85: y | 95: y |
| 06: y | 16: y | 26: y | 36: y | 46: y | 56: y | 66: y | 76: y | 86: y | 96: y |
| 07: y | 17: y | 27: y | 37: y | 47: y | 57: y | 67: y | 77: y | 87: y | 97: y |
| 08: y | 18: y | 28: y | 38: y | 48: y | 58: y | 68: y | 78: y | 88: y | 98: y |
| 09: y | 19: y | 29: y | 39: y | 49: y | 59: y | 69: y | 79: y | 89: y | 99: y |

**Screen 4-9. ARS Toll Table Form (Page 1 of 1)**

## **ATMS Trunk Test Schedule**

---

Automatic Transmission Measurement System (ATMS) provides advanced maintenance procedures for monitoring system trunk facilities. This system performs transmission tests on system trunks to determine if trunks are performing satisfactorily. These tests can be initiated in two different manners: demand and/or scheduled. The *demand* test command can be entered by the system user directly from the System Administration Terminal (SAT) to initiate a test immediately. The *schedule* test command schedules tests, via a schedule form, to automatically initiate tests at a predetermined time.

At least one TN771C circuit pack is required because of the Local Area Network (LAN) bus maintenance which the board performs. The number of TN771C circuit packs administrable on the switch is limited by the number of EPNs and PPNs in a switch network. Each PPN will contain one TN771C and each EPN may contain one TN771C. Each TN771C circuit pack supports testing of one analog trunk at a time. The number of OTL and TTL circuit packs required in a System depends on:

1. The frequency that the customer requires their trunks to be tested
2. The number of trunks
3. The number of TTL devices on far-end switches that are available to test against
4. The time per day that can be used for testing

The number of concurrent tests that can be run is limited by the number of OTLs available and is also dependent on the type of test command, demand or scheduled. Demand test are limited to three concurrent tests, while scheduled tests are limited to four concurrent tests (such as 4 active OTLs). If more than four tests are needed simultaneously, the requests are queued and run on a round-robin basis. The number of TTLs that can be administered is limited by the number of available ports.

For R5r, up to 30 test schedules are available for use. Each schedule consists of 60 trunk group/member fields. This allows up to 1,800 different trunk group/member combinations to be scheduled for testing. For R5si, up to five test schedules are available for use. Each schedule consists of 10 trunk group/member fields. This allows up to 50 different trunk/group member combinations to be scheduled for testing. The administration of this feature is basically a two-step process:

1. Test times are defined for each schedule
2. Trunks are assigned to these test times

After the described administration has been completed, connections and measurements are automatically made by the switch software at the specified time and day without any additional user intervention. Schedules ready to run will be queued and run in a round-robin (FIFO) manner. Scheduled tests run until all

trunk groups/members in the schedule have been tested or until the scheduled test duration is exceeded.

Test schedules assigned the same run time will be selected to run based on the schedule number (smaller schedule numbers first).

**⇒ NOTE:**

If schedules are assigned at the same time, it is unlikely that all scheduled tests will complete during the allotted time if other schedules are vying for the same resources.

### **Determining Schedule Times**

Trunk test schedules should run during trunk idle times (when resource consumption is low). The trunk idle times will be the time frames available for testing each node connected to the switch.

Once the idle times are determined, the next step is to compute the time required for testing the trunks between each node. Time requirements between each node are based on the quantity of trunks between nodes and the time needed to test each trunk to that node. Only outgoing trunks from the originating system need to be considered. Currently, there is no way to test incoming-only trunks in the near-end mode.

The characteristics of a trunk along with the test objectives are used to determine the total test time per trunk. The trunk characteristics might determine the type of test to run:

- **Digital Facilities**

For digital facilities that go between switching systems without needing digital channel banks, a supervision-only test is recommended to detect an initial tone from a TTL. For digital facilities that go between an analog CO switch and a digital PBX switch via a channel bank, all tests might be considered.

- **2-Wire Facilities**

For 2-wire facilities such as local CO trunks, only loss and noise measurements are recommended since echo is usually not controlled on these facilities.

- **4-Wire Facilities**

For 4-wire facilities such as interlocation tie trunks between different locations, all measurements are appropriate. For 4-wire facilities such as intralocation tie trunks (only wire conductors between switches), loss measurements may not be meaningful because of the short distances.

Test objectives might determine the per trunk test time, such as:

- How often you want to test various trunk groups. For example, you may want to test network trunks daily, but test non-network trunks only weekly. You may want to test more frequently immediately after installation and less frequently thereafter.
- You may want to test daily to all TTLs with free access and weekly to those with cost access.

After these objectives and characteristics have been considered, the test time for a trunk group is figured using the following formula:

$$TT = q[dt + nt + ttt]$$

**Where:**

TT = the Trunk group test time in seconds

q = the Number of trunks in the trunk group

dt = the Dial time in seconds

For Touch Tone: 0.1 times (# of dialed digits)

For Rotary: 0.7 times (# of dialed digits) + 0.1 times (sum of dialed digits, with 0 equal to 10)

nt = the Network time (always 2 seconds)

ttt = the Transmission test time (see table below)

**Transmission Test Lines**

| Test Type                    | Time (sec) |
|------------------------------|------------|
| All Tests                    |            |
| 56A (old)                    | 35         |
| 100                          | 20         |
| 102                          | 2          |
| 105 (ZLC12,SN261)            | 65         |
| 56A (new)                    | 65         |
| All Tests Except Return Loss |            |
| 56A (old)                    | 30         |
| 100                          | 10         |
| LC/SN                        | 30         |

*Continued on next page*

**Transmission Test Lines**

| <b>Test Type</b>                    | <b>Time (sec)</b> |
|-------------------------------------|-------------------|
| 105 or new 56A                      | 50                |
| All Tests Except Self               |                   |
| 56A (old)                           | 20                |
| 105 (ZLC12,SN261)                   | 35                |
| 56A (new)                           | 35                |
| All Tests Except Self & Return Loss |                   |
| 56A (old)                           | 15                |
| 105 or new 56A                      | 25                |
| Supervision Tests                   |                   |
| All types                           | 2                 |

**ATMS Test Schedule Example**

---

Assume that the above variables have the following values as an example in figuring the total test time for a trunk group:

$$q = 100$$

$$dt = 0.7 \text{ seconds (7 digits * 0.1 seconds/digit)}$$

$$nt = 2 \text{ seconds}$$

$$ttt = 65 \text{ seconds (105 test type)}$$

The total OTL time required for this trunk group is 6,770 seconds.

Each trunk groups test time is assigned to an idle hour slot. The sum total of all test times assigned to a particular node should not exceed the idle time available for testing that node. If the total test time exceeds the trunk idle hours, the following options are available:

- Additional TTLs can be added on the far-end nodes.
- The trunk group members can be split across schedules which test portions of a trunk group on alternate weeks.

**⇒ NOTE:**

When setting up test times, the analog port in the TN771C cannot serve as an OTL and TTL at the same time.



## **Managing OTL/TTL Resources**

---

Trunk group testing can occur concurrently when multiple boards exist. The number of available OTL resources determines the number of tests that can occur concurrently. Some internal limits have been set to control the number of concurrent tests. For background scheduling, the limit is four concurrent tests and the foreground demand test is limited to the number of maintenance users that can be operating simultaneously, which is currently set to three. Altogether, seven concurrent tests can run at the same time. If the number of OTL resources are less than the number of schedules being tested, the schedules are queued and tested sequentially.

OTLs are assigned to test schedule entries (a test entry is an individual trunk within a trunk group member/range field). Whenever an OTL is requested for test assignments, it is dedicated to the first available untested schedule entry on the test queue. An OTL remains dedicated to a schedule until all test entries in the schedule have been tested. When the last test entry in the schedule has been tested, the OTL is assigned to the next untested schedule entry. A throttle parameter is provided which limits the number of OTLs that can be assigned per schedule.

When multiple OTL boards exist and the test schedule entries terminate at the same location, there must be a one-to-one correspondence between every OTL and TTL. When multiple OTLs terminate at the same TTL, the contention for the TTL will cause some tests to abort due to the far-end TTL being busy. One way to avoid this condition is to make sure that the number of far-end TTL resources equals the number of near-end OTLs used for testing. If this is not possible, limit the number of OTLs tested within each schedule with the OTL Throttle field to prevent entries within the same test schedule from originating multiple tests to a far-end system that can only support a single TTL resource. (This does not prevent entries from different schedules for competing for the same TTL resource.) In general, find the group within the schedule that has the fewest TTLs at the far end, and set the OTL Throttle field to this value.

### **NOTE:**

If the OTL Throttle value is greater than the actual number of system OTLs, a test may be aborted due to the unavailability of an OTL resource.

If the OTL Throttle value for a schedule is 4, the next queued schedule cannot be run until all the entries from the current schedule are complete. This is because OTL resources are assigned to test schedule entries and not to test schedules. The use of the OTL throttle parameter can limit the number of entries being tested within the same test schedule and can, therefore, allow trunk group entries from different schedules to be tested concurrently.

**OTL Throttle Value Example**

---

To illustrate the use of the OTL Throttle value, assume that the tests take the same amount of time to run and are administered as follows:

| Schedule # | Test Time | OTL Throttle | Trunk Group | Members in Trunk Group |
|------------|-----------|--------------|-------------|------------------------|
| 1          | 1 am      | 4            | 10          | 4                      |
|            |           |              | 11          | 2                      |
| 2          | 1 am      | 1            | 12          | 1                      |
| 3          | 1 am      | 4            | 13          | 4                      |

All schedules are set to run at the same time. When the schedules are started, Schedule 1 is assigned 4 OTLs and Schedules 2 and 3 are put into a queue waiting for an OTL assignment. For the first round of tests the OTLs are assigned as follows:

| OTL # | Assigned to Schedule # | Trunk Group/Member Assignment |
|-------|------------------------|-------------------------------|
| 1     | 1                      | 10/1                          |
| 2     | 1                      | 10/2                          |
| 3     | 1                      | 10/3                          |
| 4     | 1                      | 10/4                          |

For the second round of tests the OTLs are assigned as follows:

| OTL # | Assigned to Schedule # | Trunk Group/Member Assignment |
|-------|------------------------|-------------------------------|
| 1     | 1                      | 11/1                          |
| 2     | 1                      | 11/2                          |
| 3     | 2                      | 12/1                          |
| 4     | 3                      | 13/1                          |

For the third round of tests the OTLs are assigned as follows:

| OTL # | Assigned to Schedule # | Trunk Group/Member Assignment |
|-------|------------------------|-------------------------------|
| 1     | 3                      | 13/2                          |
| 2     | 3                      | 13/3                          |
| 3     | 3                      | 13/4                          |
| 4     |                        |                               |

After this round of tests, all schedules have been tested and the OTLs are put back into an inactive state waiting for the next test schedule to start.

### **Administration Commands**

---

Use the following administration commands to access the ATMS Trunk Test Schedule form.

| Action  | Object        | Qualifier <sup>1</sup>     |
|---------|---------------|----------------------------|
| add     | test-schedule | ['schedule_number'] [next] |
| change  | test-schedule | ['schedule_number']        |
| display | test-schedule | ['schedule_number']        |
| list    | test-schedule |                            |
| remove  | test-schedule | ['schedule_number']        |

1. Brackets [ ] indicate the qualifier is optional. Single quotes ( ' ' ) indicate the text inside the quote must be entered exactly as shown or an abbreviated form of the word may be entered.

### **Form Instructions**

---

Make assignments as required for the following fields on the form.

- **Schedule** — Display-only field shows the current schedule number.
- **Schedule Time** — Enter the hour and minute that test are to begin in 24-hour time conventions. A time of "00:00" represents midnight. This time must be greater than the current time.
- **Schedule Date** — Enter the month (1 to 12), day (1 to 31), and year on which testing will begin; default is the system date. This date must be equal to or greater than the current date.
- **Schedule Test Days (SU:, MO:, TU:, WE:, TH:, FR:, SA:)** — Enter a "y" next to the days of the week on which this schedule will run.
- **Interval** — Enter the length of this schedule in weeks. If this field is 0 (default), the schedule runs on the specified days **only once**.
- **OTL Throttle** — Enter the number of concurrent tests run within a schedule. This guarantees that all trunk members within a schedule are tested serially or if multiple trunk members are tested from the same schedule.

- **Test Type** — Enter one of the following types of test to be performed on the trunk group/members in this schedule:
  - full  
(Default) Runs the most comprehensive test and collects all associated measurements for each TTL type.
  - supv  
Performs a supervision test and will only confirm the presence of the test set at the far end. No measurements will be taken for this test.
  - no-st  
Runs the "full" test, but skips any self-test sequences. This saves about 20 seconds on the type 105 test and will not have any effect on type 100 or 102 tests.
  - no-rl  
Runs the "full" test, but skips any return loss sequences. This saves about 20 seconds on the type 105 test and will not have any effect on type 100 or 102 tests.
  - no-st/rl  
Runs the "full" test, but skips all self-test and return loss sequences. This saves about 40 seconds on the type 105 test and will not have any effect on type 100 or 102 tests.
- **Duration** — Enter the maximum number of hours (1 to 24) a schedule can remain active. Schedules continue to run until all trunk group/members for that particular schedule are tested or until the schedule duration is reached. If the duration is reached before all trunk groups/members can be tested, the schedule will stop.
- **Trk Grp** — Enter the trunk group numbers to be tested when this schedule runs. There is no limit to the number of times that a trunk group can appear on any particular schedule, or to the number of different schedules in which a trunk group can appear. Default is blank.
- **Bgn Mbr** — Enter the beginning member number of the trunk group to be tested; default is 1.
- **End Mbr** — Enter the ending member number of the trunk group to be tested. This value must be greater than or equal to the value of the beginning member field.

[illegible]

**Screen 4-10. ATMS Trunk Test Schedule Form (Page 1 of 1)**

### Implementation Note

The number of fields displayed will vary depending on system configuration. The form shown above is for R5r configurations.

## Centralized Attendant Service

---

Allows services performed by attendants in a private network of switching systems to be concentrated at a central, or main, location. Each branch in a Centralized Attendant Service (CAS) has its own listed directory number (LDN) or other type of access from the public network. Incoming trunk calls to the branch, as well as attendant-seeking voice terminal calls, are routed to the centralized attendants over release link trunks (RLTs).

The only network-type form that requires implementation in support of the Centralized Attendant Service feature is the Release Link Trunk Group form. The form and its associated instructions are provided in the "Trunk Groups — General" section of this chapter.

Refer to "Centralized Attendant Service" in Chapter 3 for a complete listing of all System forms and/or fields on forms that must be completed or considered when implementing Centralized Attendant Service. Forms such as the Attendant Console, Console Parameters, Feature Access Codes, etc., that support both networking and other functional areas such as voice and data management may also require implementation.



**NOTE:**

The Centralized Attendant Service (branch) or Centralized Attendant Service (main) feature, as applicable, must be enabled on the System-Parameters Customer-Options form before the Centralized Attendant feature can be implemented.

## CPN Prefix Table

---

This form is used to support the ISDN Call Identification Display feature. The feature provides a name/number display for display-equipped stations within an ISDN-PRI network. The System uses the calling party's name/number information and displays it on the called party's display, if provided. Likewise, the called party's name/number can be displayed on the calling party's display.

The ISDN-PRI option must be enabled on the System-Parameters Customer-Options form before this form can be administered.

The CPN (Calling Party Number) Prefix Table provides the following:

- Allows the calling party's number to be displayed on the called party's display and the connected party's number to be displayed at the calling party's display. The information display may be disabled for privacy reasons
- Allows a 10-digit CPN number to be displayed instead of the calling party's number

## Administration Commands

---

Use the following administration commands to administer the CPN Prefix form.

| Action  | Object | Qualifier  |
|---------|--------|------------|
| change  | isdn   | cpn-prefix |
| display | isdn   | cpn-prefix |

## Form Instructions

---

Make assignments as required for the following fields on each page of the form.

### Pages 1 through 8 of the Form

- **Ext Len** — Specifies the number of digits the extension can have. Enter a number from 0 to 5 that corresponds to the extension lengths allowed by the dial plan, or leave blank.
- **Ext Code** — Allows for groups of extensions to be administered. The Ext Code can be up to five digits long depending on the Ext Len field entry. The entry cannot be greater than the Ext Len field entry. For example, in the case of a 4-digit Ext Len field entry, an Ext Code of 12 is the equivalent of all extensions of the form 12xx, excluding any explicitly listed longer codes. If a code of 123 is also listed, the 12 code is equivalent of all extensions of the form 12xx except extensions of the form 123x. The coding precludes having to list all the applicable 12xx extensions. Valid entries are digits 0 through 9, "attd" for attendant, or blank.

**NOTE:**

When "0" alone is entered, the Ext Len field must be "1" and the DDD number must be 10 digits long.

- **CPN Prefix** — Specifies the number that is added to the beginning of the extension to form a 10-digit CPN number. The CPN Prefix can be a 6- to 10-digit number, or can be blank. If it is a 10-digit number, the extension number is not used to formulate the 10-digit CPN number. Only digits are allowed in the CPN Prefix column. Leading spaces, or spaces in between the digits, are not allowed.

If the number of digits in the CPN Prefix plus the extension length exceeds ten, excess leading digits of the extension are deleted when formulating the 10-digit CPN number. If the number of CPN Prefix digits plus the extension length is less than ten, the entry is disallowed except for a blank entry. If the CPN Prefix entry is left blank, no calling party number information is provided to the called party and no connected party number information is provided to the calling party.

- **Total CPN Length** — Enter the total number of digits to send. Valid entries are 0 to 15, or blank.

Page 1 of 8

| CPN PREFIX TABLE |             |               |                     |            |             |               |                     |
|------------------|-------------|---------------|---------------------|------------|-------------|---------------|---------------------|
| Ext<br>Len       | Ext<br>Code | CPN<br>Prefix | Total CPN<br>Length | Ext<br>Len | Ext<br>Code | CPN<br>Prefix | Total CPN<br>Length |
| —                | —           | —             | —                   | —          | —           | —             | —                   |
| —                | —           | —             | —                   | —          | —           | —             | —                   |
| —                | —           | —             | —                   | —          | —           | —             | —                   |
| —                | —           | —             | —                   | —          | —           | —             | —                   |
| —                | —           | —             | —                   | —          | —           | —             | —                   |
| —                | —           | —             | —                   | —          | —           | —             | —                   |
| —                | —           | —             | —                   | —          | —           | —             | —                   |
| —                | —           | —             | —                   | —          | —           | —             | —                   |
| —                | —           | —             | —                   | —          | —           | —             | —                   |
| —                | —           | —             | —                   | —          | —           | —             | —                   |
| —                | —           | —             | —                   | —          | —           | —             | —                   |
| —                | —           | —             | —                   | —          | —           | —             | —                   |
| —                | —           | —             | —                   | —          | —           | —             | —                   |
| —                | —           | —             | —                   | —          | —           | —             | —                   |
| —                | —           | —             | —                   | —          | —           | —             | —                   |
| —                | —           | —             | —                   | —          | —           | —             | —                   |
| —                | —           | —             | —                   | —          | —           | —             | —                   |
| —                | —           | —             | —                   | —          | —           | —             | —                   |

**Screen 4-11. CPN Prefix Table Form (Page 1 of 8)**

To reduce repetition, the remaining pages of this form are not shown. For a complete set of forms, refer to the "Blank Forms Package."



## Digit Absorption

---

This form is used to implement up to five digit absorption lists. The form may be required for each CO and FX trunk group connected to a sep-by-step central office. Each outgoing digit string from the switch to the step-by-step office is treated per entries in the "Absorption Treatment Assignment" section of the form.

### Administration Commands

---

Use the following administration commands to administer the Digit Absorption form.

| Action  | Object           | Qualifier <sup>1</sup>  |
|---------|------------------|-------------------------|
| change  | digit-absorption | 0-4                     |
| display | digit-absorption | 0-4 [print or schedule] |

---

1. Brackets [ ] indicate the qualifier is optional.

### Form Instructions

---

Make assignments as required for the following fields on each page of the form.

 **NOTE:**

If the Expected Digits field on the Trunk Group form is blank, you cannot administer Digit Absorption.

### Pages 1 through 8 of the Form

- **List Number** — This is a display-only field when accessed during administration using a command such as change or display. When completing a paper form, enter a list number 0, 1, 2, 3, or 4. The list number is referenced via field entry on the associated trunk group. Up to five different Digit Absorption forms may be administered.
- **ABSORPTION TREATMENT ASSIGNMENT** — Enter a desired treatment letter (A through F); default is A. All choices for the digits 0 through 9 must be taken from the same group (Group I or Group II).

## DIGIT ABSORPTION

List Number: \_\_\_\_

ABSORPTION TREATMENT INFORMATION (All selections must be from same group)

|           | Choice | Meaning                                                                                 |
|-----------|--------|-----------------------------------------------------------------------------------------|
| Group I.  | A      | Digit not absorbed.                                                                     |
|           | B      | Digit absorbed repeatedly.                                                              |
|           | C      | Digit absorbed once with no further absorption.                                         |
| Group II. | A      | Digit not absorbed.                                                                     |
|           | D      | Digit absorbed only if it is the first digit.                                           |
|           | E      | Digit absorbed only if it is the second digit and the first digit was already absorbed. |
|           | F      | Digit asorbed only if it is the first or second digit.                                  |

ABSORPTION TREATMENT ASSIGNMENT (select treatment (A-F) for each digit below)

|      |      |      |      |      |
|------|------|------|------|------|
| 0: A | 2: A | 4: A | 6: A | 8: A |
| 1: A | 3: A | 5: A | 7: A | 9: A |

**Screen 4-12. Digit Absorption Form (Page 1 of 1)**

## **DS1 Trunk Service**

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This form allows you to configure DS1 and E1 Digital Trunk boards for several uses. The maximum number of DS1 circuit packs (TN722, TN722B, TN767, TN464) that you can administer in a DEFINITY System varies depending on system configuration. Refer to Table C-1 in Appendix C, "System Capacity Limits" for maximum values.

### **Hardware Environment**

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#### **DS1 Circuit Pack Usage 75**

- The TN722 and TN722B DS1 trunks may only be used for data and voice applications in non-ISDN capacity.
- The TN767 24-channel DS1 may be used for data and voice in non-ISDN and ISDN applications.
- The TN464 DS1 trunks may be used for data and voice in non-ISDN and ISDN 32-channel applications.
- TN464C (and later versions) DS1 trunks may be used for data and voice in non-ISDN and ISDN 24- and 32-channel applications.

Wideband Switching, and its associated Roll About Video feature, require the use of the TN464C (or later release) UDS1 circuit pack.

Roll About Video allows the sharing of video equipment between offices using wideband video rates. Two or more rooms are provisioned for video connectivity to the Switch but have no video equipment. A shared portable video unit is simply rolled into any of these rooms, plugged into the wall jack, and is operational.

#### **Signaling Parameters**

The following table lists some of the operational and signaling parameters for each DS1 interface. This is not a complete list of all the parameters; this is a list of ones that when grouped together make it easier to understand the DS1's capabilities and administrable choices. This table reflects the enforced combinations of these parameters.

**DS1 Circuit Packs**

| <b>Board Code</b>             | <b>Allowed Trunk Members</b> | <b>Bit Rate</b>    | <b>Companding</b>       | <b>Signaling Mode</b> | <b>Trunk Type<sup>1</sup></b> |
|-------------------------------|------------------------------|--------------------|-------------------------|-----------------------|-------------------------------|
| TN722                         | 1-23                         | 1.544              | mulaw                   | common-chan           | Tie, DMI-BOS, CO <sup>2</sup> |
|                               | 1-24                         |                    |                         | robbed-bit            | Tie                           |
| TN722B                        | 1-23                         | 1.544              | mulaw                   | common-chan           | Tie, DMI-BOS, CO <sup>2</sup> |
|                               | 1-24                         |                    |                         | robbed-bit            | CO/DID/Tie                    |
| TN767<br>D,E <sup>3</sup>     | 1-23                         | 1.544              | mulaw                   | common-chan           | Tie, DMI-BOS, CO <sup>2</sup> |
|                               | 1-24                         |                    |                         | robbed-bit            | CO/DID/Tie                    |
|                               | 1-23 (24th is D-chan)        |                    |                         | isdn-pri <sup>4</sup> | ISDN                          |
|                               | 1-24                         |                    |                         | isdn-ext <sup>4</sup> | ISDN                          |
| TN464B<br>5                   | 1-30                         | 2.048              | alaw/mulaw <sup>6</sup> | CAS                   | CO/DID/Tie                    |
|                               | 1-31                         |                    | alaw                    | isdn-pri              | ISDN                          |
|                               | 1-31                         |                    |                         | isdn-ext              | ISDN                          |
|                               | 1-23                         | 1.544              | mulaw                   | common-chan           | Tie, DMI-BOS, CO <sup>2</sup> |
| TN464C,<br>D,E,F <sup>3</sup> | 1-24                         |                    |                         | robbed-bit            | CO/DID/Tie                    |
|                               | 1-23 (24th is D-chan)        | 1.544 <sup>4</sup> | alaw/mulaw              | isdn-pri              | ISDN                          |
|                               | 1-31 (16th is D-chan)        | 2.048              |                         |                       |                               |
|                               | 1-24                         | 1.544 <sup>4</sup> | alaw/mulaw              | isdn-ext              | ISDN                          |
|                               | 1-31                         | 2.048              |                         |                       |                               |
|                               | 1-30                         | 2.048              | alaw/mulaw              | CAS                   | CO/DID/Tie                    |

1. CO is any of the following trunk types: co, fx, wats.  
Tie is any of the following trunk types: access, tie, tandem, rlt, aplt.

2. Common-Chan DS1 boards used in CO trunk groups must have a Trunk type of "auto/..."
3. Integrated CSU functionality is only available with the TN767D and TN464E or later suffix DS1 circuit boards. Enhanced ICSU functionality is only available with the TN767E and TN464F or later suffix DS1 circuit boards.
4. Mixed Mode signaling is allowed. This means that if the Signaling Mode is "isdn-ext", or "isdn-pri", a port from that circuit pack may be used in any trunk group that allows "robbed-bit" signaling.
5. The TN464B's Companding is based upon the system level companding administered by the user.
6. ISDN-PRI calls are not guaranteed to work for the TN464B if the system's Companding is set to mu-law.

The DS1 interface board TN767 provides 24 ports that correspond to the 24 DS0 channels. A DS1 "frame" contains 193 bits (8 bits per channel times 24 channels plus 1 frame bit). The DS1 frame rate is the same as the switch frame rate, 8,000 frames per second.

The TN722, TN722B and TN767 allow all or a subset of the following signaling options. Each signaling option is described below.

- In the "common-channel" signaling mode, 23 channels are available for voice or data, including AVD and DMI services, and signaling information for all channels is multiplexed on the 24th-channel.
- In the "robbed-bit" mode, all 24 channels may be used for voice, and the least significant bit of the eight-bit channel codes is "robbed" in every sixth frame to transmit signaling status for the corresponding channels. This is known as in-band signaling.
- In the "isdn-pri" signaling mode, each DS1 circuit pack provides a maximum of 23 trunks (channels). Trunks of either Robbed Bit signaling or ISDN-PRI can be assigned to the same span resulting in mixed signaling types. For ISDN-PRI configuration the 24th channel is always reserved as an out-of-band signaling channel.
- In the "isdn-ext" signaling mode, the board still uses ISDN signaling, but the 24th channel on the board will be used as a B-channel (bearer channel) rather than as a D-channel. All trunks on this board will be signaled either using inband robbed-bit signaling or by an ISDN D-channel on another DS1 interface.

The DS1 interface boards TN464C and later releases provide 24 channels using the above signaling modes. The TN464B and later releases provide 32 channels using the following signaling options.

- In the "CAS" signaling mode, 30 channels are available. Channel 16 is reserved for the signaling, and channel 0 is reserved for framing; however, the user will administer from 1-30. The mapping to the correct channel will be made internally.

- In the "isdn-pri" signaling mode, each DS1 circuit pack provides a maximum of 30 trunks. For the ISDN-PRI 32-channel configuration, the 16th channel is always reserved as an out-of-band signaling channel.
- In the "isdn-ext" signaling mode, the board still uses ISDN signaling, but the 16th channel on the board will not be used as a D-channel, but it will be used as a B-channel (bearer channel). This will allow the total 31 channels to be used as B-channels. All trunks on this board will be signaled by an ISDN D-channel on another DS1 interface.

### Other Circuit Packs

For ISDN capabilities with the R5si, the Processor Interface (PI) or Packet Control (PACCON) board is required. The PI board terminates layer 2 (LAPD) of the PRI protocol. For ISDN capabilities with the R5r, the Packet Interface (PKTINT) board is required.

### Administration Commands

---

Use the following administration commands to administer the DS1 Circuit Pack form.

| Action  | Object                  | Qualifier <sup>1</sup> |
|---------|-------------------------|------------------------|
| add     | ds1                     | [P]Css <sup>2</sup>    |
| change  | ds1                     | [P]Css(board)          |
| display | ds1                     | [P]Css                 |
| list    | measurements ds summary | location               |
| list    | measurements ds1 log    | location               |
| remove  | ds1                     | [P]Css                 |

- 
1. Brackets [ ] indicate the qualifier is optional.
  2. [P] — part of qualifier representing pnn C — part of qualifier representing carrier (A-F) ss — part of qualifier representing slot number.

### Form Instructions

---

Make assignments as required for the following fields on the form:

**CAUTION:**

*Once administered it may not be possible to make changes to fields without removing associated translations.*

- **Location** — This is a display-only field when the form is accessed using an administration command such as *add* or *change*. Enter the DS1 Interface circuit pack port location when completing a paper form. Enter seven characters.

The entry breaks down as follows:

| Characters | Meaning        | Value                                          |
|------------|----------------|------------------------------------------------|
| 1-2        | Cabinet Number | 01 through 44 (R5r)                            |
|            |                | 01 through 03 (R5si)                           |
|            |                | 01 (R5vs)                                      |
| 3          | Carrier        | A through E                                    |
| 4-5        | Slot Number    | 01 through 20                                  |
| 6-7        | Circuit Number | 01 through XX (depending on circuit pack type) |

The location should also be identified for record purposes on the Port Assignment Record and the Circuit Pack Administration form.

- **Name** — Enter the name of the DS1 link (limit 15 characters). Typically, this is the destination of the link.
- **Bit Rate** — Enter "1.544" for the 24-channel DS1 rate. Enter "2.048" for the 32-channel E1 rate (TN464 only).



**NOTE:**

Once an *add ds1* operation is complete (that is, the DS1 form has been submitted) the Bit Rate field can not be changed. To change the Bit Rate, execute a *remove ds1* command followed by an *add ds1* command then readminister the DS1 form.



**NOTE:**

The TN464C and later, and the TN767D and later, circuit pack must have an option switch or plug on the circuit board set to match the Bit Rate selection.

- **Line Coding** — Enter "b8zs" (bipolar eight zero substitution), "ami-basic" (alternate mark inversion basic), "ami-zcs" (alternate mark inversion with zero code suppression), or "hdb3" (high density bipolar 3). The line coding method must match the method used on the other end of the link. The line coding entry indicates which line coding format will be used to ensure that the data meets T1 or E1 carrier requirements. When the DS1 circuit pack is used for ISDN, the ISDN D-channel data is inverted when "ami-basic" or "ami-zcs" is entered and not inverted when "b8zs" or "hdb3" is entered.

Hdb3 or ami-basic is allowed when the Bit Rate field is "2.048". B8zs, ami-basic or ami-zcs is allowed when the Bit Rate field is "1.544."

Zero code suppression (zcs) is a technique for ensuring adequate "ones" density. It checks for all zeros in an 8-bit time slot. If all zeros exist, bit 2 is changed from a 0 to a 1. When zcs is invoked on an all zeros octet, data is permanently lost.

- **Line Compensation** — Enter a number from 1 to 5 as follows (default is "1"):

— For 22-gauge ABAM cable terminated on a DSX-1 cross-connect:

| Compensation | Length (feet) |
|--------------|---------------|
| 1            | 000 - 133     |
| 2            | 133 - 266     |
| 3            | 266 - 399     |
| 4            | 399 - 533     |
| 5            | 533 - 655     |

— For 22-gauge ABAM cable directly connecting to DS1 interfaces:

| Compensation | Length (feet) |
|--------------|---------------|
| 1            | 0000 - 0266   |
| 2            | 0266 - 0532   |
| 3            | 0532 - 0798   |
| 4            | 0798 - 1066   |
| 5            | 1066 - 1310   |

- **Framing Mode** — Enter "d4" or "esf" (default). This mode must match the method used on the other end of the link. The network diagram should indicate which choice for the particular DS1/T1-span. D4 is a framing format of 12 frames for analog representation on T1 carrier using DS1 signals.

To get the enhanced performance measurements, the framing mode must be set to esf on the DS1 Circuit Pack form. When "esf" is entered for a TN464F or TN767E or later suffix DS1 board, a second page of the DS1 Circuit Pack form is available to administer ESF Data Link options.

- **Signaling Mode** — Enter "CAS," "common-chan," "robbed-bit," "isdn-pri," or "isdn-ext" (default is "common-chan"). This mode must match the method used on the other end of the link.

Common Channel Signaling (common-chan) is an industry-standard signaling technique in which the signals on one facility control the operation of several facilities. When applied to DS1 operation, it is a signaling technique in which any 1 of the channels carries the signals for



the other channels. Lucent Technologies implementation of common channel signaling uses the 24th channel for carrying the signals. This signaling technique is a much broader concept than 24th channel signaling and is not limited to DS1 facilities. When the system is configured for Facility Associated Signaling, the 24th channel signaling technique uses the 24th channel in a DS1 facility to carry signals for the remaining 23 channels; also known as "clear channel," "out-of-band," or Alternate Voice Data (AVD) signaling.

CAS is similar to common channel signaling, except that it is used only when the Bit Rate field is 2.048 (the trunk is used with a CEPT1 (E1) interface). CAS provides framing on channel 0. Signaling for the 30 bearer channels is done on the 16th channel. This is a CCITT standard interface signaling mode.

Robbed-Bit Signaling (robbed-bit) is a per-channel signaling technique for transmitting signaling bits within each band on each of the channels in a DS1 facility. The least significant bit in every sixth transmitted information frame is "robbed" and replaced by a signaling bit. Also called "in-band" signaling. For voice tie trunks, enter "robbed-bit" and "common-chan" for alternate voice data (avd) trunks.

The choice of "isdn-pri" requires that the TN767 or TN464 (C or later) DS1 Interface circuit pack be used. This choice enables ISDN-PRI signaling to be carried over the 24th channel of the DS1 interface, and causes the "DMI-BOS" field not to be displayed and the "Connect" field to be displayed on the form. The signaling for these channels is provided by the 16th channel (for 32-channel facilities) or the 24th channel (for 24-channel facilities) on another DS1 facility.

The choice of "isdn-ext" also requires use of the TN767 or TN464 (C or later) DS1 Interface circuit pack. This choice enables the TN767 or TN464 to use ISDN signaling. Neither the 24th channel for TN767 nor the 16th channel for the TN464 can be used as a D-channel. When the system is configured for Non-Facility Associated Signaling, all channels on a DS1 facility may be used for voice and/or data. The system may be configured for Facility and Non-Facility Associated Signaling at the same time. Refer to the "Facility and Non-Facility Associated Signaling" in Chapter 3.

- **Interface** — Only displayed when the "Connect" field is "pbx." Valid entries are "network," "peer-master," "peer-slave," or "user" (system default). Specify whether the PBX corresponds to the "network" or "user" side of the interface, which is needed for the ISDN-PRI Layer 2 protocol and is also used at Layer 3 to handle glare conditions. For other cases, the required entry is inferred from the "Connect" field entry: a host connection implies a network interface, and a network connection implies a user interface.

**NOTE:**

When the far end is a DEFINITY ECS, the "Interface" field on one end of the connection must be "user" and the other end must be translated as "network."

For PRI private network protocol layer 2 operations, two other values are possible: "peer-master" and "peer-slave." Entering either of these values causes two additional fields to appear: "Peer Protocol" and "Side."

- **Country Protocol** — Enter a country code or "etsi" to indicate the type of Primary Rate Interface (PRI) protocol that you want to use on this line. Your choice is determined by the country where the trunk terminates.

**Table 4-4. DEFINITY ECS Public Network Access Connections (ISDN-PRI Layer 3)**

| Admin Value | Country               | Protocol Supported                                                                 | B-channel Mtce Msg | Interworking Message |
|-------------|-----------------------|------------------------------------------------------------------------------------|--------------------|----------------------|
| 1 - a       | United States, Canada | AT&T TR 41449/ 41459 (tested with AT&T network, Canadian network, and MCI network) | Service            | Progress             |
| 1 - b       | United States         | Bellcore TR 1268; NIUF.302; ANSI T1.607                                            | Restart            | Progress             |
| 2           | Australia             | AUSTEL TS014.1; Telecom Australia TPH 1856                                         | Restart            | Progress             |
| 3           | Japan                 | NTT INS-NET                                                                        | Restart            | Alerting             |
| 4           | Italy                 | ETS 300 102                                                                        | Restart            | Progress             |
| 5           | Netherlands           | ETS 300 102                                                                        | Restart            | Progress             |
| 6           | Singapore             | ETS 300 102                                                                        | Restart            | Progress             |
| 7           | Mexico                | ETS 300 102                                                                        | Restart            | Progress             |
| 8           | Belgium               | ETS 300 102                                                                        | Restart            | Alerting             |
| 9           | Saudi Arabia          | ETS 300 102                                                                        | Restart            | Progress             |
| 10 - a      | United Kingdom        | ETS 300 102 (for connection to DASS II/DPNSS through external converter)           | Restart            | Progress             |
| 10 - b      | United Kingdom        | ETS 300 102 (Mercury); British Telecom ISDN 30                                     | none               | Alerting             |
| 11          | Spain                 | Telefonica ISDN Specification                                                      | Restart            | Progress             |
| 12 - a      | France                | VN4 (French National PRI)                                                          | None               | Alerting             |
| 12 - b      | France                | ETS 300 102 modified according to P10-20, called Euronumeris                       | None               | Alerting             |

*Continued on next page*

**Table 4-4. DEFINITY ECS Public Network Access Connections  
(ISDN-PRI Layer 3) — Continued**

| <b>Admin Value</b> | <b>Country</b>            | <b>Protocol Supported</b>        | <b>B-channel Mtce Msg</b> | <b>Interworking Message</b> |
|--------------------|---------------------------|----------------------------------|---------------------------|-----------------------------|
| 13 - a             | Germany                   | FTZ 1 TR 6 (German National PRI) | None                      | Alerting                    |
| 13 - b             | Germany                   | ETS 300 102                      | Restart                   | Alerting                    |
| 14                 | Czech Republic, Slovakia  | ETS 300 102                      | Restart                   | Progress                    |
| 15                 | Russia (CIS)              | ETS 300 102                      | Restart                   | Progress                    |
| 16                 | Argentina                 | ETS 300 102                      | Restart                   | Progress                    |
| 17                 | Greece                    | ETS 300 102                      | Restart                   | Progress                    |
| 18                 | China                     | ETS 300 102                      | Restart                   | Progress                    |
| 19                 | Hong Kong                 | ETS 300 102                      | Restart                   | Progress                    |
| 20                 | Thailand                  | ETS 300 102                      | Restart                   | Progress                    |
| 21                 | Macedonia                 | ETS 300 102                      | Restart                   | Progress                    |
| 22                 | Poland                    | ETS 300 102                      | Restart                   | Progress                    |
| 23                 | Brazil                    | ETS 300 102                      | Restart                   | Progress                    |
| ETSI - a           | Europe, New Zealand, etc. | ETS 300 102                      | Restart                   | Progress                    |
| ETSI - b           |                           | ETS 300 102                      | None                      | Progress                    |

- **Peer Protocol** — This field is displayed if the value "peer-master" or "peer-slave" is chosen for the "Interface" field. This allows you to administer the peer level protocol that will operate in the private network. The value "q-sig" is necessary for implementing QSIG Global Network Basic Call.
- **Protocol Version** — This field appears under the following conditions:
  - The Country Code is "1" (USA), "10" (UK), "12" (France), "13" (Germany), or "etsi".
  - The signaling mode is "isdn-pri"
  - Connect is "pbx" or "network"
  - The Interface is "user" or "network"

Refer back to Table 4-4 to complete these entries.

**WARNING:**

*The AT&T Switched Network Protocol does not support restricted displays of connected numbers. Therefore, if you administer the 1a country-protocol/protocol-version combination on the DS1 form, you cannot administer the "Send Connected Number" field to "r" (restricted) on the ISDN-PRI Trunk Group form as this causes display problems.*

Refer to the section in this book on "Integrated Services Digital Network — Primary Rate Interface" for more information.

- **Side** — This field appears if the value "peer-master" or "peer-slave" is chosen as the "Interface" field value. This value is used for call collision (glare) resolution at layer 3. The default value of the field changes depending upon which value the "Peer Protocol" field contains. The default "a" is paired with "peer-master" and the default "b" is paired with "peer-slave." The reason for these defaults is that logically, side "a" is the "master" at layer 3, in that side "a" wins the contested trunk in call collision situations. However, it is critical that this administration correctly pairs with the far-end administration. If the far-end is administered as the "b" side, this field should be set to "a" regardless of whether layer 2 designation is peer-master or peer-slave, and vice versa.
- **Connect** — Only displayed when the "Signaling Mode" field is "isdn-pri." Specify what is on the far end of the PBX to control Layer 3 protocol properly. If "pbx" is entered, the "Interface" field is displayed. When "line-side" is entered, this implies that the switch is acting as the network side of the isdn-pri interface. This is required to support the Roll About Video capability. Valid entries are "network" (system default), "host," "line-side," and "pbx."
- **Interconnect** — Enter "pbx" or "CO." If pbx is selected, the trunk operates as a tie trunk. If CO is selected, the trunk operates as a CO or DID trunk.
- **CRC** — Enter "y" to indicate that a cyclic redundancy check is to be performed on transmissions that the board receives.
- **Interface Companding** — Enter "alaw" or "mulaw." This field is displayed only if the board is a TN464C or later.
- **Idle Code** — Enter the 8-digit string to be sent out on idle DS0 channels. The string to be entered must be compatible with the protocol of the country where the trunk terminates.
- **DMI-BOS** — Only displayed when the Signaling Mode is "common-chan." Enter "y" (default) to activate the Digital Multiplexed Interface Bit Oriented Signaling (DMI BOS) mode.

Digital Multiplexed Interface/Bit-Oriented Signaling (DMI/BOS) is a 24th channel signaling scheme using a DS1 facility that uses 23 message channels and 1 signaling channel (24th). DMI/BOS has greater capacity (ability to carry 64 kbps channels) than the 24th-channel Robbed-Bit

Signaling scheme. Entering "n" indicates the DS1 will provide the Lucent Technologies proprietary format; "y" indicates the DS1/DMI interface will provide the DMI format.

- **Slip Detection** — Enter "y" to enable the slip-rate status of this circuit pack to be used by maintenance software to determine whether an excessive frame slip rate exists. Enter "n" (default) when DMI is used or when testing is not required.



**NOTE:**

Those DS1/T1 facilities that are used to provide the primary and secondary synchronization references should be administered for slip detection "y." Typically, those other DS1/T1 spans that are used for data applications and which are used as synchronization service should also be administered for slip detection. This excludes all T1-spans connecting channel banks, unless the channel bank is externally timed. Normally, those DS1/T1 spans that are used exclusively for voice and that are not designed as the primary or secondary synchronization source, should be administered for slip detection "n." Refer to the network synchronization diagram to determine which option to choose.

The digital switch maintains a slip count record for each DS1 interface. The slip count is used to determine if the T1-span is experiencing errors and, if so, the severity of the errors (type alarm). Option "y" enables switching between the primary, secondary, or internal high-accuracy clock.



**NOTE:**

If as many as 50 percent of those spans that are administered for slip detection are experiencing slips (with respect to the primary), then a decision is made to switch to the secondary.

- **Near-end CSU Type** — Appears only when the DS1 board is a TN767E or TN464F or later suffix model, the Bit Rate is 1.544 and the Country Protocol is 1 (U.S.). Enter "other" or "integrated." The value "other" indicates that no CSU is attached to the DS1 facility, or that the CSU is an external unit. No options will be available for administering the CSU. The value "integrated" indicates that a 120A CSU module is attached to the DS1 board. This "integrated" CSU (ICSU) can accept software administrable option downlinks and perform the enhanced ICSU functionality if the following conditions are met. The correct suffix of DS1 board (TN767E or TN464F or later) must be administered via a circuit pack form or must be installed in the PBX. When you enter a value of "integrated," a second page of the DS1 Circuit Pack form is available to administer CSU module options.

- **Alarm When PRI Endpoint Detached** — Displayed only when the "Connect" field is "line-side." Enter "y" if the UDS1 circuit pack is connected to Roll About Video equipment. Normally if the video equipment is disconnected, off-board alarms are raised to indicate the loss of connectivity from the system. By entering "y" in this field, when the UDS1 circuit pack detects a loss of signal, it is assumed the equipment was disconnected by the user and no alarms will be raised.

Valid entries are "y" (default), and "n."

## Page 2 of the Form

Page 2 of the form appears only when: the version is "V3" or greater; the DS1 board is TN767E, TN464F, or later release board; and the Framing Mode is "esf" or the CSU type is "integrated."

### ⇒ NOTE:

The following three fields appear only if the Framing Mode is "esf":

- **Network Management Protocol** — Enter "tabs" (default).
- **Send ANSI-T1.403 One-Second Performance Reports** — Appears only when the Network Management Protocol is "tabs." Valid entries are "y" and "n" (default).
- **Far-end CSU Address** — Appears only when the Network Management Protocol is "tabs." This field administers the transmit direction address used for the **ESF data link** command. Enter "a" or "b" (default).

### ⇒ NOTE:

The following four fields appear only if the Near-end CSU Type is "integrated":

- **Transmit LBO** — (Transmit Line Build-Out) The amount of fixed loss inserted in the transmit direction. Enter "0db" (default), "-7.5db," "-15db," or "-22.5db."
- **Receive ALBO** — (Receive Automatic Line Build-Out) The gain inserted automatically in the receive direction to compensate for line losses. Enter "26db" (default) or "36db."
- **Upon DTE LOS** — Identifies how the signal should be handled if the signal is lost (LOS) from the DTE (DS1 board) towards the network. Enter "loopback" (default) for returning the network signal to the network, or enter "ais" to send an unframed all-ones signal to the network (the AIS or "Blue Alarm").
- **Supply CPE Loopback Jack Power** — Enter "y" if the DS1 board should supply power to the CPE Loopback Jack equipment during loopback testing. Otherwise, enter "n" (default).

| DS1 CIRCUIT PACK            |                          |
|-----------------------------|--------------------------|
| Location: _____             | Name: _____              |
| Bit Rate: _____             | Line Coding: _____       |
| Line Compensation: _____    | Framing Mode: _____      |
| Signaling Mode: _____       |                          |
| Connect: _____              | Interface: _____         |
| Interconnect: _____         | Country Protocol: _____  |
|                             | Side: _____ *            |
| Interface Companding: _____ | CRC? _____               |
| Idle Code: _____            |                          |
| DMI-BOS? _____              |                          |
| MAINTENANCE PARAMETERS      |                          |
| Slip Detection? _____       | Near-end CSU Type: _____ |

Screen 4-13. DS1 Circuit Pack Form (Page 1 of 1)

\* The Side field appears when the Interface is "peer-master" or "peer-slave."

| DS1 CIRCUIT PACK            |                          |
|-----------------------------|--------------------------|
| Location: _____             | Name: _____              |
| Bit Rate: _____             | Line Coding: _____       |
| Line Compensation: _____    | Framing Mode: _____      |
| Signaling Mode: _____       |                          |
| Connect: _____              | Interface: _____         |
| Interconnect: _____         | Peer Protocol: _____     |
|                             | Country Protocol: _____  |
| Interface Companding: _____ | Protocol Version: _____  |
| Idle Code: _____            | CRC? _____               |
| DMI-BOS? _____              |                          |
| MAINTENANCE PARAMETERS      |                          |
| Slip Detection? _____       | Near-end CSU Type: _____ |

Screen 4-14. DS1 Circuit Pack Form (Page 1 of 1)

The **Protocol Version** field appears when a numeric country code appears in the Country Protocol field.

DS1 CIRCUIT PACK

|                            |                      |
|----------------------------|----------------------|
| Location: 01A07            | Name:                |
| Bit Rate: 1.544            | Line Coding: ami-zcs |
| Line Compensation: 1       | Framing Mode: esf    |
| Signaling Mode: robbed-bit |                      |

Idle Code: 11111111

MAINTENANCE PARAMETERS

|                   |                               |
|-------------------|-------------------------------|
| Slip Detection? n | Near-end CSU Type: integrated |
|-------------------|-------------------------------|

**Screen 4-15. DS1 Circuit Pack Form (Page 1 of 2)**

DS1 CIRCUIT PACK

ESF DATA LINK OPTIONS

|                                                    |
|----------------------------------------------------|
| Network Management Protocol: tabs                  |
| Send ANSI-T1.403 One-Second Performance Reports? n |
| Far-end CSU Address: b                             |

INTEGRATED CSU OPTIONS

|                        |
|------------------------|
| Transmit LB0: 0db      |
| Receive ALB0: -26db    |
| Upon DTE LOS: loopback |

CPE LOOPBACK JACK OPTIONS

|                                   |
|-----------------------------------|
| Supply CPE Loopback Jack Power? n |
|-----------------------------------|

**Screen 4-16. DS1 Circuit Pack Form (Page 2 of 2)**

### **Implementation Note**

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The fields that appear on a particular screen vary depending upon the type of board being administered, the speed, signaling mode, and so on.



## **Extension Number Portability Numbering Plan**

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The Extension Number Portability (ENP) Numbering Plan form is used to convert a 4- or 5-digit Uniform Dialing Plan (UDP) extension to an AAR-like 7-digit ENP number. Conversion of a 5-digit UDP extension is done by replacing the leading digit (10 thousands digit) with a 3-digit ENP code; the conversion of a 4-digit UDP extension is done by prepending a 3-digit ENP code to the UDP extension. UDP extensions are converted to ENP numbers if the dialed extension is of type 'ENPNode' on the Uniform Dialing Plan form. The 3-digit ENP conversion codes are specified by ENP Numbering Plan administration. The ENP Numbering Plan specifies which 3-digit ENP code is to be used with each extension starting with the same one or two leading digits. ENP codes are different from AAR location codes because they are location-independent within the ENP subnetwork. That is, each 3-digit ENP code is administered to be home (AAR digit conversion to extension) on every node within the ENP subnetwork.

This feature allows stations to be moved across PBXs/Locations while retaining the original extension number, as long as these PBXs are part of the ENP subnetwork.

**⇒ NOTE:**

Only one ENP code is required for a 4-digit UDP; 5-digit UDP requires only one ENP code for each different leading digit of extensions used within the ENP subnetwork.

DCS message signaling links are not required to support ENP. As a result, many multiple switch configurations are possible with ENP. Typically, the ENP network will be a subnetwork of a UDP or ETN network.

**⇒ NOTE:**

The UDP field on the System-Parameters Customer-Options form and on the Dial Plan forms must be administered to 'Y' before ENP Numbering Plan administration is allowed. If the UDP field is not administered to 'Y', then enp-number-plan is not even listed as an option to the administrator; if UDP is administered to 'Y', then the form is available, but the command is denied if the UDP field is not also administered to 'Y' on the Dial Plan form.

The UDP plan length is also administered on the Dial Plan form. This plan length determines if an additional check should be made when the ENP Numbering Plan form is submitted.

All ENP codes specified in the ENP Numbering Plan should be administered as home in AAR Digit Conversion administration, but there is no automatic cross-checking to verify that ENP codes have been administered correctly in AAR.

## Administration Commands

Use the following administration commands to administer the ENP Numbering Plan form.

| Action  | Object          | Qualifier <sup>1</sup>  |
|---------|-----------------|-------------------------|
| change  | enp-number-plan |                         |
| display | enp-number-plan | ['print' or 'schedule'] |

1. Brackets [ ] indicate the qualifier is optional. Single quotes ( ' ') indicate the text inside the quote must be entered exactly as shown or an abbreviated form of the word may be entered.

## Form Instructions

Make assignments as required for the following fields on the form.

- **ENP Code** — Assign a 3-digit code to translate each 4- or 5-digit UDP extension that is node number routed to a 7 digit, AAR-like number used for outpulsing a call within an ENP sub network. This field maps each leading digit of a UDP extension to an ENP Code or blank.

Page 1 of 1

| EXTENSION NUMBER PORTABILITY<br>NUMBERING PLAN |             |             |             |             |             |             |             |             |             |
|------------------------------------------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|
| ENP<br>Code                                    | ENP<br>Code | ENP<br>Code | ENP<br>Code | ENP<br>Code | ENP<br>Code | ENP<br>Code | ENP<br>Code | ENP<br>Code | ENP<br>Code |
| 0x: ___                                        | 1x: ___     | 2x: ___     | 3x: ___     | 4x: ___     | 5x: ___     | 6x: ___     | 7x: ___     | 8x: ___     | 9x: ___     |
| 00: ___                                        | 10: ___     | 20: ___     | 30: ___     | 40: ___     | 50: ___     | 60: ___     | 70: ___     | 80: ___     | 90: ___     |
| 01: ___                                        | 11: ___     | 21: ___     | 31: ___     | 41: ___     | 51: ___     | 61: ___     | 71: ___     | 81: ___     | 91: ___     |
| 02: ___                                        | 12: ___     | 22: ___     | 32: ___     | 42: ___     | 52: ___     | 62: ___     | 72: ___     | 82: ___     | 92: ___     |
| 03: ___                                        | 13: ___     | 23: ___     | 33: ___     | 43: ___     | 53: ___     | 63: ___     | 73: ___     | 83: ___     | 93: ___     |
| 04: ___                                        | 14: ___     | 24: ___     | 34: ___     | 44: ___     | 54: ___     | 64: ___     | 74: ___     | 84: ___     | 94: ___     |
| 05: ___                                        | 15: ___     | 25: ___     | 35: ___     | 45: ___     | 55: ___     | 65: ___     | 75: ___     | 85: ___     | 95: ___     |
| 06: ___                                        | 16: ___     | 26: ___     | 36: ___     | 46: ___     | 56: ___     | 66: ___     | 76: ___     | 86: ___     | 96: ___     |
| 07: ___                                        | 17: ___     | 27: ___     | 37: ___     | 47: ___     | 57: ___     | 67: ___     | 77: ___     | 87: ___     | 97: ___     |
| 08: ___                                        | 18: ___     | 28: ___     | 38: ___     | 48: ___     | 58: ___     | 68: ___     | 78: ___     | 88: ___     | 98: ___     |
| 09: ___                                        | 19: ___     | 29: ___     | 39: ___     | 49: ___     | 59: ___     | 69: ___     | 79: ___     | 89: ___     | 99: ___     |

**Screen 4-17. Extension Number Portability Numbering Plan Form**  
(Page 1 of 1)

## Fiber Link Administration

---

This form is used to administer fiber links, each of which is identified by a fiber number.

**NOTE:**

Fiber link administration only applies to R5r configurations.

Port networks (PN) are connected via direct fiber link connections or through a center stage switch (CSS) to provide the interconnection of port networks required for voice/data information transfer. The CSS is composed of "switch nodes" that can be interconnected in one or two levels to provide Port Network Connectivity (PNC). The CSS provides circuit-switched connectivity for voice and data communications as well as packet-switched connectivity. Fiber link administration permits an administration of translation data associated with a switch connection (such as optical fiber, metallic cable, or DS1CONV boards and DS1 facility links between two endpoints). The two fiber endpoints can be:

- An expansion interface (EI) circuit pack
- A switch node interface (SNI) circuit pack

**NOTE:**

Only one administrative terminal can administer fiber links at a time; others can display fiber link information.

### Administration Commands

---

Use the following administration commands to administer the Fiber Link Administration form.

| Action  | Object     | Qualifier <sup>1</sup>  |
|---------|------------|-------------------------|
| add     | fiber-link | link number or ['next'] |
| change  | fiber-link | link number             |
| display | fiber-link | link number             |
| list    | fiber-link | link number             |
| remove  | fiber-link | link number             |

- 
1. Brackets [ ] indicate the qualifier is optional. Single quotes ( ' ) indicate the text inside the quote must be entered exactly as shown or an abbreviated form of the word may be entered.

PNCs have three different reliability configurations (one for each system reliability configuration) as follows:

| System Configuration | PNC                                                                                                                    |
|----------------------|------------------------------------------------------------------------------------------------------------------------|
| Standard Reliability | Simplex Fibers                                                                                                         |
| High Reliability     | Simplex Fibers to Expansion Port Networks and Duplicated Fibers between Processor Port Networks (PPN) and Switch Nodes |
| Critical Reliability | Duplicated Fibers                                                                                                      |

### Simplex PNC

For Simplex PNC, PNC Duplication is disabled on the System-Parameters Customer-Options form and Operation of Duplication is disabled on the Duplication-Related System-Parameters form.

### Administration of PNC Duplication

The PNC Duplication feature is enabled on the System-Parameters Customer-Options form and Operation of Duplication is enabled on the Duplication-Related System-Parameters form. When PNC Duplication is enabled on the System-Parameters Customer-Options form, the following administration forms change:

- Cabinet Form — Additional fields appear to allow administration of switch nodes to A-PNC and B-PNC sides of the CSS. The B-PNC is the duplicated hardware for the A-PNC. Either the A-PNC or the B-PNC can provide full customized service. B-PNC cannot be used in a simplex PNC configuration. Pairing of switch nodes is also defined here.
- Fiber Link Form — Additional fields appear to allow administration of fiber links on the B-PNC side of the CSS. If an endpoint on the A-PNC side is administered as an SNI, its corresponding endpoint on the B-PNC side is determined (if switch nodes are paired in the cabinet form prior to this administration) and displayed. However, administration of the duplicate B-PNC link is not enforced until duplication is in full operation.
- Duplication-Related System-Parameters Form — An additional field appears to enable operation of PNC duplication.

## Form Instructions

### Page 1 of the Form

#### Basic Fiber Link Administration

The following fields appear:

- **Fiber Link #** — Display-only field. From the command line, enter a 1- to 3-digit number to uniquely identify a switch connection in the system and its duplicate if appropriate.
- **Board Location** — Enter the cabinet, carrier, and slot that identifies the physical location of an SNI or EI board that is the first endpoint of the fiber link.
- **Board Type** — Display-only field that shows the type of board in Endpoint-1.
- **Board Location** — Enter the cabinet, carrier, and slot that identifies the physical location of an SNI or EI board that is the second endpoint of the fiber link.
- **Board Type** — Display-only field that shows the type of board in Endpoint-2.
- **Is one endpoint remotd via a DS1 Converter Complex?** — Enter "y" to specify that a DS1 Converter complex is used to remote one endpoint. If a "y" is entered, A-PNC DS1 Converter Board Location must be administered on Page 1. A-PNC DS1 Converter Board Type is displayed. A-PNC DS1 Converter (DS1CONV) Attributes must be administered on Page 2 of this form.

|                                                          |  |                       |
|----------------------------------------------------------|--|-----------------------|
| FIBER LINK ADMINISTRATION                                |  | Page 1 of 1           |
| Fiber Link #: 1                                          |  |                       |
| ENDPOINT-1<br>(A-PNC)                                    |  | ENDPOINT-2<br>(A-PNC) |
| Board Location: _____                                    |  | Board Location: _____ |
| Board Type: xxx                                          |  | Board Type: xxx       |
| Is one endpoint remotd via a DS1 Converter Complex? ____ |  |                       |

**Screen 4-18. Fiber Link Form (Basic Administration)**

#### Duplicated Fiber Link Administration

The following fields appear when Administration of PNC Duplication is enabled on the System-Parameters Customer-Options form:

- **Fiber Link #** — Display-only field. From the command line, enter a 1- to 3-digit number to uniquely identify a switch connection in the system and its duplicate if appropriate.
- **Is one endpoint remotod via DS1 Converter Complex?** — Enter "y" to specify that a DS1 converter complex is used to remote one endpoint. If a "y" is entered, A-PNC and B-PNC DS1 Converter (DS1CONV) Attributes must be administered on Pages 2 and 3 (respectively) of the form.
- **Board Location** — Enter the cabinet, carrier, and slot that identifies the physical location of a board in the first endpoint of the duplicate fiber link. Endpoint-1's duplicate along with Endpoint-2's duplicate make up the duplicate fiber link called the B-PNC link.
- **Board Type** — Display-only field that shows the type of board in Endpoint-1. The board type in Endpoint-1 (A-PNC) and Endpoint-1 (B-PNC) must be the same.
- **DS1CONV Board Location** — Enter the cabinet, carrier, and slot that identifies the physical location of DS1 Converter circuit pack in the first endpoint of the duplicate fiber link. Endpoint-1's duplicate along with Endpoint-2's duplicate make up the duplicate fiber link called the B-PNC link.
- **DS1CONV Board Type** — Display-only field that shows the type of DS1 Converter circuit pack in Endpoint-1. The circuit pack type in Endpoint-1 (A-PNC) and Endpoint-1 (B-PNC) must be the same. This field is updated via the Change Circuit-packs command.
- **Board Location** — Enter the cabinet, carrier, and slot that identifies the physical location of a board in the second endpoint of the duplicate fiber link. Endpoint-2's duplicate along with Endpoint-1's duplicate make up the duplicate fiber link called the B-PNC link.
- **Board Type** — Display-only field that shows the type of board in Endpoint-2. The board type in Endpoint-2 (A-PNC) and Endpoint-2 (B-PNC) must be the same.
- **DS1CONV Board Location** — Enter the cabinet, carrier, and slot that identifies the physical location of DS1 Converter circuit pack in the second endpoint of the duplicate fiber link. Endpoint-2's duplicate along with Endpoint-1's duplicate make up the duplicate fiber link called the B-PNC link.
- **DS1CONV Board Type** — Display-only field that shows the type of DS1 Converter circuit pack in Endpoint-2. The circuit pack type in Endpoint-2 (A-PNC) and Endpoint-2 (B-PNC) must be the same. This field is updated via the Change Circuit-packs command.

```

add fiber-link next
FIBER LINK ADMINISTRATION
Page 1 of 3

Fiber Link #: 1
Is one endpoint remotd via DS1 Converter Complex? yes

      ENDPOINT-1                      ENDPOINT-2
      (A-PNC)                        (A-PNC)
Board Location: 01E01                Board Location: 02A01
Board Type: ei                      Board Type: ei
DS1CONV Board Location: 01B01        DS1CONV Board Location: 02B01
DS1CONV Board Type: TN574            DS1CONV Board Type: TN574

      ENDPOINT-1                      ENDPOINT-2
      (B-PNC)                        (B-PNC)
Board Location: 01D01                Board Location: 02A02
Board Type: ei                      Board Type: ei
DS1CONV Board Location: 01C01        DS1CONV Board Location: 02C01
DS1CONV Board Type: TN574            DS1CONV Board Type: TN574

```

**Screen 4-19. Fiber Link Form (Duplicated Administration)**

### DS1C Converter Complex Administration for TN574 Circuit Packs

The following DS1 Converter Complex fields appear on Page 2 when the Is one endpoint remotd via a DS1 Converter Complex field is "y".

#### NOTE:

When you administer DS1 Converter TN1654 circuit packs, different fields are displayed. Refer to the information beginning on page 4-93.

- **DS1CONV Board Location** — Enter the cabinet, carrier, and slot that identifies the physical location of the converter board connected to the first endpoint of the fiber link. This is entered on Page 1 and displayed on Page 2.
- **DS1CONV Board Type** — Display-only field that shows the type of DS1 Converter circuit pack for the first endpoint.
- **DS1CONV Board Location** — Enter the cabinet, carrier, and slot that identifies the physical location of the converter board connected to the second endpoint of the fiber link.
- **DS1CONV Board Type** — Display-only field that shows the type of DS1 Converter circuit pack for the second endpoint. This field is updated via the Change Circuit-packs command.
- **Facility Installed** — Enter "yes" in the B, C, and D columns under the DS1 Converter Facilities heading to indicate that this DS1 facility is physically installed. At least facility A must be installed within the converter complex. Default is "yes" for Facility A.

- **Passes Far-end Clock** — Enter "yes" in the B, C, and D columns under the DS1 Converter Facilities heading to indicate that this DS1 facility is suitable to be used as a clock source. If the DS1 signal does not come directly from the far end converter board or the network (such as when the signal is converted from digital to analog and then back to digital), enter "no." Default is "yes" for Facility A.

This field determines whether the DS1 converter board can use receive DS1 signal timing to time the transmit fiber signal. This is necessary for passing timing from a master PN to a slave PN across a Converter Complex.

- **Digital Data Compatible** — Enter "yes" in the B, C, and D columns under the DS1 Converter Facilities heading to indicate that this DS1 facility is suitable for transmission of digital data. (Default is "yes.") At least facility A must be suitable for transmission of digital data. If Customer Premises Equipment that alters digital data exists on this facility (such as with a channel expansion multiplexer), enter "no".
- **Line Coding** — Enter the line coding format, "ami-zcs" (default), or "ami-basic," "b8zs," or "hdb3" in the A, B, C, and D columns under the DS1 Converter Facilities heading for each DS1 facility.

When ami-zcs line coding is used, all-zero bytes are prevented from being transmitted on the DS1 facility because a 1 is arbitrarily written into the second position of each byte. Thus, if no measures are taken to prevent it, ami-zcs line coding results in data corruption. The DS1CONV board protects the packet facility (one of up to four facilities dynamically allocated by the DS1CONV board) from corruption through a special escape mechanism.

When b8zs line coding is used, it maintains DS1 facility's ones-density requirements by encoding a zero data byte into a specific unique pattern of bipolar violations on the DS1 line. The opposite end recognizes this pattern and replaces it with a zero data byte when the data is recovered at the receiving end.

 **NOTE:**

Note that although the esf framing mode and b8zs line coding are the preferable modes of operation, you should confirm that the DS1 facilities support them before selecting this line coding.

- **Framing Mode** — Enter the framing format, "esf" (default) or "d4", in the A, B, C, and D columns under the DS1 Converter Facilities heading for each DS1 facility. Default is "esf."

 **NOTE:**

The D4 format is supported by the Converter boards, but because of problems inherent with this format (specifically, inability to frame on a bit stream that contains data that emulates the D4 framing pattern), its use is discouraged.



- **DS1CONV-1 Line Compensation** — Enter the line compensation (1 to 5) in the A, B, C, and D columns under the DS1 Converter Facilities heading for each DS1 facility connected to ENDPOINT-1 (see the following table).

The DS1 line signal is pre-equalized at the transmitter so that DS1 line pulses are the correct amplitude and shape when they reach the Network Interface. The amount of equalization necessary is determined by the distance to the Network Interface (when the endpoint supplies a DSX-1 interface) and also by the type of wiring used to connect to the Network Interface. The types of wiring allowed are 22 gauge ABAM (shielded twisted pair) cable, 24 gauge Premises Distribution System (PDS) wiring, and 26 gauge PDS wiring.

| Equalizer Setting | Distance to DSX-1 Interface (feet) |            |
|-------------------|------------------------------------|------------|
|                   | 22 AWG ABAM & 24 AWG PDS           | 26 AWG PDS |
| 1                 | 1 to 133                           | 0 to 90    |
| 2                 | 133 to 266                         | 90 to 180  |
| 3                 | 266 to 399                         | 180 to 270 |
| 4                 | 399 to 533                         | 270 to 360 |
| 5                 | 533 to 655                         | 360 to 450 |

**⇒ NOTE:**

The line equalization setting defaults to 2 and remains in effect until changed by administration. Because incorrect equalizer settings cause a potentially higher error rate on the DS1 facility, it is necessary to provide the correct settings based on the distance to the Network interface.

If it is a TN574 circuit pack, the default for all facilities is 1.

- **DS1CONV-2 Line Compensation** — Enter the line compensation (1 to 5) in the A, B, C, and D columns under the DS1 Converter Facilities heading for each DS1 facility connected to ENDPOINT-2 (see the previous table). The DS1 line signal is pre-equalized at the transmitter so that DS1 line pulses are the correct amplitude and shape when they reach the Network Interface. The amount of equalization necessary is determined by the distance to the Network Interface (when the endpoint supplies a DSX-1 interface) and also by the type of wiring used to connect to the Network Interface. The types of wiring allowed are 22-gauge ABAM (shielded twisted pair) cable, 24-gauge Premises Distribution System (PDS) wiring, and 26-gauge PDS wiring.
- **Facility A Circuit ID** — This field is displayed when the value in the Facility Installed field for Facility A is “yes.” Enter up to 40 characters to identify the cabinet, carrier, and slot of the DS1 Converter circuit pack’s physical location.

Similarly, Facility B Circuit ID, Facility C Circuit ID, and Facility D Circuit ID fields are displayed for each of the DS1 Converter Facilities when "yes" is entered in the corresponding Facility Installed field.

add fiber-link next
Page 2 of 3

**FIBER LINK ADMINISTRATION**  
**A-PNC DS1 CONVERTER (DS1CONV) ATTRIBUTES**

DS1CONV Board Location: 01B01  
DS1CONV Board Type: TN574

DS1CONV Board Location: 02B01  
DS1CONV Board Type: TN574

**DS1 CONVERTER FACILITIES**

|                              | A       | B       | C       | D       |
|------------------------------|---------|---------|---------|---------|
| Facility Installed?          | yes     | no      | no      | no      |
| Passes Far-end Clock?        | yes     | yes     | yes     | yes     |
| Digital Data Compatible?     | yes     | yes     | yes     | yes     |
| Line Coding:                 | ami-zcs | ami-zcs | ami-zcs | ami-zcs |
| Framing Mode:                | esf     | esf     | esf     | esf     |
| DS1CONV-1 Line Compensation: | 1       | 1       | 1       | 1       |
| DS1CONV-2 Line Compensation: | 1       | 1       | 1       | 1       |

Facility A Circuit ID: 09876543

**Screen 4-20. Fiber Link Form for TN574 Circuit Pack (DS1 Converter Complex Administration)**

### **Duplicated DS1C Converter Complex Administration for TN574 Circuit Packs**

Page 3 appears when the Is one endpoint remotd via a DS1 Converter Complex field is 'Y' and duplication is enabled.

#### **NOTE:**

When you administer DS1 Converter TN1654 circuit packs, different fields are displayed. Refer to the information beginning on page 4-94.

For field definitions of the fields displayed on page 3 of the Fiber Link Administration form, refer back to the previous section.

add fiber-link next

Page 3 of 3

FIBER LINK ADMINISTRATION  
B-PNC DS1 CONVERTER (DS1CONV) ATTRIBUTES

DS1CONV Board Location: 01C01  
DS1CONV Board Type: TN574

DS1CONV Board Location: 02C01  
DS1CONV Board Type: TN574

DS1 CONVERTER FACILITIES

|                              | A       | B       | C       | D       |
|------------------------------|---------|---------|---------|---------|
| Facility Installed?          | yes     | no      | no      | no      |
| Passes Far-end Clock?        | yes     | yes     | yes     | yes     |
| Digital Data Compatible?     | yes     | yes     | yes     | yes     |
| Line Coding:                 | ami-zcs | ami-zcs | ami-zcs | ami-zcs |
| Framing Mode:                | esf     | esf     | esf     | esf     |
| DS1CONV-1 Line Compensation: | 1       | 1       | 1       | 1       |
| DS1CONV-2 Line Compensation: | 1       | 1       | 1       | 1       |

Facility B Circuit ID: 01112343

**Screen 4-21. Fiber Link Form for TN574 Circuit Pack (Duplicated DS1 Converter Complex Administration)**

### DS1 Converter Complex Administration for T1 TN1654 Circuit Packs

The following unique fields are displayed when administering a T1 TN1654 DS1 Converter.

- **Bit Rate** — This field is displayed when the DS1 Converter circuit pack is TN1654. Enter either “1.544” for domestic T1 operation or “2.048” for international E1 operation.



**NOTE:**

Since one bit rate applies for all facilities within the same DS1 Converter complex, the Bit Rate field is displayed only under Facility A.

- **Idle Code MSB(1) ... LSB(8)** — This field is displayed when the DS1 Converter circuit pack is TN1654. Enter 8 digits, each digit must be a “0” or a “1.” The second digit must be a “1.” Default is “11101000.” You can administer this field on a per circuit pack basis.
- **Framing Mode** — For TN1654 with 1.544 Mbps Bit Rate, this is a display only field.

add fiber-link next

Page 2 of 3

FIBER LINK ADMINISTRATION  
A-PNC DS1 CONVERTER (DS1CONV) ATTRIBUTES

DS1CONV Board Location: 01B01  
DS1CONV Board Type: TN1654

DS1CONV Board Location: 02B01  
DS1CONV Board Type: TN1654

DS1 CONVERTER FACILITIES

|                              | A        | B       | C       | D       |
|------------------------------|----------|---------|---------|---------|
| Facility Installed?          | yes      | yes     | no      | no      |
| Bit Rate:                    | 1.544    |         |         |         |
| Idle Code MSB(1)...LSB(8):   | 11101000 |         |         |         |
| Line Coding:                 | ami-zcs  | ami-zcs | ami-zcs | ami-zcs |
| Framing Mode:                |          |         |         |         |
| DS1CONV-1 Line Compensation: | 1        | 1       | 1       | 1       |
| DS1CONV-2 Line Compensation: | 1        | 1       | 1       | 1       |

Facility A Circuit ID: 09876543  
Facility B Circuit ID: 234567889

**Screen 4-22. Fiber Link Form for T1 TN1654 Circuit Pack (DS1 Converter Complex Administration)**

### Duplicated DS1 Converter Complex Administration for T1 TN1654 Circuit Packs

The following unique fields are displayed when administering a TN1654 DS1 Converter.

- **Bit Rate** — This is a display-only field for TN1654 entered on page 3 of the form. See previous section. “1.544” indicates domestic T1 operation and “2.048” indicates international E1 operation.

### DS1 Converter Complex Administration for E1 TN1654 Circuit Packs

The following unique fields are displayed when administering a T1 TN1654 DS1 Converter.

- **Bit Rate** — This field is displayed when the DS1 Converter circuit pack is TN1654. Enter either “1.544” for domestic T1 operation or “2.048” for international E1 operation.



**NOTE:**

Since one bit rate applies for all facilities within the same DS1 Converter complex, the Bit Rate field is displayed only under Facility A.

- **Idle Code MSB(1) ... LSB(8)** — This field is displayed when the DS1 Converter circuit pack is TN1654. Enter 8 digits, each digit must be a “0” or a “1.” The second digit must be a “1.” Default is “11101000.” You can administer this field on a per circuit pack basis.
- **CRC** — This field is displayed when the DS1 Converter circuit pack is TN1654 and the Bit Rate is 2.048 Mbps. Enter “yes” to receive a “yellow 2” alarm for E1 operation. Default is “no.” You can administer this field on a per circuit pack basis.
- **Line Termination** — This field is a display-only field for DS1 Converter circuit packs that are TN1654 and have a Bit Rate of 2.048 Mbps. It identifies facility connections as CEPT 75 ohm coaxial or 120 ohm CEPT twisted pair.

add fiber-link next

Page 2 of 3

FIBER LINK ADMINISTRATION  
A-PNC DS1 CONVERTER (DS1CONV) ATTRIBUTES

DS1CONV Board Location: 01B01  
DS1CONV Board Type: TN1654

DS1CONV Board Location: 02B01  
DS1CONV Board Type: TN1654

DS1 CONVERTER FACILITIES

|                            | A        | B    | C    | D    |
|----------------------------|----------|------|------|------|
| Facility Installed?        | yes      | yes  | yes  | no   |
| Bit Rate:                  | 2.048    |      |      |      |
| Idle Code MSB(1)...LSB(8): | 11101000 |      |      |      |
| Line Coding:               | hdb3     | hdb3 | hdb3 | hdb3 |
| CRC?                       | yes      |      |      |      |
| Line Termination:          |          |      |      |      |

Facility A Circuit ID: 09876543  
Facility B Circuit ID: 234567889  
Facility C Circuit ID: 434566335

**Screen 4-23. Fiber Link Form for E1 TN1654 Circuit Pack (DS1 Converter Complex Administration)**

**Duplicated DS1 Converter Complex Administration for E1 TN1654 Circuit Packs**

Refer to the previous sections for screen layout and field definitions.

add fiber-link next

Page 3 of 3

FIBER LINK ADMINISTRATION  
B-PNC DS1 CONVERTER (DS1CONV) ATTRIBUTESDS1CONV Board Location: 01C01  
DS1CONV Board Type: TN1654DS1CONV Board Location: 02C01  
DS1CONV Board Type: TN1654

## DS1 CONVERTER FACILITIES

|                            | A        | B    | C    | D    |
|----------------------------|----------|------|------|------|
| Facility Installed?        | yes      | yes  | yes  | no   |
| Bit Rate:                  | 2.048    |      |      |      |
| Idle Code MSB(1)...LSB(8): | 11101000 |      |      |      |
| Line Coding:               | hdb3     | hdb3 | hdb3 | hdb3 |
| CRC?                       | yes      |      |      |      |
| Line Termination:          |          |      |      |      |

Facility A Circuit ID: 0AABB01  
Facility B Circuit ID: 0CCDD02  
Facility C Circuit ID: 0EEFF03

## Hop Channel Assignments

---

This form is used to assign Hop Channels. The maximum number of connections that may be established between channels on the System's interface links varies depending on System configuration. Refer to Table C-1 in Appendix C, "System Capacity Limits" for the maximum values allowed per configuration.

### Administration Commands

---

Use the following administration commands to administer the Hop Channel Assignment form.

| Action  | Object                  | Qualifier <sup>1</sup>               |
|---------|-------------------------|--------------------------------------|
| change  | communication-interface | hop-channels                         |
| display | communication-interface | hop-channels ['print' or 'schedule'] |

- 
1. Brackets [ ] indicate the qualifier is optional. Single quotes ( ' ' ) indicate the text inside the quote must be entered exactly as shown or an abbreviated form of the word may be entered.

### Form Instructions

---

Observe the following when assigning hop channels:

- The Link/Chan pair must not be assigned to a local processor channel on the Processor Channel Assignments form.
- The four associated hop channel fields must be either filled in or left blank.

Make assignments as required for the following fields on each page of the form:

### Pages 1 through X of the Form

#### NOTE:

This is a two-page form for R5si configurations and a four-page form for R5r configurations.

- **Link** — Enter an interface link number in each field.
- **Chan(nel)** — This field is labeled "Channel" for R5r configurations and "Chan" for R5si configurations. Enter a channel number in each field.
- **Priority** — Displayed for R5si configurations only. Enter "high" or "low" to indicate whether the hop channel has high or low priority. Priorities should be assigned based on the operational speed of the links and the number of hops in the network channel.



**Screen 4-24. Hop Channel Assignment Form (R5r)**

To reduce repetition, Pages 2 through 4 are not shown. For a complete set of forms, refer to the "Blank Forms Package."



| HOP CHANNEL ASSIGNMENT |   |           |   |          | Page 1 of 2 |   |           |   |          |
|------------------------|---|-----------|---|----------|-------------|---|-----------|---|----------|
| Link/Chan              |   | Link/Chan |   | Priority | Link/Chan   |   | Link/Chan |   | Priority |
| -                      | - | -         | - | -        | -           | - | -         | - | -        |
| -                      | - | -         | - | -        | -           | - | -         | - | -        |
| -                      | - | -         | - | -        | -           | - | -         | - | -        |
| -                      | - | -         | - | -        | -           | - | -         | - | -        |
| -                      | - | -         | - | -        | -           | - | -         | - | -        |
| -                      | - | -         | - | -        | -           | - | -         | - | -        |
| -                      | - | -         | - | -        | -           | - | -         | - | -        |
| -                      | - | -         | - | -        | -           | - | -         | - | -        |
| -                      | - | -         | - | -        | -           | - | -         | - | -        |
| -                      | - | -         | - | -        | -           | - | -         | - | -        |
| -                      | - | -         | - | -        | -           | - | -         | - | -        |
| -                      | - | -         | - | -        | -           | - | -         | - | -        |
| -                      | - | -         | - | -        | -           | - | -         | - | -        |
| -                      | - | -         | - | -        | -           | - | -         | - | -        |
| -                      | - | -         | - | -        | -           | - | -         | - | -        |
| -                      | - | -         | - | -        | -           | - | -         | - | -        |

Screen 4-25. Hop Channel Assignment Form (R5r and R5si)

To reduce repetition, Page 2 is not shown. For a complete set of forms, refer to the "Blank Forms Package."

## **Integrated Services Digital Network — Primary Rate Interface**

---

This section contains the network-type forms and associated instructions required to implement the Integrated Services Digital Network (ISDN) - Primary Rate Interface (PRI) feature. See "Integrated Services Digital Network — Primary Rate Interface" in Chapter 3 for a complete listing of all forms and/or fields on forms that must be completed or considered when implementing ISDN-PRI. Forms such as the Dial Plan, Class of Restriction, and Feature-Related System Parameters that support both networking and other functional areas such as voice and data management may also require implementation.

ISDN-PRI provides end-to-end digital connectivity within the network and can provide national and international digital connectivity to other ISDNs that support the PRI standard. An ISDN-PRI trunk group can carry calls for various switched services and/or features such as MEGACOM 800 service, MEGACOM service, outwats, and long-distance service (LDS). Interexchange carrier calls may also be processed. The trunk group uses common channel signaling and integrated voice and data transmission.

ISDN-PRI supports the following (refer to each feature description in Chapter 3 for a complete listing of forms to be administered):

- Call by Call Service Selection feature
- Distributed Communications System connectivity
- Electronic Tandem Network (ETN) connectivity
- Generalized Route Selection feature
- ISDN Call Identification Display — Calling Party Number/Billing Number (CPN/BN)
- Administered Connection/Access Endpoint feature (supports administered connections over a Software Defined Data Network)
- Interworking (mixture of ISDN-PRI and non-ISDN-PRI trunking)
- Facility/Non-Facility Associated Signaling
- Wideband Switching (H0, H11, H12, and NxDS0)

The following ISDN-PRI forms are provided in this section.

- ISDN-PRI Trunk Group
- Network Facilities (supports the Call by Call Service Selection feature)
- ISDN private-numbering, ISDN public-unknown numbering (used by the ISDN Call Identification Display feature)
- Signaling Group (group of B-channels for which a given D-channel or D-channel pair will carry the signaling information)

## ISDN Numbering — Private

---

This form supports Private Numbering Plans (PNP). It allows you to specify the digits to be put in the Calling Number IE, Connected Number IE, and the QSIG PartyNumber for extensions in the Private Numbering Plan.

### Administration Commands

---

Use the following administration commands to administer ISDN numbering.

| Action  | Object | Qualifier         |
|---------|--------|-------------------|
| change  | isdn   | private-numbering |
| display | isdn   | private-numbering |

### Form Instructions

---

To administer the ISDN Numbering — Private form, the ISDN PRI and Private Networking fields on the System-Parameters Customer-Options form must be enabled.

**Network Level** — Enter the value of the highest regional level employed by the PNP network. Valid entries are “0”, “1”, “2”, or blank. Blank is the default. Use the following table to find the relationship between the network level and the NPI/TON encoding used in the Calling Number and/or Connected Number IEs in addition to the QSIG Party Number.

| Network Level | NPI | TON              |
|---------------|-----|------------------|
| 0             | PNP | local            |
| 1             | PNP | Regional Level 1 |
| 2             | PNP | Regional Level 2 |

#### NOTE:

If the Network Level field is left blank and “Send Calling Number:” and/or “Send Connected Number:” is set to “y” or “r” with “private” specified for the “Numbering Format:” on the ISDN-PRI Trunk Group form, the Calling Number and/or Connected Number IEs will not be sent. If the field is left blank but “private” has been specified in “Numbering Format” field on the ISDN-PRI Trunk Group form, the Identification Number (PartyNumber data type) will not be sent for QSIG PartyNumbers encoded in ASN.1-defined APDUs. In this case, the ASN.1 data type containing the PartyNumber (PresentedAddressScreened, PresentedAddressUnscreened, PresentedNumberScreened, or PresentedNumberUnscreened) will be sent marked as “PresentationRestricted” with “NULL” for the associated digits.

- **Level 2 Code** — Enter the PBX's second level regional code in the network. You can enter up to 5 numbers (0 - 9), or you can enter a blank. You can enter numbers only if the Network Level field is "2". Blank is the default for the Level 2 Code field. Administer this field carefully. The system will not check to ensure that you have entered a Level 2 Code that supports the network level you entered in the Network Level field.
- **Level 1 Code** — Enter the PBX's first level regional code in the network. You can enter up to 5 numbers (0 - 9) or you can enter a blank. You can enter a non-blank value only if the Network Level field is "1" or "2". Blank is the default for the Level 1 Code field. Administer this field carefully. The system will not check to ensure that you have entered a Level 1 Code that supports the network level you entered in the Network Level field.
- **Deleted Digits** — Enter the number of digits to be deleted from the most significant digits of local extensions prior to sending in the Calling and/or Connected Number IEs as well as the QSIG PartyNumber. This allows UDP network numbers to be converted to PNP Complete Numbers. Valid entries are "0", "1", or "2". The default is "0".

Page 1 of 1

ISDN NUMBERING - PRIVATE FORMAT

Network Level: \_  
Level 2 code: \_\_\_\_\_  
Level 1 code: \_\_\_\_\_

Deleted Digits: \_

## **ISDN Numbering — Public/ Unknown**

---

This form supports the ISDN Call Identification Display feature. The feature provides a name/number display for display-equipped stations within an ISDN-PRI network. The System uses the calling party's name/number information and displays it on the called party's display, if provided. Likewise, the called party's name/number can be displayed on the calling party's display.

The form allows you to specify the desired digits for the Calling Number IE and the Connected Number IE, in addition to the QSIG Party Number, for any extension in the Public and/or Unknown Number Plans.

The ISDN-PRI option must be enabled on the System-Parameters Customer-Options form before this form can be administered.

The ISDN Numbering — Public/Unknown form provides the following:

- It allows the calling party's number to be displayed on the called party's display and the connected party's number to be displayed at the calling party's display. The information display may be disabled for privacy reasons.
- It allows a 10-digit CPN number to be displayed instead of the calling party's number.



### **NOTE:**

If the table is not properly administered and "Send Calling Number:" and/or "Send Connected Number:" is set to "y" or "r" with "public" or "unknown" specified for the "Numbering Format:" on the ISDN-PRI Trunk Group form, the Calling Number and/or Connected Number IEs will not be sent. If the table is not administered, but "public" or "unknown" has been specified in "Send Calling Number:" and/or "Send Connected Number:" fields on the ISDN-PRI Trunk Group form, the Identification Number (PartyNumber data type) will not be sent for QSIG PartyNumbers. In this case, the ASN.1 data type containing the PartyNumber (PresentedAddressScreened, PresentedAddressUnscreened, PresentedNumberScreened, or PresentedNumberUnscreened) will be sent marked as "PresentationRestricted" with "NULL" for the associated digits.

## **Administration Commands**

---

To administer the ISDN Numbering — Public/Unknown form, the ISDN PRI field on the Page 2 of the System-Parameters Customer-Options must be set to yes. The System-Parameters Customer-Options form must be administered by an Lucent Technologies authorized representative. However, you can look at the information on the form by entering the **display system-parameters customer-options** command. You can administer the feature using the following commands.

| Action  | Object | Qualifier                |
|---------|--------|--------------------------|
| change  | isdn   | public-unknown-numbering |
| display | isdn   | public-unknown numbering |

### Form Instructions

---

Make assignments as required for the following fields.

#### Pages 1 through 8 of the Form

- **Ext Len** — Specifies the number of digits the extension can have. Enter a number from 0 to 5 that corresponds to the extension lengths allowed by the dial plan, or leave blank.
- **Ext Code** — Allows for groups of extensions to be administered. The Ext Code can be up to five digits long depending on the Ext Len field entry. The entry cannot be greater than the Ext Len field entry. For example, in the case of a 4-digit Ext Len field entry, an Ext Code of 12 is the equivalent of all extensions of the form 12xx, excluding any explicitly listed longer codes. If a code of 123 is also listed, the 12 code is equivalent of all extensions of the form 12xx except extensions of the form 123x. The coding precludes having to list all the applicable 12xx extensions. Valid entries are digits 0 through 9, "attd" for attendant, or blank.



**NOTE:**

When "0" alone is entered, the Ext Len field must be "1" and the DDD number must be 10 digits long.

- **CPN Prefix** — Specifies the number that is added to the beginning of the extension to form a 10-digit CPN number. The CPN Prefix can be a 6- to 10-digit number, or can be blank. If it is a 10-digit number, the extension number is not used to formulate the 10-digit CPN number. Only digits are allowed in the CPN Prefix column. Leading spaces, or spaces in between the digits, are not allowed.

If the number of digits in the CPN Prefix plus the extension length exceeds ten, excess leading digits of the extension are deleted when formulating the 10-digit CPN number. If the number of CPN Prefix digits plus the extension length is less than ten, the entry is disallowed except for a blank entry. If the CPN Prefix entry is left blank, no calling party number information is provided to the called party and no connected party number information is provided to the calling party.

- **Total CPN Length** — Enter the total number of digits to send. Valid entries are 0 to 15, or blank

| ISDN NUMBERING - PUBLIC/UNKNOWN FORMAT |             |               |                     |            |             |               |                     | Page 1 of 8 |
|----------------------------------------|-------------|---------------|---------------------|------------|-------------|---------------|---------------------|-------------|
| Ext<br>Len                             | Ext<br>Code | CPN<br>Prefix | Total CPN<br>Length | Ext<br>Len | Ext<br>Code | CPN<br>Prefix | Total CPN<br>Length |             |
| -                                      | _____       | _____         | ___                 | -          | _____       | _____         | ___                 |             |
| -                                      | _____       | _____         | ___                 | -          | _____       | _____         | ___                 |             |
| -                                      | _____       | _____         | ___                 | -          | _____       | _____         | ___                 |             |
| -                                      | _____       | _____         | ___                 | -          | _____       | _____         | ___                 |             |
| -                                      | _____       | _____         | ___                 | -          | _____       | _____         | ___                 |             |
| -                                      | _____       | _____         | ___                 | -          | _____       | _____         | ___                 |             |
| -                                      | _____       | _____         | ___                 | -          | _____       | _____         | ___                 |             |
| -                                      | _____       | _____         | ___                 | -          | _____       | _____         | ___                 |             |
| -                                      | _____       | _____         | ___                 | -          | _____       | _____         | ___                 |             |
| -                                      | _____       | _____         | ___                 | -          | _____       | _____         | ___                 |             |
| -                                      | _____       | _____         | ___                 | -          | _____       | _____         | ___                 |             |
| -                                      | _____       | _____         | ___                 | -          | _____       | _____         | ___                 |             |
| -                                      | _____       | _____         | ___                 | -          | _____       | _____         | ___                 |             |
| -                                      | _____       | _____         | ___                 | -          | _____       | _____         | ___                 |             |
| -                                      | _____       | _____         | ___                 | -          | _____       | _____         | ___                 |             |
| -                                      | _____       | _____         | ___                 | -          | _____       | _____         | ___                 |             |
| -                                      | _____       | _____         | ___                 | -          | _____       | _____         | ___                 |             |

**Screen 4-26. ISDN Numbering Public/Unknown Form**  
**(Page 1 of 8)**

To reduce repetition, the remaining pages of this form are not shown. For a complete set of forms, refer to the "Blank Forms Package."

## ISDN TSC Gateway Channel Assignments

---

This form is required when the switch is to act as a gateway between a switch that supports the Temporary Signaling Connections (TSC) feature and a non-TSC-compatible PBX. The gateway provides interface protocols necessary for communications to exist between a switch administered with Non-Call Associated TSCs in a Signaling Group on the ISDN side and a processor channel (BX.25) on the non-ISDN side. A NCA-TSC is a type of virtual connection established for exchanging user information messages on ISDN D-channels. There is no B-channel related to the connection.

### Administration Commands

---

Use the following administration commands to access the ISDN TSC Gateway Channel Assignments form. You may also wish to refer to the "Signaling Group" and "Processor Channel Assignment" forms.

| Action  | Object           | Qualifier <sup>1</sup> |
|---------|------------------|------------------------|
| change  | isdn tsc-gateway |                        |
| display | isdn tsc-gateway | ['print']              |

- 
1. Brackets [ ] indicate the qualifier is optional. Single quotes ( ' ') indicate the text inside the quote must be entered exactly as shown or an abbreviated form of the word may be entered.

### Form Instructions

---

Make assignments as required for the following fields on each page of the form:

- **Sig Group** — Used to indicate the Signaling Group that the NCA-TSC belongs to. Default is blank.
- **Adm'd NCA TSC Index** — Used to indicate the administered NCA-TSC that acts as one endpoint of the gateway. Default is blank.
- **Processor Channel** — Used to indicate the processor channel to which the administered NCA-TSC index will be mapped. This processor channel is used as another endpoint of the connection in this gateway assignment. The default is blank.
- **Application** — Used to indicate the feature this gateway is used for. Gateway channels can be used for DCS+ or ISDN-PRI DCS AUDIX feature. Valid entries are "audix" or "dcs"; default is blank.



Page 1 of 2

| ISDN TSC GATEWAY CHANNEL ASSIGNMENT |              |              |                      |                  |              |              |              |                      |                  |
|-------------------------------------|--------------|--------------|----------------------|------------------|--------------|--------------|--------------|----------------------|------------------|
| Sig<br>Group                        | Adm'd<br>TSC | NCA<br>Index | Processor<br>Channel | Appli-<br>cation | Sig<br>Group | Adm'd<br>TSC | NCA<br>Index | Processor<br>Channel | Appli-<br>cation |
| 1: —                                | —            |              | —                    | —                | 17: —        | —            |              | —                    | —                |
| 2: —                                | —            |              | —                    | —                | 18: —        | —            |              | —                    | —                |
| 3: —                                | —            |              | —                    | —                | 19: —        | —            |              | —                    | —                |
| 4: —                                | —            |              | —                    | —                | 20: —        | —            |              | —                    | —                |
| 5: —                                | —            |              | —                    | —                | 21: —        | —            |              | —                    | —                |
| 6: —                                | —            |              | —                    | —                | 22: —        | —            |              | —                    | —                |
| 7: —                                | —            |              | —                    | —                | 23: —        | —            |              | —                    | —                |
| 8: —                                | —            |              | —                    | —                | 24: —        | —            |              | —                    | —                |
| 9: —                                | —            |              | —                    | —                | 25: —        | —            |              | —                    | —                |
| 10: —                               | —            |              | —                    | —                | 26: —        | —            |              | —                    | —                |
| 11: —                               | —            |              | —                    | —                | 27: —        | —            |              | —                    | —                |
| 12: —                               | —            |              | —                    | —                | 28: —        | —            |              | —                    | —                |
| 13: —                               | —            |              | —                    | —                | 29: —        | —            |              | —                    | —                |
| 14: —                               | —            |              | —                    | —                | 30: —        | —            |              | —                    | —                |
| 15: —                               | —            |              | —                    | —                | 31: —        | —            |              | —                    | —                |
| 16: —                               | —            |              | —                    | —                | 32: —        | —            |              | —                    | —                |

**Screen 4-27. ISDN TSC Gateway Channel Assignment Form**

To reduce repetition, Page 2 of this form is not shown. For a complete set of forms, refer to the "Blank Forms Package."

## Interface Links

---

This form is used to identify, describe, and enable Interface Links. There is one Interface Link form per System. Interface Links provide a physical interface between the System and the other nodes in a DCS, ISDN, a Message Server Adjunct, a CMS, an ISDN Gateway adjunct (supports CPN/BN), or AUDIX.

## Administration Commands

---

Use the following administration commands to access the Interface Links form.

| Action  | Object                  | Qualifier <sup>1</sup>        |
|---------|-------------------------|-------------------------------|
| change  | communication-interface | links                         |
| display | communication-interface | links ['print' or 'schedule'] |

1. Brackets [ ] indicate the qualifier is optional. Single quotes ( ' ') indicate the text inside the quote must be entered exactly as shown or an abbreviated form of the word may be entered.

## Form Instructions

---

Make assignments as required for the following fields on the form:

- **Link** — This is a display-only field. Indicates the interface link number that connects to another node in a DCS network, a Message Server, CMS, ISDN Gateway, or AUDIX. Interface Links always terminate on a port in a PGATE board for R5r configurations or on the PI board for R5si configurations.
- **Enable** — Enter "y" to enable the link. A "n" (default) suppresses any message flow over the link.
- **Est Conn** — Displayed for R5si configurations only. Enter "y" if the System is responsible for any part of the call setup required for the link between the System and the far-end data module.

If the physical link is through a pair of MPDMs or MTDMs, then each switch terminating the link must set up a connection between its Processor Interface Data Module and MPDM/MTDM.

If the physical link is over a DS1 interface, it is possible (except for ISDN signaling links) for one switch to set up the entire connection (see Destination below). In this case, the other switch will not initiate any part of the connection between the two endpoints. Typically when using a DS1 interface, the Enable field will be set to "y" on both the originating and terminating switches but only one link between the two switches will have the Est Conn field set to "y". The originating switch is defined as having the Est Conn field set to "y".

If the link is to be used for ISDN signaling, enter "y".

- **X.25 Extension** — Displayed for R5r configurations only. Automatically displays the extension of a previously administered X.25 data module connected to the Adjunct.
- **PI Ext** — Displayed for R5si configurations only. This is the data extension assigned on the Processor Interface Data Module form. This is a display-only field. If the data module has not been administered, this field will be blank.
- **Destination Number** — Displayed for R5r configurations only. To connect the Adjunct via the cable on the back of the PGATE board, enter "external".



**NOTE:**

If a value other than "external" is used, the associated X.25 data module must have a baud rate of "switched".

This field can be left blank assuming the other side will call it; however, it is equivalent and preferable to put in the actual digits of the other side and set the Establish Connection field to "n". This allows you to identify which X.25 data module on the remote switch is expected to call this data module.

- **Prot** — Displayed for R5si configurations only. Enter the protocol type that is to be established on the link. Valid entries are "bx.25", and "isdn". Default is "bx.25".
- **Establish Connection** — Displayed for R5r configurations only. This field is displayed when a string of digits is entered in the Destination Number field. Enter "y" if the System is responsible for any part of the call setup required for the link between the System and the far-end data module.
- **Destination** — Displayed for R5si configurations only. Leave blank if the System is not involved in establishing any part of the connection (may not be a VDN extension).

For BX.25 links [allowable entries are extension number, TAC (for DS1 data link), or "eia" (link 1 only)]:



**NOTE:**

An "eia" entry is valid only for Simplex systems.

- Enter the extension number in the Digits field that is used to set up a connection or part of a connection between the local and far-end data modules for the link.
- If the BX.25 link is through a pair of PDMs or TDMs, then the extension of the PDM/TDM is used as the destination address.

- If the BX.25 link is through a DS1 interface and the local switch is establishing the connection, enter the TAC if the far-end trunk group is administered with an incoming destination (for example, the far-end data module extension). Otherwise, enter the TAC followed by the far-end data module extension.

For ISDN-PRI links:

- Enter the DS1 circuit pack address that has been previously administered as using ISDN signaling in the Brd field.

If the last channel on the DS1 circuit pack is used for Facility Associated Signaling, it cannot be administered as a member of the trunk group. A DS1 circuit pack address can only appear once as a destination address on the form. Allowable entries are the 5-character DS1 circuit pack location. The first character identifies the network (1 through 3, default is "1" if no entry); the second character identifies the carrier (A through E); the third and fourth characters identify the slot number in the carrier (01 through 20 for multi-carrier cabinets depending on carrier type or 01 through 18 for single-carrier cabinets depending on cabinet type).

- **Connected Data Module** — Displayed for R5r configurations only.
- **DTE/DCE** — Displayed for R5si configurations only. Enter "DTE" or "DCE" to define the type of interface. This field is only administrable if the Prot field is "bx.25." If one endpoint of a link is DTE, then the other must be DCE, and vice versa. The assignments must be coordinated on a network-wide level. Endpoint Switch Links are generally DTE and Tandem links are generally DCE. If both endpoints are of the same type (that is, endpoints or tandem), then the assignment of which is DTE and which is DCE is arbitrary. Typically, when using a DS1 interface, the originating switch should be administered as "DTE" and the terminating switch as "DCE." Default is DTE.
- **Identification** — Enter a 15-character name for the link. It is used for identification purposes only. It may be used to identify the destination machine or the field may be left blank.
- **Link 1 [eia] - Connected to** — Displayed only when "eia" is entered in the Destination field and applies only to Link 1. This field defines the physical characteristics of the device connected to the eia port and only refers to the physical layer of the protocol (which lines send and receive data, and so on) and not to the link layer which is controlled by the DTE/DCE field. Valid entries are "dte" and "dce" (default).
- **Clocking** — Displayed only when "eia" is entered in the Destination field and applies only to Link 1. This field sets the clocking for the physical layer of the protocol. Entering "internal" states the clocking is provided by the eia port, and "external" (default) states that clocking is provided by the other end of the link. One end of the link should be set to "internal" and the other end should be set to "external".

Page 1 of 1

| INTERFACE LINKS               |        |          |        |      |                    |     |         |                |
|-------------------------------|--------|----------|--------|------|--------------------|-----|---------|----------------|
| Link                          | Enable | Est Conn | PI Ext | Prot | Destination Digits | Brd | DTE/DCE | Identification |
| 1:                            | -      | -        |        |      |                    |     |         |                |
| 2:                            | -      | -        |        |      |                    |     |         |                |
| 3:                            | -      | -        |        |      |                    |     |         |                |
| 4:                            | -      | -        |        |      |                    |     |         |                |
| 5:                            | -      | -        |        |      |                    |     |         |                |
| 6:                            | -      | -        |        |      |                    |     |         |                |
| 7:                            | -      | -        |        |      |                    |     |         |                |
| 8:                            | -      | -        |        |      |                    |     |         |                |
| Link 1 [eia] - Connected to : |        |          |        |      | Clocking :         |     |         |                |

Screen 4-28. Interface Links Form (R5si) — Example Only

### Implementation Note

The Connected to and Clocking fields are only displayed when "eia" is entered in the Destination field.

Page 1 of 1

| INTERFACE LINKS |         |                |                    |                      |                       |                |
|-----------------|---------|----------------|--------------------|----------------------|-----------------------|----------------|
| Link            | Enabled | X.25 Extension | Destination Number | Establish Connection | Connected Data Module | Identification |
| 1:              | -       |                |                    | -                    |                       |                |
| 2:              | -       |                |                    | -                    |                       |                |
| 3:              | -       |                |                    | -                    |                       |                |
| 4:              | -       |                |                    | -                    |                       |                |
| 5:              | -       |                |                    | -                    |                       |                |
| 6:              | -       |                |                    | -                    |                       |                |
| 7:              | -       |                |                    | -                    |                       |                |
| 8:              | -       |                |                    | -                    |                       |                |
| 9:              | -       |                |                    | -                    |                       |                |
| 10:             | -       |                |                    | -                    |                       |                |
| 11:             | -       |                |                    | -                    |                       |                |
| 12:             | -       |                |                    | -                    |                       |                |
| 13:             | -       |                |                    | -                    |                       |                |
| 14:             | -       |                |                    | -                    |                       |                |
| 15:             | -       |                |                    | -                    |                       |                |
| 16:             | -       |                |                    | -                    |                       |                |

Screen 4-29. Interface Links Form (R5r) — Example Only

### Implementation Note

The Establish Connection field is only displayed when a string of digits is entered in the Destination Number field.

## Network Facilities

---

This display-only form of the Network Facilities Services/Features supports the Call by Call Service Selection feature for ISDN-PRI trunks. All administration on this form is performed by the Technical Support Center (TSC).

### Administration Commands

---

Use the following administration commands to access the Network Facilities form.

**NOTE:**

The *change* command is only available for services personnel via entry of an appropriate login and password.

| Action  | Object                                          | Qualifier <sup>1</sup> |
|---------|-------------------------------------------------|------------------------|
| change  | isdn network-facilities                         |                        |
| display | isdn network-facilities ['print' or 'schedule'] |                        |

- 
1. Brackets [ ] indicate the qualifier is optional. Single quotes ( ' ') indicate the text inside the quote must be entered exactly as shown or an abbreviated form of the word may be entered.

The Network Facilities form consists of the Predefined Services/Features listed in Table 4-4, as well as 12 additional fields for new Services/Features.

**Table 4-5. Predefined Services/Features — Network Facilities**

| Administration Mnemonic | Description                                                                                                                    |
|-------------------------|--------------------------------------------------------------------------------------------------------------------------------|
| accunet                 | ACCUNET Switched Digital Service — part of ACI (Lucent Technologies Communications ISDN) phase 2.                              |
| i800                    | International 800 Service — allows a subscriber to receive international calls without a charge to the call originating party. |
| inwats                  | INWATS — provides OUTWATS-like pricing and service for incoming calls.                                                         |
| lds                     | Long-Distance Service — part of ACI (Lucent Technologies Communications ISDN) phase 2.                                         |

*Continued on next page*

**Table 4-5. Predefined Services/Features — Network Facilities — Continued**

| <b>Administration Mnemonic</b> | <b>Description</b>                                                                                                                                                                                                                                        |
|--------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| outwats-bnd                    | OUTWATS Band-WATS — is a voice-grade service providing both voice and low speed data transmission capabilities from the user's location to defined service areas commonly referred to as bands. Currently, the widest band is 5.                          |
| megacom                        | MEGACOM service — an Lucent Technologies communications service that provides unbanded long-distance services using special access (PBX to 4ESS switch) from an Lucent Technologies communications node.                                                  |
| megacom-800                    | MEGACOM 800 service — an Lucent Technologies communications service that provides unbanded 800 service using special access (4ESS switch to PBX) from an Lucent Technologies communications node.                                                         |
| multiquest                     | AT&T MULTIQUEST Telecommunications Service — dial 700 service. A terminating users service supporting interactive voice service between callers at switched access locations and service providers directly connected to the AT&T Switched Network (ASN). |
| operator                       | Network Operator — provides access to the network operator.                                                                                                                                                                                               |
| sdn                            | Software Defined Network (SDN) — an AT&T communications offering that provides a virtual public network using the public switched network. SDN can carry voice and data between customer locations as well as off-net locations.                          |
| sddn                           | Software Defined Data Network — provides a virtual private line connectivity via the AT&T switched network (4ESS switch). Services include voice, data, and video applications. These services complement the SDN service.                                |
| sub-operator                   | Presubscribed Common Carrier Operator — provides access to the presubscribed common carrier operator.                                                                                                                                                     |
| wats-max-bnd                   | Maximum Banded Wats — a WATS-like offering for which a user's calls are billed at the highest WATS band subscribed to by the user.                                                                                                                        |

**⇒ NOTE:**

ISDN-PRI must be enabled on the System-Parameters Customer-Options form before associated fields on forms may be administered.

## Form Instructions

Make assignments as required for the following fields:

- **Name** — Contains up to 15 alphanumeric characters to specify the name of the indicated Service/Feature.
- **Facility Type** — A "0" indicates that the associated entry is a feature, and a "1" indicates the associated entry is a service. A "2" indicates that the associated entry is of type incoming. A "3" indicates that the associated entry is of type outgoing.

### ⇒ NOTE:

Types 2 and 3 can be administered if the Usage Allocation Enhancements field on the System-Parameters Customer-Options form is enabled.

- **Facility Coding** — Contains five binary values that specify the ISDN-PRI encoding value of the associated Service/Feature.

### ⇒ NOTE:

This field is not displayed if the Facility Type field is either "2" or "3".

The additional Services/Features area on the form is available for new services and features.

Page 1 of 1

| NETWORK-FACILITIES                  |          |        |              |          |        |
|-------------------------------------|----------|--------|--------------|----------|--------|
| <b>Predefined Services/Features</b> |          |        |              |          |        |
|                                     | Facility |        |              | Facility |        |
| Name                                | Type     | Coding | Name         | Type     | Coding |
| sub-operator                        | 0        | 00110  | mega800      | 1        | 00010  |
| operator                            | 0        | 00101  | megacom      | 1        | 00011  |
| outwats-bnd                         | 1        | 00001  | inwats       | 1        | 00100  |
| sdn                                 | 1        | 00001  | wats-max-bnd | 1        | 00101  |
| accunet                             | 1        | 00110  | lds          | 1        | 00111  |
| i800                                | 1        | 01000  | multiquest   | 1        | 10000  |
| <b>Additional Services/Features</b> |          |        |              |          |        |
|                                     | Facility |        |              | Facility |        |
| Name                                | Type     | Coding | Name         | Type     | Coding |
| _____                               | -        | _____  | _____        | -        | _____  |
| _____                               | -        | _____  | _____        | -        | _____  |
| _____                               | -        | _____  | _____        | -        | _____  |
| _____                               | -        | _____  | _____        | -        | _____  |
| _____                               | -        | _____  | _____        | -        | _____  |

**Screen 4-30. Network Facilities Form**



## Packet Gateway Board

---

The following form is used to administer the Packet Gateway (PGATE) board.

**NOTE:**

The PGATE form is only displayed for R5r configurations.

### Administration Commands

---

Use the following administration commands to access the PGATE form.

| Action  | Object | Qualifier                                  |
|---------|--------|--------------------------------------------|
| add     | pgate  | Enter the board cabinet, carrier, and slot |
| change  | pgate  | Enter the board cabinet, carrier, and slot |
| display | pgate  | Enter the board cabinet, carrier, and slot |
| remove  | pgate  | Enter the board cabinet, carrier, and slot |

### Form Instructions

---

Make assignments as required for the following fields on the form:

#### Page 1 of the Form

- **Board Location** — Enter five characters. The first two represent the cabinet (01 to 22). The third represents the carrier (A through E). The fourth and fifth are the slot numbers within the carrier (01 to 20 for medium cabinets, 01 to 18 for XE cabinets).
- **Name** — Enter up to 15 alphanumeric characters as the name of the adjunct with which the PGATE board communicates.
- **Application** — A display-only field indicating that the communications protocol used to transmit messages over the PGATE is "X.25".
- **External Cable Type** — A display-only field indicating that "rs232" is the type of physical interface being used between the PGATE port and the adjunct.
- **Port Configuration** — A display-only field indicating that the port is configured for "rs232" communication.

|                                                      |             |             |
|------------------------------------------------------|-------------|-------------|
| PACKET GATEWAY BOARD                                 |             | Page 1 of 1 |
| Board Location: _____                                | Name: _____ |             |
| Application: X.25                                    |             |             |
| External cable type: rs232                           |             |             |
| Port configuration: 1) rs232 2)rs232 3)rs232 4)rs232 |             |             |

**Screen 4-31. Packet Gateway Board Form**

## Processor Channel Assignment for R5r Installations

---

This form is used to assign Processor Channels to the System's interface links and hop channels for R5r configurations.

### Administration Commands

---

Use the following administration commands to administer the Processor Channel Assignment form.

| Action  | Object                  | Qualifier <sup>1</sup>                     |
|---------|-------------------------|--------------------------------------------|
| change  | communication-interface | processor channels                         |
| display | communication-interface | processor channels ['print' or 'schedule'] |

- 
1. Brackets [ ] indicate the qualifier is optional. Single quotes ( ' ' ) indicate the text inside the quote must be entered exactly as shown or an abbreviated form of the word may be entered.

### Form Instructions

---

Make assignments as required for the following fields on each page of the form:

#### Pages 1 through 8 of the Form

- **Proc Chan** — This field is display-only and indicates each of the processor channels.
- **Application** — Enter the type of application that connects to this processor channel. Valid entries are noted in the Application Entry column in Table 4-5.

**Table 4-6. R5r Processor Channel Applications**

---

| Application Entry | Processor Description              |
|-------------------|------------------------------------|
| audix             | AUDIX                              |
| cpn/bn            | CPN/BN (ISDN Gateway)              |
| dcs               | DCS                                |
| gateway           | ISDN Over PRI D-channel Gateway    |
| mis               | CMS                                |
| msaamwl           | MSA Automatic Message Waiting Lamp |
| msackl            | Switch/MSA Clock Synchronization   |

**Table 4-6. R5r Processor Channel Applications**

| Application Entry | Processor Description                |
|-------------------|--------------------------------------|
| msahlwc           | MSA High Priority Leave Word Calling |
| msallwc           | MSA Low Priority Leave Word Calling  |
| msamcs            | MSA Message Center Service           |

- **Interface Link** — Enter the interface link (1 to 16) to connect the processor channel to.
- **Interface Chan** — This field, together with the Interface Link field, identifies the link/channel pair that is associated with the local processor channel. Enter a number from 1 to 64 to identify the interface channel that is associated with the local processor channel. The Interface Link/Channel association establishes a network channel to the remote machine. (This field and the Interface Chan field must be assigned as a pair or both left blank).

**NOTE:**

Once a Link/Channel Pair is assigned on the Processor Channel Assignments form, the pair cannot be assigned on the Hop Channel Assignments form (see "Hop Channel Assignments" elsewhere in this chapter).

- **Local Port** — The port (1 to 64) on which this PBX expects the connection to be established.
- **Remote Port** — The port (1 to 64) on which the far end expects the connection to be established.

For a far end, this Remote Port entry should match the far end's Local Port entry. Generally, the local and remote port values are administrable on both ends of the connection, and it is required that the local port (administered on one end) match the remote port (administered on the other). The terms "local port" and "remote port" are called different things on different switches and adjuncts, so care must be taken to make sure the correct numbers match. In addition, the "logical channel" (sometimes called the "interface channel") must be the same at both ends of the connection.

For each application, the following table shows the expected "Application Field" value, and what values on the far end must be matched with the values on the local machine for remote port, local port, and logical channel. The specifications in the table are those used on the far end adjunct or switch. For example:

- On other switches and the AUDIX adjunct the logical channel and local and remote port values are administrable, so whatever values are administered on the far-end must be matched appropriately (see table) on the local switch.

- For CMS and the ISDN Gateway (CPN/BN) adjuncts, the logical channel is administrable through the X.25 package administration. The local port and remote port can be administered via the application (for example, CMS or ISDN Gateway) package.
- On the 3B2 messaging server adjunct (MSA) five processor channels (for each of the five different "msa" application types) must be administered. The logical channel and remote port are dictated by the application field. Only the message server number is administrable (to indicate which of the 7 possible message servers this is) on the MSA itself. The local port depends upon the MSA number (to indicate the port the MSA will direct the connection to). The values shown in the next table are for MSAs numbered 1 through 7, respectively.

| Application  | Application Held Value | Logical Channel Value | Local Port Value       | Remote Port Value |
|--------------|------------------------|-----------------------|------------------------|-------------------|
| System 75    | dcs                    | IF chan. no.          | remote proc. chan. no. | proc. chan. no.   |
| Definity G1  | dcs                    | IF chan. no.          | remote proc. chan. no. | proc. chan. no.   |
| Definity G3i | dcs                    | IF chan. no.          | remote proc. chan. no. | proc. chan. no.   |
| System 85    | dcs                    | IF chan. no.          | remote port no.        | local port no.    |
| Definity G2  | dcs                    | IF chan. no.          | remote port no.        | local port no.    |
| Definity G3r | dcs                    | IF chan. no.          | remote port no.        | local port no.    |
| AUDIX        | audix                  | logical chan. no.     | switch port no.        | audix port no.    |
| CMS          | mis                    | logical chan. no.     | remote port no.        | local port no.    |
| ISDN Gateway | cpn/bn                 | logical chan. no.     | remote port no.        | local port no.    |
| MSA          | msamcs                 | 1                     | 1,10,15,30,38,46,54    | 1                 |
| MSA          | msahlwc                | 2                     | 2,11,16,31,39,47,55    | 2                 |
| MSA          | msallwc                | 3                     | 3,12,17,32,40,48,56    | 3                 |
| MSA          | msaamwl                | 4                     | 4,13,18,33,41,49,57    | 4                 |
| MSA          | msaclk                 | 8                     | 8,9,14,19,37,45,53     | 8                 |

- **Adjunct Name** — The AUDIX or MSA Application chooses which Adjunct this processor channel is communicating with (names are from the Adjunct Names form).
- **Machine-ID** — Enter the Machine ID number (1 to 99, or blank) associated with the port if the Application field is "dcs", "audix", or "cpn/bn". When supporting AUDIX, the Machine ID must agree with the AUDIX field entry on the AUDIX System Translations — Switch-Connection form (part of AUDIX translations). Typically, with just one AUDIX, this entry is "1".

|      |             | PROCESSOR |       | CHANNEL | ASSIGNMENT |       | Page 1 of 8 |
|------|-------------|-----------|-------|---------|------------|-------|-------------|
| Proc | Application | Interface | Local | Remote  | Adjunct    |       |             |
| Chan |             | Link      | Chan  | Port    | Port       | Name  | Machine-ID  |
| 1:   | _____       | —         | —     | —       | —          | _____ | —           |
| 2:   | _____       | —         | —     | —       | —          | _____ | —           |
| 3:   | _____       | —         | —     | —       | —          | _____ | —           |
| 4:   | _____       | —         | —     | —       | —          | _____ | —           |
| 5:   | _____       | —         | —     | —       | —          | _____ | —           |
| 6:   | _____       | —         | —     | —       | —          | _____ | —           |
| 7:   | _____       | —         | —     | —       | —          | _____ | —           |
| 8:   | _____       | —         | —     | —       | —          | _____ | —           |
| 9:   | _____       | —         | —     | —       | —          | _____ | —           |
| 10:  | _____       | —         | —     | —       | —          | _____ | —           |
| 11:  | _____       | —         | —     | —       | —          | _____ | —           |
| 12:  | _____       | —         | —     | —       | —          | _____ | —           |
| 13:  | _____       | —         | —     | —       | —          | _____ | —           |
| 14:  | _____       | —         | —     | —       | —          | _____ | —           |
| 15:  | _____       | —         | —     | —       | —          | _____ | —           |
| 16:  | _____       | —         | —     | —       | —          | _____ | —           |

**Screen 4-32. R5r Processor Channel Assignment Form**  
**(Page 1 of 8)**

To reduce repetition, Pages 2 through 8 of this form are not shown. For a complete set of forms, refer to the "Blank Forms Package."

## Processor Channel Assignment for R5si Installations

---

Used to assign Processor Channels to the System's interface links for R5si configurations.

### Administration Commands

---

Use the following administration commands to administer the Processor Channel Assignment form.

| Action  | Object                  | Qualifier <sup>1</sup>                     |
|---------|-------------------------|--------------------------------------------|
| change  | communication-interface | processor channels                         |
| display | communication-interface | processor channels ['print' or 'schedule'] |

- 
1. Brackets [ ] indicate the qualifier is optional. Single quotes ( ' ') indicate the text inside the quote must be entered exactly as shown or an abbreviated form of the word may be entered.

### Form Instructions

---

Make assignments as required for the following fields on each page of the form:

#### Pages 1 through 4 of the Form

- **Proc Chan** — This field is display-only and indicates each of the 64 processor channels.
- **Appl.** — Enter the type of application that connects to this processor channel. Valid entries are noted in the Entry column in the "Processor Channel Applications" table that follows.



**NOTE:**

MSA applications, if administered, must be assigned to fixed processor and remote processor (MSA) channels (1, 2, 3, 4, and 8, respectively) as shown on the table. Therefore, it is recommended that channels 1, 2, 3, 4, and 8 be reserved for Messaging Server Adjunct (MSA) connectivity since the MSA uses fixed channel numbers.



**NOTE:**

Channel 10 should be reserved for MIS and Channel 59 for AUDIX.

When the Management Information System (MIS) adjunct processor is a Messaging Server Adjunct, the Appl field must be "msamis". For MIS 3B adjunct processors, the Appl field is set to "mis".

If the Appl field is administered as "isdn", then no other channels may use the interface link specified for this processor channel. A link used for ISDN-PRI cannot be multiplexed to provide other applications.

When "OCM" is used, the associated interface link may be used to interface either an Outbound Call Management (OCM) adjunct or and ISDN Gateway adjunct (supports CPN/BN applications) but not both.

If a processor channel is not assigned, leave this field blank.

**Table 4-7. R5si Processor Channel Applications**

| <b>Appl.<br/>Entry</b> | <b>Processor Description</b>         | <b>Channel</b> | <b>Priority</b> |
|------------------------|--------------------------------------|----------------|-----------------|
| audix                  | AUDIX                                | 59             | high (h)        |
| dcs                    | DCS                                  | -              | high (h)        |
| isdn                   | ISDN-PRI                             | -              | high            |
| mis                    | MIS                                  | 10             | low (l)         |
| msaamwl                | MSA Automatic Message Waiting Lamp   | 4              | low (l)         |
| msackl                 | Switch/MSA Clock Synchronization     | 8              | high (h)        |
| msahlwc                | MSA High Priority Leave Word Calling | 2              | high (h)        |
| msallwc                | MSA Low Priority Leave Word Calling  | 3              | low (l)         |
| msamcs                 | MSA Message Center Service           | 1              | high (h)        |
| msamis                 | MSA/MIS                              | -              | low (l)         |
| OCM                    | Outbound Call Management             | -              | high            |

- **Interface Link** — Enter a number from 1 to 8 for multi-carrier cabinets (1 to 4 for single-carrier cabinets) to identify the interface link/channel pair used to establish a connection to the remote machine. (This field and the Interface Chan field must be assigned as a pair or both left blank except when the Appl field is "isdn".) This is the link number assigned on the Processor Interface Data Module form.
- **Interface Chan** — This field, together with the Interface Link field, identifies the link/channel pair that is associated with the local processor channel. Enter a number from 1 through 64 to identify the interface channel that is associated with the local processor channel. The Interface Link/Channel association establishes a network channel to the remote machine. (This field and the Interface Chan field must be assigned as a pair or both left blank except when the Appl field is "isdn".)

Once a Link/Channel Pair is assigned on the Processor Channel Assignments form, the pair cannot be assigned on the Hop Channel Assignments form (see "Hop Channel Assignments" in this chapter).



- **Priority** — Enter "h" (high) or "l" (low) to indicate the priority of this processor channel. High-priority channels have precedence over the low-priority channels. Assignments should be made based on the operational speed of the links and the number of hops in the network channel. Enter the appropriate priority (as per the "Processor Channel Applications" table).
- **Remote Proc Chan** — Cannot be assigned when the Appl field is "isdn". Enter the processor channel number (1 through 64) of the remote switch that connects to the local processor channel.
- **Machine-ID** — Enter the Machine ID number associated with the port if the Appl field is "dcs", "audix", or "ocm"; otherwise, leave this field blank. Machine-IDs are administered as part of the Uniform Dial Plan (UDP). Valid entries are 1 through 99 or leave blank. When supporting AUDIX, the Machine ID must agree with the AUDIX field entry on the AUDIX Data Link form (part of AUDIX translations). Typically, with just one AUDIX, this entry is "1".

Page 1 of 4

| PROCESSOR CHANNEL ASSIGNMENT |       |                   |      |          |                     |            |
|------------------------------|-------|-------------------|------|----------|---------------------|------------|
| Proc<br>Chan                 | Appl. | Interface<br>Link | Chan | Priority | Remote<br>Proc Chan | Machine-ID |
| 1:                           | _____ | —                 | —    | _____    | —                   | —          |
| 2:                           | _____ | —                 | —    | _____    | —                   | —          |
| 3:                           | _____ | —                 | —    | _____    | —                   | —          |
| 4:                           | _____ | —                 | —    | _____    | —                   | —          |
| 5:                           | _____ | —                 | —    | _____    | —                   | —          |
| 6:                           | _____ | —                 | —    | _____    | —                   | —          |
| 7:                           | _____ | —                 | —    | _____    | —                   | —          |
| 8:                           | _____ | —                 | —    | _____    | —                   | —          |
| 9:                           | _____ | —                 | —    | _____    | —                   | —          |
| 10:                          | _____ | —                 | —    | _____    | —                   | —          |
| 11:                          | _____ | —                 | —    | _____    | —                   | —          |
| 12:                          | _____ | —                 | —    | _____    | —                   | —          |
| 13:                          | _____ | —                 | —    | _____    | —                   | —          |
| 14:                          | _____ | —                 | —    | _____    | —                   | —          |
| 15:                          | _____ | —                 | —    | _____    | —                   | —          |
| 16:                          | _____ | —                 | —    | _____    | —                   | —          |

**Screen 4-33. R5si Processor Channel Assignment Form**  
(Page 1 of 4)

To reduce repetition, Pages 2 through 4 of this form are not shown. For a complete set of forms, refer to the "Blank Forms Package."

## Signaling Group

---

This form is used to identify groups of ISDN DS1 interface B-channels for which a given D-channel or D-channel pair will carry associated signaling information. The Non-Facility Associated Signaling (NFAS) feature allows a D-channel to convey signaling information for B-channels that are located on DS1 facilities other than the one containing the D-channel. With NFAS, a signaling group does not necessarily correspond to a single DS1 interface. The Signaling Group form is administered to show how B-channels and D-channels are related.

The Signaling Group form also supports the Facility Associated Signaling feature. The form is used to establish the fact that a D-channel will carry signaling information for all B-channels on its associated DS1 interface and for no others.

In addition, the form is used to administer Temporary Signaling Connections (TSC) used in support of DCS Over ISDN-PRI D-channel (includes ISDN-PRI D-channel DCS AUDIX).

## Administration Commands

---

Use the following administration commands to administer the Signaling Group form.

| Action  | Object          | Qualifier <sup>1</sup>        |
|---------|-----------------|-------------------------------|
| add     | signaling-group | 1-MAX or 'next'               |
| change  | signaling-group | 1-MAX                         |
| display | signaling-group | 1-MAX ['print' or 'schedule'] |
| list    | signaling-group | 1-MAX ['print' or 'schedule'] |
| remove  | signaling-group | 1-MAX                         |

- 
1. Brackets [ ] indicate the qualifier is optional. Single quotes ( ' ' ) indicate the text inside the quote must be entered exactly as shown or an abbreviated form of the word may be entered. MAX is the maximum number available in your system configuration. Refer to Table C-1 in Appendix C, "System Capacity Limits".

## Form Instructions

---

Make assignments as required for the following fields on each page of the form:

- **Group Number** — Display-only field when the form is accessed using an administration command such as *display* or *change*. Enter a group number when completing a paper form.

- **Associated Signaling** — Enter "y" (default) to indicate Facility Associated Signaling (FAS) or "n" to indicate Non-Facility Associated Signaling. (As stated earlier, for FAS the D-channel can only carry signaling information for B-channels located on the same DS1 circuit pack).
- **Primary D-channel** — Enter a 6- to 7-character port number associated with the DS1 Interface circuit pack port:

The entry breaks down as follows:

| Characters | Meaning        | Value                |
|------------|----------------|----------------------|
| 1-2        | Cabinet Number | 01 through 44 (R5r)  |
|            |                | 01 through 03 (R5si) |
|            |                | 01 (R5vs)            |
| 3          | Carrier        | A through E          |
| 4-5        | Slot Number    | 01 through 20        |
| 6-7        | Port           | 16 or 24             |

The port number is used to assign the primary D-channel in the Signaling Group. For 24-channel facilities, the 24th port is assigned as the D-channel. For 32-channel facilities, the 16th port is assigned as the D-channel. Default is blank.

- **Secondary D-channel** — Displayed when Associated Signaling is "n" (indicates NFAS). Enter a 6- to 7-character port number associated with the DS1 Interface circuit pack port used for secondary D-channel signaling:

The entry breaks down as follows:

| Characters | Meaning        | Value                |
|------------|----------------|----------------------|
| 1-2        | Cabinet Number | 01 through 44 (R5r)  |
|            |                | 01 through 03 (R5si) |
|            |                | 01 (R5vs)            |
| 3          | Carrier        | A through E          |
| 4-5        | Slot Number    | 01 through 20        |
| 6-7        | Port           | 16 or 24             |

The port number is used to assign the secondary D-channel in the Signaling Group. For 24-channel facilities, the 24th port is assigned as the D-channel. For 32-channel facilities, the 16th port is assigned as the D-channel. Default is blank.

- **Max Number of NCA TSC** — The maximum number of simultaneous Non-Call Associated Temporary Signaling Connections (NCA-TSCs) that can exist in the Signaling Group. This number includes all NCA-TSCs that

are administered on this form and those NCA-TSCs that tandem through the switch in-route to another switch in the network. Refer to Table C-1 in Appendix C, "System Capacity Limits" for maximum values allowed for each System configuration. Default is 0.

- **Max number of CA TSC** — The maximum number of simultaneous Call Associated Temporary Signaling Connections (CA-TSCs) that can exist in the Signaling Group. Typically, the number of ISDN-PRI trunk group members controlled by the Signaling Group. Default is 0.
- **Trunk Group For NCA TSC** — The ISDN-PRI trunk group number whose incoming call handling table will be used to handle incoming NCA-TSCs through the signaling group. Enter the assigned ISDN-PRI trunk group number whose call handling table will be used to route the incoming NCA TSCs. Default is blank.
- **Trunk Group for Channel Selection** — Enter the assigned trunk group number. Default is blank.
- **Trunk Brd** — Displayed when Associated Signaling is "n" (indicates NFAS). Enter a 5-character DS1 Interface circuit pack number that has trunk members belonging to this Signaling Group:

The entry breaks down as follows:

| Characters | Meaning        | Value                |
|------------|----------------|----------------------|
| 1-2        | Cabinet Number | 01 through 44 (R5r)  |
|            |                | 01 through 03 (R5si) |
|            |                | 01 (R5vs)            |
| 3          | Carrier        | A through E          |
| 4-5        | Slot Number    | 01 through 20        |

Default is blank.

- **Interface ID** — Displayed when Associated Signaling is "n" (indicates NFAS). Enter an interface ID for the corresponding DS1 Interface circuit pack. In an NFAS Signaling Group, an Interface ID must be assigned to each DS1 facility so that it can be referenced by both interfacing switches. When a call is established between switches, the Interface ID at each end is used to determine which B-channel is to be used to establish the call. The Interface ID numbers on both ends must be the same.

### Pages 2 through 5 of the Form

- **Service/Feature** — The service type for all administered NCA-TSCs assigned in this Signaling Group. Valid entries are: "accunet", "i800", "inwats", "lds", "mega800", "megacom", "multiquest", "nca-tsc", "operator", "sdn", "sub-operator", "wats-max-bnd", and [user-defined services]. Default is blank.

- **As-needed Inactivity Time-out (min)** — The inactivity time-out for as-needed NCA-TSCs assigned in the Signaling Group. An as-needed administered NCA-TSC staying inactive in this time period will be removed from service. Default is blank.
- **TSC Index** — Display-only field. Specifies the administered NCA-TSCs assigned. The administered NCA TSC index represents one DCS or DCS AUDIX logical channel connecting any two PBXs. The Index number ranges from 1 to 64.
- **Local Ext** — Used to assign an extension on the switch to the administered NCA-TSC. Enter an unassigned extension number.



**NOTE:**

The extension cannot be previously assigned to another administered NCA-TSC, station, or data module, and so on.

- **Enabled** — Enter 'y' to enable the administered NCA-TSC.
- **Establish** — Used to indicate the strategy for establishing this administered NCA-TSC. An entry of "permanent" means that the administered NCA-TSC can be established by either the near end or the far end. An entry of "as-needed" means the administered NCA-TSC will be established the first time the administered NCA-TSC is needed. It can be set up either by the near end or far end switch. Valid entries are "permanent" and "as-needed". Default is blank.
- **Dest. Digits** — Used to route the administered NCA-TSC to the far end switch. Valid entries are digits 0 through 9 and the "+", "\*", and "#" special characters, and can include up to 15 digits. Default is blank.



**NOTE:**

These digits are sent as entered to the far end; no routing or other digit manipulation is performed.

- **Appl.** — Specifies the application this administered NCA-TSC is going to be used for. Valid entries are "audix", "dcs", and "gateway". The "audix" entry is used for ISDN-PRI D-channel DCS AUDIX feature. The "dcs" entry is used for the DCS Over ISDN-PRI D-channel feature. The "gateway" entry is used when the administered NCA-TSC will be used as one end in the gateway channel connecting to a BX.25 link. If "gateway" is entered, then the ISDN TSC Gateway Channel Assignments form must be completed. Default is blank.
- **Adjunct Name** — Only displayed for R5r configurations. Displayed when the Appl. field is "audix". Enter the name of the AUDIX as it appears on the "Adjunct Names" form.
- **Machine ID** — Used to indicate the far end PBX or the AUDIX machine this administered NCA-TSC is to be connected to. Default is blank.

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SIGNALING GROUP

Group Number : \_ Associated Signaling? n Max number of NCA TSC: \_  
Primary D-Channel: \_\_\_\_\_ Max number of CA TSC: \_  
Secondary D-Channel: \_\_\_\_\_ Trunk Group for NCA TSC: \_  
Trunk Group for Channel Selection: \_\_\_\_\_

| Trunk Brd | Interface ID | Trunk Brd | Interface ID |
|-----------|--------------|-----------|--------------|
| 1: _____  | _____        | 11: _____ | _____        |
| 2: _____  | _____        | 12: _____ | _____        |
| 3: _____  | _____        | 13: _____ | _____        |
| 4: _____  | _____        | 14: _____ | _____        |
| 5: _____  | _____        | 15: _____ | _____        |
| 6: _____  | _____        | 16: _____ | _____        |
| 7: _____  | _____        | 17: _____ | _____        |
| 8: _____  | _____        | 18: _____ | _____        |
| 9: _____  | _____        | 19: _____ | _____        |
| 10: _____ | _____        | 20: _____ | _____        |

**Screen 4-34. Signaling Group Form (Page 1 of 5)**

### Implementation Note

The Secondary D-channel, Trunk Brd, and Interface ID fields are only displayed if the Associated Signaling field is "n" (indicates NFAS).

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ADMINISTERED NCA TSC ASSIGNMENT

Service/Feature: \_\_\_\_\_ As-needed Inactivity Time-out (min): \_

| TSC Index | Local Ext. | Enabled | Established | Dest. Digits | Appl. | Adj. Name | Mach. ID |
|-----------|------------|---------|-------------|--------------|-------|-----------|----------|
| 1:        | _____      | _____   | _____       | _____        | _____ | _____     | _____    |
| 2:        | _____      | _____   | _____       | _____        | _____ | _____     | _____    |
| 3:        | _____      | _____   | _____       | _____        | _____ | _____     | _____    |
| 4:        | _____      | _____   | _____       | _____        | _____ | _____     | _____    |
| 5:        | _____      | _____   | _____       | _____        | _____ | _____     | _____    |
| 6:        | _____      | _____   | _____       | _____        | _____ | _____     | _____    |
| 7:        | _____      | _____   | _____       | _____        | _____ | _____     | _____    |
| 8:        | _____      | _____   | _____       | _____        | _____ | _____     | _____    |
| 9:        | _____      | _____   | _____       | _____        | _____ | _____     | _____    |
| 10:       | _____      | _____   | _____       | _____        | _____ | _____     | _____    |
| 11:       | _____      | _____   | _____       | _____        | _____ | _____     | _____    |
| 12:       | _____      | _____   | _____       | _____        | _____ | _____     | _____    |
| 13:       | _____      | _____   | _____       | _____        | _____ | _____     | _____    |
| 14:       | _____      | _____   | _____       | _____        | _____ | _____     | _____    |
| 15:       | _____      | _____   | _____       | _____        | _____ | _____     | _____    |
| 16:       | _____      | _____   | _____       | _____        | _____ | _____     | _____    |

**Screen 4-35. Signaling Group Form (Page 2 of 5)**

### **Implementation Notes**

---

To reduce repetition, Pages 3 through 5 of this form are not shown. For a complete set of forms, refer to the "Blank Forms Package."

The Adj Name field applies only to R5r configurations and is displayed when the Appl field is "audix".

## Synchronization Plan

---

Used to assign primary and secondary external synchronization sources. This provides synchronization between the switch and digital facilities that the switch is connected to. When the switch is connected to digital facilities, the switch (both Processor Cabinets and Expansion Cabinets) must be synchronized to the incoming data rate of 8,000 frames per second. This timing information reference may be derived from DS1 facilities or from a Stratum 3 external clock. Loss of the reference signal, excessive phase changes, and variation in timing frequency can cause loss of data or dropped data connections. When no external digital facilities, including Stratum 3 external clocks, are present or when a switch is the "master" node of a network providing timing to the rest of the network, the timing can come from an oscillator on the switch's tone/clock circuit pack.

**NOTE:**

The Synchronization Plan may not be required for some digital connections. The switch's internal clock may suffice.

### Administration Commands

---

Use the following administration commands to administer the Synchronization Plan form.

| Action  | Object          | Qualifier <sup>1</sup>  |
|---------|-----------------|-------------------------|
| change  | synchronization | —                       |
| display | synchronization | ['print' or 'schedule'] |

1. Brackets [ ] indicate the qualifier is optional. Single quotes ( ' ') indicate the text inside the quote must be entered exactly as shown or an abbreviated form of the word may be entered.

### Form Instructions

---

Make assignments as required for the following fields on each page of the form:

#### Page 1 of the Form

- **Stratum** — Enter the stratum level to be used for synchronization. Valid entries are "3" or "4" (default).

**NOTE:**

Stratum 3 capability is only possible when using a TN780 Tone Clock circuit pack.

- **Port Network** — Displayed when the Stratum field is "3". This is a display-only field.



- **Primary** — Only displayed when the Stratum field entry is "4". Note that the Primary and Secondary synchronization sources (DS1 facilities) must be on the same Port Cabinet (that is, PPN, EPN1, or EPN3). Enter a 4- or 5-character DS1 circuit pack location number for the DS1 circuit pack that will function as the primary synchronization source.

The entry breaks down as follows:

| Characters | Meaning        | Value                |
|------------|----------------|----------------------|
| 1-2        | Cabinet Number | 01 through 44 (R5r)  |
|            |                | 01 through 03 (R5si) |
|            |                | 01 (R5vs)            |
| 3          | Carrier        | A through E          |
| 4-5        | Slot Number    | 01 through 20        |

A blank entry means no external source. The clock circuit pack's internal source is the implicit last choice. Only one switch in the network can function as the primary synchronization source.

- **Secondary** — Only displayed when the Stratum field entry is "4". Note that the Primary and Secondary synchronization sources (DS1 facilities) must be on the same Port Cabinet (that is, PPN, EPN1, or EPN3). Enter a 4- or 5-character DS1 circuit pack location number for the DS1 circuit pack that will function as a secondary synchronization source.

The entry breaks down as follows:

| Characters | Meaning        | Value                |
|------------|----------------|----------------------|
| 1-2        | Cabinet Number | 01 through 44 (R5r)  |
|            |                | 01 through 03 (R5si) |
|            |                | 01 (R5vs)            |
| 3          | Carrier        | A through E          |
| 4-5        | Slot Number    | 01 through 20        |

The system will automatically select the secondary circuit pack if the primary circuit has a failure.

### Pages 1 through X of the Form



**NOTE:**

This is a two-page form for R5si configurations and a six-page form for R5r configurations.

- **Location/Name/Slip** — Only displayed if the Stratum field entry is "4". Identifies the location, name, and slip detection parameter for each DS1 circuit pack administered via the DS1 Circuit Pack form. These fields are display-only.

Instructions for administering a DS1/DMI interface are provided in *AT&T Generic 1 and System 75 and System 85 DS1/DMI/ISDN-PRI Interface Service Manual*, 555-025-101.

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**SYNCHRONIZATION PLAN**  
SYNCHRONIZATION SOURCE (DS1 circuit pack location)  
Stratum: \_  
Port Network: \_  
Primary: \_\_\_\_ Secondary: \_\_\_\_

| Location | Name  | Slip | Location | Name  | Slip |
|----------|-------|------|----------|-------|------|
| _____    | _____ | -    | _____    | _____ | -    |
| _____    | _____ | -    | _____    | _____ | -    |
| _____    | _____ | -    | _____    | _____ | -    |
| _____    | _____ | -    | _____    | _____ | -    |
| _____    | _____ | -    | _____    | _____ | -    |
| _____    | _____ | -    | _____    | _____ | -    |
| _____    | _____ | -    | _____    | _____ | -    |

NOTE: TN722B & TN464B DS1 sources result in stratum 4, type II synchronization

**Screen 4-36. Synchronization Plan Form (Page 1 of X)**

### **Implementation Notes**

---

To reduce repetition, the remaining pages of this form are not shown. For a complete set of forms, refer to the "Blank Forms Package".

The Port Network field is only displayed when Stratum is "3."

The Primary and Secondary fields are only displayed when Stratum is "4."

This is a six-page form for R5r configurations and a two-page form for R5si configurations.

## Toll Analysis

---

**⇒ NOTE:**

The Toll List associated with this form has neither relationship nor interaction with the "ARS Toll Table" described earlier in Chapter 4.

This form is used to associate dialed strings to the System's Restricted Call List (RCL), Unrestricted Call List (UCL), and Toll List. In addition, dialed strings can be associated with the CDR Forced Entry of Account Codes feature (calls from facilities whose COR is administered to include Forced Entry of Account Codes will be required to include an account code. For more information, see "CDR Account Code Dialing" in *DEFINITY ECS Release 5 Feature Description*).

**⇒ NOTE:**

To maximize System security, it is recommended that toll calling areas be restricted as much as possible through the use of the RCL (Restricted Call List) and Toll List fields on this form.

### Administration Commands

---

Use the following administration commands to administer the Toll Analysis form.

| Action  | Object                           | Qualifier <sup>1</sup>                                                     |
|---------|----------------------------------|----------------------------------------------------------------------------|
| change  | toll                             | Enter digits between 0-9, 'x', or 'X' ['min' 1-23]                         |
| display | toll                             | Enter digits between 0-9, 'x', or 'X' ['min' 1-23] ['print' or 'schedule'] |
| list    | toll toll-list                   | ['start' dialed-string] ['count' (1-1000)] ['print' or 'schedule']         |
| list    | toll all                         | ['start' dialed-string] ['count' (1-1000)] ['print' or 'schedule']         |
| list    | toll restricted-call             | ['start' dialed-string] ['count' (1-1000)] ['print' or 'schedule']         |
| list    | toll unrestricted-call<br>[1-10] | ['start' dialed-string] ['count' (1-1000)] ['print' or 'schedule']         |

- 
1. Brackets [ ] indicate the qualifier is optional. Single quotes ( ' ') indicate the text inside the quote must be entered exactly as shown or an abbreviated form of the word may be entered.

## Form Instructions

---

Make assignments as required for the following fields on the form:

- **Percent Full** — This is a 3-character display-only field. The field displays the percentage of the system memory resources that are being used. A common pool of memory resources is shared between the ARS/AAR Digit Conversion, ARS/AAR Digit Analysis, and Toll Analysis Tables. If the Percent Full display indicates that the common pool of memory resources is in jeopardy of becoming full (100%), perform any of the following to "free-up" resources:
  - Delete unnecessary entries from any of the shared resources tables.
  - Utilize the RHNPA table for 6-digit ARS routing.
  - Reduce dialed string field entries to the shortest possible length that accomplishes the desired function.
- **Dialed String** — Enter up to an 18-character dialed digit string. Valid entries include the digits 0 through 9 and the wildcard character "x" or "X". The wildcard letter "x" or "X" may be used to substitute for any digit in the string. A Dialed String, when entered, must be associated with at least one RCL, UCL, CDR Forced Entry Account Code (CDR FEAC), or Toll List.
- **Min** — Enter the minimum number of digits to collect (1 to 18). The user can actually dial up to 23 digits (match is on first 18). Default is blank.
- **Max** — Enter the maximum digits to collect. The value must be greater than or equal to the Min value. Default is blank.
- **RCL** — Enter "x" to assign the Dialed String to the Restricted Call List (RCL). Default is blank. All entries of "x" and their associated dialed strings are referred to as the System's Restricted Call List. The RCL can be assigned to any COR. A call attempt from a facility whose COR is marked as being associated with the RCL and whose dialed string matches a RCL dialed string field will be denied. The caller will receive intercept treatment.
- **Toll List** — Enter "X" to assign the Dialed String to the Toll List. Default is blank. All entries of "x" and their associated dialed strings are referred to as the System's Toll List. The Toll List is a list of dialed strings used for toll restriction analysis.

When a user calls from a facility whose COR has a Calling Party Restriction of "all-toll" or "tac-toll", the System checks the Toll Analysis form for the user's dialed string. If a match occurs and the Toll List field is "x", the call will be denied unless the string is also associated with an Unrestricted Call List that is also assigned the facility's COR. Refer to the "COR" instructions in this chapter for definitions of the Calling Party Restrictions. Also refer to the "Unrestricted Call List" field description for additional information about UCLs.

**NOTE:**

Toll analysis can ignore IXC codes and/or the toll prefix to find a match.

Table 4-8 shows the System's default toll list assignments.

**Table 4-8. Default Toll List Assignments**

| Dialed String | Min | Max | Toll List |
|---------------|-----|-----|-----------|
| 0             | 1   | 23  | x         |
| 1             | 4   | 23  | x         |
| 20            | 10  | 10  | x         |
| 21            | 10  | 10  | x         |
| 30            | 10  | 10  | x         |
| 31            | 10  | 10  | x         |
| 40            | 10  | 10  | x         |
| 41            | 10  | 10  | x         |
| 50            | 10  | 10  | x         |
| 51            | 10  | 10  | x         |
| 60            | 10  | 10  | x         |
| 61            | 10  | 10  | x         |
| 70            | 10  | 10  | x         |
| 71            | 10  | 10  | x         |
| 80            | 10  | 10  | x         |
| 81            | 10  | 10  | x         |
| 90            | 10  | 10  | x         |
| 91            | 10  | 10  | x         |

- **CDR FEAC** — Enter "x" to assign the dialed string to the CDR Forced Entry of Account Code feature. Default is blank. Users who place calls from facilities whose COR is marked as being associated with Forced Entry of Account Codes and whose dialed string matches an CDR FEAC dialed string field will be required to enter an account code before the call will complete.
- **Unrestricted Call List** — Enter "x" in the appropriate field to assign the dialed string to one of the System's Unrestricted Call Lists (UCL). Default is blank for all fields.

A UCL (up to 10 in the System) is a list of dialed strings that can be dialed from a facility whose COR assignment includes the UCL List number. The UCL number or numbers are assigned on appropriate COR forms and associate the COR with the UCL List(s). A toll call from a facility that is "all-toll" restricted, for example, will complete if the facilities COR is associated with a UCL whose dialed string field matches the dialed number.

**⇒ NOTE:**

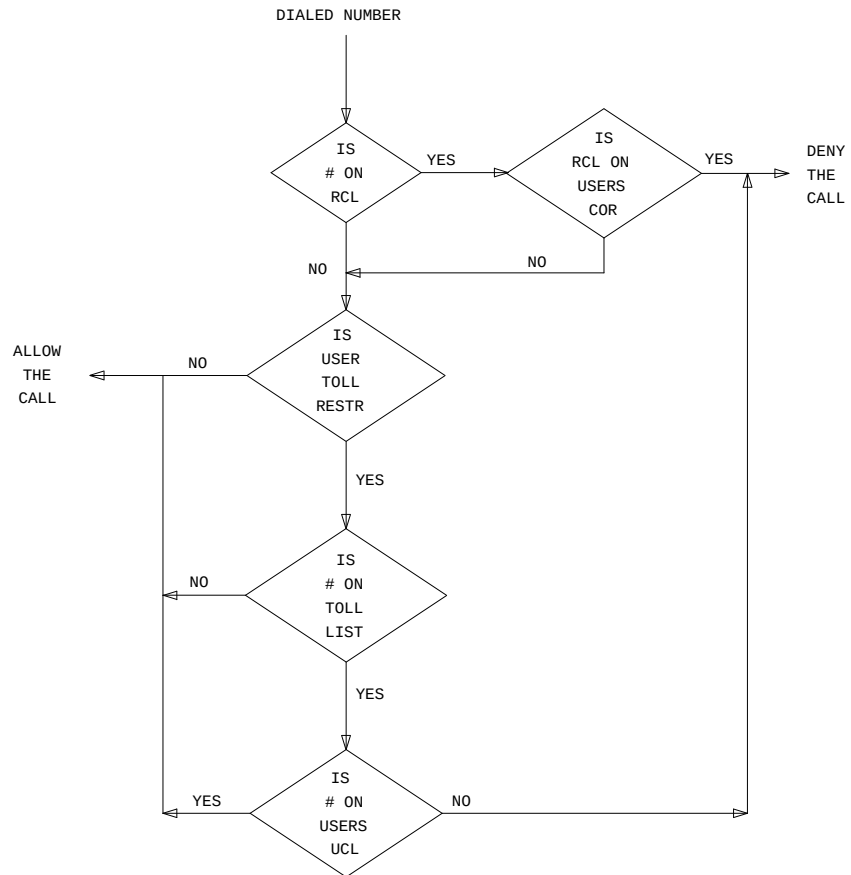
The call *will not* complete if the COR is also associated with the System's RCL and whose dialed string also matches the dialed number. The RCL takes precedence over the UCL.

The following Authorization Check Flowchart depicts the order of call-processing functions that occur as a result of user dialed numbers and associated entries on the Toll Analysis form and the user's COR form.

As shown on Figure 4-8, RCLs have priority over UCLs. Checks are made as follows:

1. The first check determines if the dialed string is associated with the Restricted Call List (RCL) on the Toll Analysis form. If it is, the RCL field on the COR form associated with the calling party's station is checked. If the field is 'Y', the call is denied; otherwise, checking continues.
2. The next check determines if the Calling Party Restriction field on the COR form is "all-toll" or "tac-toll". If it is, checking continues; otherwise the call is allowed.
3. The next check determines if the dialed string is associated with the Toll List on the Toll Analysis form. If it is, checking continues; otherwise, the call is allowed.
4. The next check determines if the dialed string is associated with a Unrestricted Call List number on the Toll Analysis form. If it is, the COR form is checked to determine if the UCL number is entered on the UCL field on the form. If it is, the call is allowed; otherwise, the call is denied.

In summary, calls from facilities are processed based on the COR assigned the facility, the COR's association with the System's RCL, UCL, and Toll List, and the specific digits dialed.



THIS FLOWCHART DOES NOT REFLECT  
ANY FEATURE INTERACTIONS THAT  
MIGHT TAKE PLACE, SUCH AS WITH  
AUTHORIZATION CODES

---

**Figure 4-8. Authorization Check Flowchart**

**Screen 4-37. Toll Analysis Form**

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## **Trunk Groups — General**

---

This section contains the forms and instructions required to administer trunk groups in DEFINITY ECS. Refer to Table C-1 in Appendix C, "System Capacity Limits" for the maximum number of trunks and trunk groups for each System configuration.

### **What Are Trunks?**

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Communication links called trunks connect two switching systems. These trunks are grouped together through Trunk Group Administration when trunks of the same type are used for the same application.

Trunk Group Administration allows the System Administrator to assign service characteristics to a group of trunks rather than to each trunk individually. Changes can be made and characteristics can be removed on a group basis.

Trunks and access endpoints consume the same resource. Therefore, the sum of trunks and access endpoints cannot exceed the total number of trunks allowed for a particular DEFINITY ECS configuration.

### **Trunk Group Types**

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Forms for the following trunk group types are addressed in this section:

- Access Trunk Group
- Advanced Private Line Termination (APLT) Trunk Group
- Central Office (CO) Trunk Group
- Customer Provided Equipment (CPE) Trunk Group
- Digital Multiplex Interface Bit Oriented Signaling (DMI-BOS) Trunk Group
- Direct Inward Dialing (DID) Trunk Group
- Direct Inward/Outward Dialing (DIOD) Trunk Group
- Foreign Exchange (FX) Trunk Group
- Integrated Services Digital Network-Primary Rate Interface (ISDN-PRI) Trunk Group
- Personal Central Office Line Trunk Group (PCOLG)
- Release Link Trunk (RLT) Group
- Tandem Trunk Group
- Tie Trunk Group
- Wide Area Telecommunications Service (WATS) Trunk Group

## **Introduction to Trunk Groups**

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This section of the manual contains three types of material.

- An overview of various trunk-related terms and concepts
- Descriptions of fields displayed on many of the various trunk group forms, organized alphabetically by the form they appear on
- Trunk group forms and fields unique to a particular trunk group

For specific technical information about trunk groups, you may find it helpful to refer to *DEFINITY Communications System Generic 1 and System 75 and System 85 DS1/DNI/ISDN-PRI Reference*, 555-025-101.

## **Trunk Characteristics**

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A trunk is named for its transmission characteristics and can be analog or digital depending on the type of signals it carries. One transmission characteristic is signaling, which is the transmission of supervision, address, alerting, or other switching information.

A trunk is further classified as one of the following:

- One-way incoming trunk — A local trunk that can be selected (seized) by the far-end connected switch.
- One-way outgoing trunk — A trunk that can be seized by the local switch to call the far-end switch.
- Two-way trunk — A trunk that can be seized at either end of the connected switches.

## **Supervisory Signaling**

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Supervisory signaling establishes or sets up the connection of the local switch to the distant switch. In general, supervisory signaling can be thought of in two phases:

- Seizure signal — The originating office's signal for a request for service from the distant office.
- Start dial signal — The distant office's acknowledgment that it is ready to accept dialing from the originating office.

## **Types of Supervisory Signaling**

The following types of supervision signaling are used in trunks.

- **Ear & Mouth (E&M) supervision** — A symmetric signaling scheme used on private network trunks in which dc voltage levels are sent over E and M leads. The E and M leads are separate from the transmission path. E & M signals indicate on-/off-hook states of each end of the connection path.

- **Ground Start (GS) supervision** — A supervisory signaling scheme used on public network trunks in which ground is applied on the Tip (T) lead by the CO and on the Ring (R) lead by the switch. For example, the calling switch on a call to a CO using an outgoing trunk interface seizes the outgoing trunk by placing a ground on the trunk interface R lead. The CO recognizes the trunk seizure as a request for service and grounds the trunk T lead to indicate to the calling switch that the CO is ready to receive digits. Ground Start trunks are preferred over trunks using Loop Start signaling (description follows) for the following reasons:
  - The tip ground seizure that the distant switch sends minimizes the interval during which a two-way trunk can be seized from both ends (called glare) since the switch can make trunks busy to outgoing calls almost immediately.
  - Ground Start trunks provide a positive indication of a distant switch's disconnect. The removal of the tip ground can be acted on:
    - To prevent a station line from being connected to CO dial tone by remaining off-hook after completing a call. This prevents a restricted station from making an unauthorized call after placing an authorized call via the attendant.
    - To hold the trunk busy until the CO disconnects so that another switch cannot seize the trunk and be connected to the CO party of the previous call.
- **Loop Start (LS) supervision** — A supervisory signaling scheme used between a telephone and a switch in which the telephone or far-end office completes the loop current path formed by the trunk leads (wires). The circuit provides one signaling state when it is open and another when it is closed. A third signaling state is achieved by changing the direction or magnitude of current in the loop. The most preferred method of loop start signaling is reverse battery signaling. Disconnect times when using loop start signaling can result in delays of up to 10 to 20 seconds. In addition, glare, as described in ground start, is possible.
- **Reverse Battery (RB) supervision** — A supervisory technique on one-way trunks that uses open and closure signals from the originating end and reversals of battery and ground from the terminating end (normally used on direct inward dialing trunks).

### **Transmission of Address**

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With signaling there are three types of transmission of address. Transmission of address is the method of signaling used to represent digits and/or characters for called numbers, calling numbers, and so on. The methods of addressing are dial pulse (DP), dual tone multi-frequency (DTMF), and multi-frequency (MF) addressing.

- **DP addressing** — A means of signaling that consists of regular momentary interruptions of a direct or alternating current at the sending end in which the number of interruptions corresponds to the value of a digit or character (alternating current is not used by switches). The interruptions are usually produced by a rotary telephone dial, or may be produced by a sender in a switching system.
- **DTMF addressing** — Signaling arrangements (commonly known as touch-tone) consist of dialing signals of two simultaneous tones. One tone from a low group of four frequencies and the other from a high group of four frequencies correspond to digits, letters, or characters (0 through 9, A through Y, or "\*" and "#"). One of the tones (1,633 Hz) from the high group is a spare.
- **MF addressing** — Signaling arrangements that make use of two frequencies, and only two, out of six to represent ten decimal digits (0 through 9) and five auxiliary signals. MF signals are used for called number addressing, calling number identification, and ringback.

### **Transmission of Alerting**

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Network trunks operate as automatic, immediate start, dial tone, wink start, or delay dial according to the type of start dial signal (alerting) the switch sends out or expects to receive. The different transmissions of alerting are as follows:

- **Automatic** — The originating switch sends no digits or start dial signal, expecting the terminating switch to complete the call. The call is usually completed by the attendant or other service such as Centralized Attendant Service (CAS).
- **Immediate start** — The originating switch sends digits immediately without waiting for a start dial signal from the terminating switch.
- **Dial tone** — The terminating switch sends precise dial tone to the originating switch, indicating that the terminating switch is ready to receive digits.
- **Wink start** — The terminating switch sends a wink start (momentary off-hook) signal to the originating switch, indicating that the terminating switch is ready to receive digits.
- **Delay dial** — The terminating switch sends a delay dial signal (an off-hook signal followed by an on-hook signal) to the originating switch, indicating that the terminating switch is ready to receive digits.

With digital trunks, signaling schemes are basically the same as for analog trunks when establishing a call. Supervisory, addressing, and alerting have been carried over to the digital trunks. These schemes are handled in a variety of ways to indicate particular calling states, such as on-hook, off-hook, ringing, not ringing, and so on, by using "A" and "B" bit-timed signaling. "A" and "B" bits carry a 0 or 1 depending on the type of trunk, the near-end channel unit type, far-end channel type, trunk condition (open loop, loop closure, reverse battery, and so

on), and whether it is transmit or receive signaling. In addition to the above, refer to DS1 Circuit Pack in this chapter for trunk-related terms associated with DS1 trunk interfaces.

### **Private Network Trunks**

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Tie trunks and tandem trunks are private network trunks. The tie trunks that interconnect the switches of a private network are "universal," which means that the trunks can be administered with a variety of translation encodes. The originating switch can recognize any start dial signal (precise dial tone, wink start, or delay dial) that the terminating switch sends. If the originating switch does not receive one of these start dial signals, it can be administered to send digits after an administered time-out interval. The time-out interval is the amount of time the originating switch waits before sending digits.

Tie trunks are further classified according to the type of signal (analog or digital) they carry.

### **Analog Tie Trunks**

Analog tie trunks are communications paths that carry voice and voiceband data communication. The term voice implies that sound is transferred into electrical form and transmitted within an approximate voiceband of 300 Hz to 3,400 Hz. Voiceband data implies that data is transmitted within the voiceband and requires a conversion resource (modem) at both ends of the connection. The data transmission rate for analog tie trunks depends on the data-handling capability of the modems in the connection.

Other factors that affect the data rate are the number of tie trunks in the connection and the technology of any multiplex systems used in the facilities. Generally, for data rates up to 300 bps, a connection can have five tie trunks in tandem. For data rates greater than 300 bps up to 2,400 bps, a connection can have up to three tie trunks in tandem. For data rates greater than 2,400 bps up to 4,800 bps, a connection can have up to two tie trunks in tandem.

Analog tie trunks used in unswitched connections can support up to 9,600 bps.

### **Release Link Trunk**

A special type of private network tie trunk is a Release Link Trunk (RLT). RLTs are used between a central or main location and a branch location to provide Centralized Attendant Service. It functions as a one-way outgoing circuit from the branch locations and a one-way incoming to the main location. RLTs participate in the redirection of incoming calls originally directed to the branch location to attendants at the main location and handle call completion back to the branch location.

### **Advanced Private Line Termination Trunk**

Another special type of trunk is the Advanced Private Line Termination (APLT) trunk. APLT provides access to and termination from central office based private networks; namely, Common Control Switching Arrangements (CCSA) and Enhanced Private Switched Communications Service (EPSCS). APLT trunks are physically the same as those used for analog tie trunks where the trunk signaling is compatible with EPSCS and CCSA network switches. The outgoing APLT trunk repeats any number of digits to the private network as dialed. APLT trunks can tandem through the PBX from EPSCS network only; CCSA networks require an attendant to complete the call.

### **Digital Tie Trunk (DS1)**

The digital tie trunk is a high-speed and a high-volume trunk interface to T1 carrier. It uses digital signal (DS1) on the T1 carrier. By multiplexing 24 64-kbps digital channels onto a single 1.544-Mbps T1 carrier, or 32 64-kbps digital channels onto a single 2.048-Mbps E1 carrier, DS1 offers an economical alternative to the analog tie trunk as well as a high-speed fully digital (without modems) connection between the switches.

The maximum per-channel data rate for DS1 is 64 kbps, and it can carry voice, voiceband data, or high-speed data communications.

### **Digital Multiplex Interface**

The DS1 tie trunk is also used for Digital Multiplex Interface Bit Oriented Signaling (DMI-BOS). DMI-BOS provides high-speed communications over digital transmission facilities between a host computer and a DEFINITY ECS. The DMI-BOS trunk uses the "A" bit for signaling to provide wink-start dial-repeating into the switch and automatic out or two-way wink start.

### **Public Network Trunks**

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Public network trunks are used to connect a private network switch to a public network switch (central office). They can be analog or digital trunks.

In reference to a central office, the term "local" applies to a switch within the local exchange area. An exchange area has a single uniform set of charges for telephone service and may be served by more than one CO. Within an exchange area, a call between any two points is a local call.

Public network trunks also function as "special access" to AT&T Communications (AT&T-C) toll network. AT&T-C provides such services as MEGACOM service, MEGACOM 800 service, and ACCUNET telecommunications service.

## Public Network Trunks

The following are public network trunks:

- **Central Office (CO) Trunk** — A one-way outgoing, one-way incoming, or two-way trunk connecting the switch to a CO within the local exchange area.
- **Foreign Exchange (FX) Trunk** — A one-way outgoing, one-way incoming, or two-way trunk connecting the switch to a CO that is outside the local exchange area. These trunks give a caller direct access to a central office outside the local exchange area without having to use the public network.
- **Wide Area Telecommunications Service (WATS) Trunk** — A one-way outgoing or one-way incoming trunk connecting the switch to a CO equipped to handle WATS calls. The outgoing trunks allow a customer, for a monthly charge, to place outgoing station-to-station calls to telephones in a defined service area. The service area has one or more geographic areas known as WATS bands. Incoming trunk calls are completed by the attendant or other service.

A one-way incoming trunk connecting the switch to a CO equipped to handle 1-800 service calls is an inward WATS. For a monthly charge, customers can receive incoming station-to-station calls from telephones in a defined service area without charge to the caller.

- **Direct Inward Dialing (DID) Trunk** — A one-way incoming trunk connecting the switch to a local CO. These trunks allow calls from the public network to complete to terminals (stations) assigned to a private network switch without attendant assistance.
- **Direct Inward/Outward Dialing (DIOD) Trunk** — A trunk that allows both DID and CO functionality on a single trunk port. On outgoing calls, it is a CO call. On incoming and two-way calls, it is either a DID or CO call. See the appropriate category in this list for further definition.
- **Direct Outward Dialing (DOD) Trunk** — A one-way outgoing trunk for outgoing calls connecting the switch to a CO. These trunks allow terminal (station) users to place calls to a public network central office directly (without attendant assistance).

## Digital Public Network Trunks

The digital public network trunk provides a DS1 interface to the central office over T1 carrier. The DS1 public network trunk provides an interface to CO, FX, WATS, and DID. The DS1 interface supports incoming and outgoing dial types of ground start, loop start, auto/auto, auto/delay, auto/immed, and auto/wink. Signaling may be robbed-bit or common channel depending on the trunk type and the incoming/outgoing dial type. The interface may be used to connect the switch to a toll office directly using wink-start tie trunks for two-way access to the toll network.

## Fields Descriptions — Trunk Group Forms

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Refer to the following for descriptions of fields displayed on many of the various trunk group forms. Descriptions are organized by the form they appear on and are listed alphabetically within each form. Fields unique to a particular form are presented under that form.

- **Analog Gain** — Displayed if the Country Code is "15" and the Trunk Type is "2-wire-ac," "2-wire-dc," or "3-wire." This field allows you to specify a boost in analog gain for the TN2199 port in the direction toward the PBX. Enter "a" (-3dB gain boost), "b" (-6dB gain boost), "c" (-8dB gain boost), or "none" (default). This applies *only* to the TN2199 port.
- **Answer Supervision Timeout** — Used for all trunk types including Tie and ISDN, to indicate the amount of time in seconds the system allows for a call to be answered before beginning a CDR record of a call. This interval begins as soon as the outgoing trunk is seized. Valid entries are 0 to 250; default is "10."

**NOTE:**

This timeout does not override answer supervision sent from the network or other firmware (DS1 port circuit timers). DS1 firmware-sent answer supervision is administered in the Outgoing End of Dialing field on the Administrable Timers page of the trunk group form.

- **Auth Code** — Only displayed if the Direction field is "incoming" or "two-way." Enter "y" if an authorization code must be dialed to complete incoming calls on the trunk group. This field can only be "y" if the Authorization Codes feature is enabled on the System-Parameters Customer-Options form. Default is "n".
- **Auto Guard** — Enter "y" to prevent repeated seizures of a defective trunk. This field is effective only for TN438B, TN465B, and TN2147 ports. TN438B ports have hardware support for detecting a defective trunk. TN465B and TN2147 ports consider a trunk defective if no dial tone is detected on an outgoing call, and the Outpulse Without Tone? field is set to "n" on the Feature-Related System Parameters form. The default is "no."
- **BCC (Bearer Capability Class)** — Displayed when Comm Type is "data," "avd," or "rbavd." Used by the Generalized Route Selection feature and identifies the type of traffic on trunks in the group. The BCC entry is used by far-end tandem switches to select outgoing routing facilities with equivalent BCC classes. Valid entries are 0, 1, 2, 3, and 4. Default is "0" for "avd" or "rbavd," and 2 for "data."

**NOTE:**

Refer to "Generalized Route Selection" in *DEFINITY Enterprise Communications Server Release 5 Feature Description* for a detailed description of Bearer Capability Classes (BCC) and their use to provide specialized routing for various types of voice and data calls.



- **Bit Rate** — Displayed when Comm Type is "avd" or "rbavd." It also appears if the Comm Type is "data," but only if the option for ISDN-PRI is enabled on the System-Parameters Customer-Options form. Specifies the baud rate to be used by pooled modems. Valid entries are 300, 1200 (default), 2400, 4800, 9600, and 19200.
- **Busy Threshold** — Enter the number of trunk group members that must be busy before the attendant is alerted by the Warning lamp on the Attendant Console. For a TN790, the default is "99." For a UN331B, the default is "255."
- **Call Still Held** — Enter "y" to prevent call collisions by not allowing an outgoing seizure for a period of not less than 140 seconds. This field is used only at the end of an incoming call where the disconnect is initiated by the switch. It will effectively extend the Incoming Glare Guard timer by 140 seconds. This field is effective only for TN438B, TN465B, and TN2147 ports and is used primarily with Country Code 2. Default is "n."
- **CDR Reports** — Valid entries are "y," "n," and "r." Default is "y."
  - If you enter "y," CDR records will be generated by completed outgoing calls terminated on this trunk group. If incoming calls are being recorded (the Record Outgoing Calls Only field on the CDR System Parameters form is set to "n"), then a single CDR record will be generated for answered calls with the call duration.
  - If you enter "n," no CDR records will be generated by calls originated by or terminated on this trunk group.
  - If you enter "r" (ring-intvl), CDR records will be generated for both incoming and outgoing calls. In addition, the following ringing interval CDR records are generated:
    - Abandoned calls — A condition code of "H" is generated indicating the time until the call was abandoned.
    - Answered calls — A condition code of "G" is generated for the interval of start of ring to answer.
    - Calls to busy stations — A condition code of "I" is generated with a recorded interval of 0.
- **CO Type** — Displayed when Country Code is 14 and is only applicable if the trunk group members are administered on a TN464D vintage 2 or greater. This field specifies the type of CO the trunk group is attached to. Valid entries are "analog" (default) and "digital."

- **Comm Type** — Indicates if the trunk is to be used for voice, data, alternate voice-data (avd), or alternate voice/voice grade data and 56-kbps digital data (rbavd) calls. Valid entries are "avd," "rbavd," "voice" (default), or "data." Type "rbavd" supports access to voice/data SDN service on robbed-bit transmission facilities.

 **NOTE:**

Comm Types of "avd" and "rbavd" require trunk member ports on a DS1 circuit pack. An "rbavd" type requires that the DS1 circuit pack be administered for robbed-bit, or (if mixed mode signaling is allowed on the DS1 circuit pack) ISDN-EXT, or ISDN-PRI. An "avd" type requires that the DS1 circuit pack be administered for either common-chan or CAS signaling.

- **Connected to Toll** — Indicates a loss plan. Enter "y" if connected to a CO toll office. This field is displayed when the Trunk Type field contains an entry of "auto/...," "delay/...," "wink/...," or "immed/..." If "n," the STT Loss field is displayed.
- **COR** — Enter a class of restriction (COR) number (0 to 95) that reflects the desired restriction; default is "1."
- **Country** — This field specifies the Country Code for each subscriber line. Valid values are any number between 1 and 23, inclusive. The value of this field, in conjunction with the values of the Trunk Termination and Trunk Gain fields, will determine the input and trans-hybrid balance impedance requirements for TN465B, TN2146, and TN2147 ports.
- **Cut-Through** — Displayed when the Outgoing Dial Type is either "rotary" or "tone." Enter "y" to allow "cut-through" to the CO trunk.

If the dialed digits are restricted:

- The connection to the CO trunk is dropped.
- Intercept treatment is applied.

Enter "n" (default) and the user will receive PBX dial tone. Instead of digits being sent to the CO as they are dialed, they are collected, checked for restrictions, and, if there are no restrictions, the digits are sent to the CO.

- **Cyclical Hunt** — Displayed when Direction is "two-way" and Trunk Type is "loop-start." Enter "y" (default) if a preferential hunting algorithm is to be used. Otherwise, a linear hunting algorithm will be used.
- **Dial Access** — Enter "y" to allow the trunk group to be accessed via a TAC. Access via the ARS feature is allowed regardless of this entry. Default is "n."
- **Dial Detection** — Applies only to TN2199 ports. Enter "A-wire" or "B-wire", as appropriate. Country Code must be "15." Default is "A-wire."

- **Digit Absorption List** — Enter a digit list absorption number, if required, when this trunk group terminates at a step-by-step office. This field specifies the type of absorption as specified on the System Digit Absorption form. Up to five different forms (lists 0 to 4) may be administered in the System. Default is blank.
- **Digit Treatment** — Indicates if digits are to be absorbed or inserted. A blank indicates no digit absorption or insertion. Valid entries are "absorption" or "insertion," or leave blank. If you enter "absorption" or "insertion", then you must enter a value in the Digits field.



**NOTE:**

DCS features that use the remote-tgs button (on the remote switch) do not work when the local trunk group deletes or inserts digits on the incoming call. These buttons try to dial a local TAC. Adding or deleting digits defeats this operation and renders the remote feature inoperable. If digit manipulation is needed, use it on the outgoing side, based on the routing pattern. One reason for digit manipulation is insertion of the AAR feature access code (FAC).

- **Digits** — Indicates the digits to be inserted or number of digits to be absorbed. This field is used with the Digit Treatment field; if the Digit Treatment field is not blank, then this field cannot be blank. No entry indicates no digit absorption or insertion is done. Valid entries are the number of digits to be absorbed (1 to 5) or the actual digits to be inserted (up to 4 digits including the characters "\*" and "#").
- **Direction** — Enter whether the trunk group is "incoming," "outgoing," or "two-way" (default). Note that the Direction administered will affect which timers will appear on the Administrable Timer page.
- **Disconnect Supervision-In** — This field appears when the Direction is either "incoming" or "two-way." The default for the field is "y." Internally, the field is set to "n" if the Direction is "outgoing." Enter "y" to indicate that the far-end has the ability to release a trunk when the calling party releases from a call and the system is able to recognize the release signal.
- **Disconnect Supervision-Out** — This field appears when the Direction is either "outgoing" or "two-way." The default for the field is "n." Internally, the field is set to "n" if the Direction is "incoming." If the field is set to "y" a Warning Message appears to alert the user of possible trunk lockups. This field specifies whether trunks in this trunk group provide disconnect supervision when seized outgoing (that is, whether these trunks should be allowed to participate in outgoing trunk to outgoing trunk calls). This field is set independently of the trunk-to-trunk transfer system parameter, although both options must be set appropriately if outgoing trunk to outgoing trunk transfers are desired.
- **Disconnect Timing (msec)** — Specifies the minimum time period in ms that is required for recognition of disconnect by the serving central office or far-end PBX. The time interval must be in increments of 10 (from 140 to

2550 ms); default is "500." This timer is not used for ports on a circuit pack that can receive the administrable Incoming Disconnect and Outgoing Disconnect timers. These latter two timers replace the former.

- **Disconnect Type** — This field appears only if the Country Code is "15" and the Trunk Type is "2-wire-ac," "2-wire-dc," or "3-wire." This field indicates which side or user controls the disconnect, where A refers to the *calling* party and B refers to the *called* party. Enter "A and B" or "A or B" (default). This applies *only* to the TN2199 port.
- **Drop Treatment** — Setting this field set to "intercept" indicates that intercept tone is applied on the talk path of DID calls dropped by the terminating party when the originating party is still on the call. Entering "busy" indicates busy tone will be applied, and "silence" indicates no tone will be applied. Default is "silence."

**NOTE:**

In Italy, Drop Treatment must be administered as "intercept" for all DID trunk groups.

- **DTT to DCO Loss** (Digital Tie to Digital CO Trunk Loss) — Specifies the loss plan used for the trunk group that connects a DIU-CO (Digital Interface Unit at a Central Office) to a DIU-DTT (Digital Interface Unit for a Digital Tie Trunk Interface). Displayed when the Trunk Type field is "auto/...", "delay/...", "wink/...", or "immed/..."

This option affects the transmission performance of public network access via a private PBX network. Choose the "low" option if private network users complain about too much loss on calls to the public network, otherwise, the "normal" option should be used. Valid entries are "normal" (default) and "low." The entry is based on the following:

- **normal** — Corresponds to a (0, -6) dB gain pair and is used as the default option. (This corresponds to the DTT/EIA DCO port to port configuration as described in *DEFINITY Communications System Generic 1 and System 75 and System 85 DS1/DMI/ISDN-PRI Reference*, 555-025-101.)
- **low** — Corresponds to (+3, -3) dB gain pair. Low is used for internetwork applications in which no significant configuration will encounter echo, stability, or overload problems because of reduced loss. With the low gain pair, subscriber station DTMF signals transmitted through the digital class 5 office into the customer network may experience non-recoverable digit mutilation in secondary signaling applications (that is, DTMF signaling after the connection has been established). (This corresponds to the DTT/ISL DCO port to port configuration as described in *DEFINITY Communications System Generic 1 and System 75 and System 85 DS1/DMI/ISDN-PRI Reference*, 555-025-101.)

- **Duplex** — Displayed when Comm Type is "avd" or "rbavd." It also appears if the Comm Type is "data," but only if the option for ISDN-PRI is enabled on the System-Parameters Customer-Options form. Specifies either full or half duplex for the trunk group. Valid entries are "full" (default) or "half."
- **Expected Digits** — Only displayed if the Trunk Signaling Type field is left blank, the Direction field is "incoming" or "two-way," and the Incoming Dial Type field is "mf." This field specifies the number of digits that the far-end sends for an incoming connection. If the Digit Treatment field is set to "absorption", this field must have a value greater than that in the Expected digits field. Valid values are between 1 and 18 inclusive.



**NOTE:**

When you leave the Expected Digits field blank, you cannot administer digit absorption

- **Group Name** — Enter a unique name that identifies the trunk group. Up to 27 characters can be used; default is "OUTSIDE CALL."
- **Group Number** — Enter a group number when completing a paper form. This is a display-only field when the form is accessed using an administration command such as *add* or *change*.



**NOTE:**

When supporting DCS, it is required that the far-end node trunk group be assigned the same group number.

- **Group Type** — Enter the trunk group type.



**NOTE:**

A Group Type of isdn-pri can only be entered if the ISDN-PRI field on the System-Parameters Customer-Options form has been enabled.

- **Incoming Destination** — Displayed when the Direction field is "incoming" or "two-way." Indicates where incoming calls will terminate. Valid entries are an extension number, the attendant group access code ("attd"), VDN, or leave blank if the Trunk Type (in/out) field is not "auto/..." If "attd" is entered, a call is treated as a Listed Directory Number (LDN) call.
- **Incoming Dial Tone** — Indicates whether or not the trunk group will pass on incoming dial tone to the calling party. Valid entries are "y" or "n." Default is "y."
- **Incoming Dial Type** — Indicates the type of pulses required on an incoming trunk group. Valid entries are "tone" (default), "rotary," or (if the Trunk Signaling Type is blank), "mf."



**NOTE:**

Multifrequency Signaling must be enabled on the System-Parameters Customer-Options form before a value of "mf" may be administered.

Incoming Dial Type may not be set to "mf" if the Used for DCS field (Page 2 of the form) is set to "y."

The value in this field impacts the appearance of the Incoming Partial Dial Timer on the Administrable Timer Page.

- **Incoming Rotary Timeout (sec)** — The timing interval required by the far-end that the system is connected to. If the system is connected to a Step-by-Step office, 18 seconds or more must be used; if the system is not connected to a Step-by-Step office, 5 seconds or more may be used. Valid entries are 5 through 99, or blank; default is "5."
- **ITC (Information Transfer Capability)** — Displayed when Comm Type is "data," "avd," or "rbavd" and BCC is not "0." Used by the GRS feature and enables the system to route calls to restricted (default) or unrestricted facilities according to the endpoint's information transfer capability. A trunk member is said to be restricted if the circuit pack it belongs to is administered as "ami-bsic" or "ami-zcs" in the Line Coding field of the DS1 form. A trunk member is said to be unrestricted if the circuit pack it belongs to is administered as "b8zs" or "hdb3" in the Line Coding field of the DS1 form. A restricted trunk member can carry only restricted calls. An unrestricted trunk member may carry restricted or unrestricted calls. A trunk group with a transfer capability of "unrestricted" may have only unrestricted trunk members.
- **Night Service** — Enter the extension number assigned to Night Service. The extension number entered will receive all incoming calls when Night Service is activated and the individual trunk member Night field is not administered to override this group extension. Valid entries are an extension number (can be a VDN extension), the attendant group access code ("attd"), or leave blank if the Trunk Type (in/out) field is not "auto/..."



**NOTE:**

The following trunk groups do not support night service: CPE, DID, and DIOD.

- **Outgoing Dial Type** — Identifies the type of pulsing required on an outgoing call. Valid entries are "tone" (default), "rotary," or (if the Trunk Signaling Type is blank) "mf."



**NOTE:**

Multifrequency Signaling must be enabled on the System-Parameters Customer-Options form before a value of "mf" may be administered.

Outgoing Dial Type may not be set to "mf" if the Used for DCS field (Page 2 of the form) is set to "y."

- **Outgoing Display** — Specifies whether or not the trunk group name is displayed on a terminal placing an outgoing call. Valid entries are "y" or "n" (default).

- **Prefix-1** — Indicates if the prefix 1 is required for NXX FNPA calls (where N is 2 through 9, and X is 0 through 9). Valid entries are "y" (default) and "n."
- **Protocol Type** — Only displayed when Country Code is "15" and is only applicable if the trunk group members are administered on a TN2199 or TN464D vintage 3 or greater. This field specifies the type of line signaling protocol (Incoming Local or Incoming Toll) to be used. Valid entries are "inloc" (default) and "intol."
- **Queue Length** — Enter the number of outgoing calls that can be held waiting. A "0" (default) indicates no calls will be held in queue. Enter "0" for DCS trunks. Valid values are 0-100. This field is turned off if the Direction field is "incoming."
- **RA Trunk Loss** (Remote Access Trunk Loss) — Displayed when the Terminal Balanced entry is "n." Specifies the type of dB loss to be applied to non-terminally balanced trunks. If unsatisfactory echo performance (hollowness) is experienced, the field should be changed to 2dB. Valid entries are "0db" (default) and "2db."
- **Receive Answer Supervision** — Specifies whether or not the network provides answer supervision for the trunks. Answer supervision refers to notification from the far-end that the called party has gone off-hook to answer the call. When answer supervision is provided, the originating PBX can classify a call as answered using the Answer Supervision Timeout field entry (for domestic circuit packs) or, for circuit packs that take administrable timers, by using the Outgoing End of Dial timer. For trunks over which answer supervision is provided by the network, set this field to "y" (default) and the Answer Supervision Timeout field to "0" so that the firmware timeout is disabled. The firmware timeout is automatically set to "0" on circuit packs that take the administrable Outgoing End of Dial timers. Receive Answer Supervision must be set to "n" if the Direction field is "incoming."
- **Receive Release Ack** — This field appears only when the Trunk Signaling Type has a value of either "cont" or "dis." (Thus, this field only applies to TN2140 ports.) Enter "y" (default) if the switch should expect to receive a release acknowledgment in response to a forward or backward release signal.
- **Send Answer Supervision** — Appears when Trunk Signaling Type is "cont" or "dis" and only applies to TN2140 ports. Enter "y" (default) if the switch should signal that the destination party has answered.
- **Send Release Ack** — Appears when the Trunk Signaling Type is "cont" or "dis" and only applies to TN2140 ports. Enter "y" (default) if the switch must send a release acknowledgment in response to a forward or backward release signal.
- **Sig Bit Inversion** — This field allows the user to administer the signaling bit inversion (the A-bit and B-bit inversion) on a per-port basis and applies only to TN464B or later circuit packs. The CCITT standards define on-hook to be "1" in the A-bit and off-hook to be "0." This definition is the opposite of

the EIA definition. The default in the TN464 firmware for signaling bit inversion is to use the CCITT standard for 32-channel mode and to use the EIA standard for 24-channel mode. Valid entries are "A," "B," "A&B" and "none." Default is "none."

- **STT Loss** (Satellite PBX Tie Trunk Loss) — Displayed when Connected to Toll is "n." Specifies the loss plan to be used for the trunk group. Valid entries are "normal" (default) or "low." This option affects the transmission performance of a private PBX network.

Although the use of this option has wider applications, only for the simplest network arrangements should this field be administered without Network Engineering advice. The "low" option (described as the ISL digital low loss plan in *DEFINITY Communications System Generic 1 and System 75 and System 85 DS1/DMI/ISDN-PRI Reference*, 555-025-101) should be used when:

1. Stations on the satellite PBX complain of too much loss on calls to the public network.
2. The PBX network consists of **no more** than three PBXs: one main and one or two satellite PBXs.
3. All PBXs have the "low" option available.
4. The total DS1 trunk connection length is less than 100 miles.

If the preceding conditions are not met, obtain Network Engineering assistance. The field entry is based on the following:

- **normal** — Applies to AIU-TT (Analog Interface Unit at Customer Switching System for Tie Trunk — 4-wire E&M interface), and DIU-TT (Digital Interface Unit at Customer Switching System for Tie Trunk — voice or AVD DS1 interface) loss plans.
  - **low** — Applies to AIU-TTS (same as AIU-TT, but suitable for private network connections that can be connected in tandem with public network connections) and DIU-TTS (same as DIU-TT, but suitable for private network connections that can be connected in tandem with public network connections). These interfaces were formerly referred to as DIU DTT ISL.
- **Synchronization** — Enter whether the trunk group will use synchronous or asynchronous communications. Valid entries are "async" (default) and "sync."
- Displayed when Group Type is dmi-bos or isdn-pri.
  - Displayed when Group Type is access, co, fx, tandem, tie, or wats and Comm Type is "avd" or "rbavd."
  - Displayed when Group Type is access, co, fx, tandem, tie, or wats, Comm Type is "data," and the option for ISDN-PRI is enabled on the System-Parameters Customer-Options form.



- **TAC** — Enter the trunk access code (TAC) that must be dialed to access the trunk group. CDR also uses the TAC to identify the trunk group on associated CDR reports. A different TAC must be assigned to each trunk group. Valid entries are TACs that are compatible with the System Dial Plan (1 to 4 digits; 1 to 3 digits for DCS or to remotely control it).
- **Terminal Balanced** — Displayed when the Trunk Type field is "ground-start," "loop-start," "immed-start," or "wink-start." Enter "y" for terminally balanced trunks or "n" (default) for unbalanced trunks. Typically, a Trunk Termination field of "600ohm" signifies a balanced trunk group and a field of "rc" signifies a non-balanced trunk group. If the trunks in this group pass the Low Frequency Return Loss test requirements, then they are terminally balanced, and this field should be "y."
- **TN** — Enter the Tenant Partition number. For TN790, valid values are 1-20. For UN331B, valid values are 1-100. Default is "1."
- **Toll Restricted** — Enter "y" (default) if this trunk group is to be toll restricted. This field only applies for outgoing TAC calls if the originating party is toll restricted. Trunks with an Outgoing Dial Type of "automatic" should have this field set to "n."
- **Trunk Flash** — Enter "y" or "n" (default) to indicate if access to customized services provided by a far-end (such as Central Office) is permitted for this trunk group. The PBX must be directly connected to a far-end that provides such services via an analog or digital 2-wire trunk.
- **Trunk Gain** — This field specifies the gain of the trunk, and can be "high" (default) or "low." The value of this field, in conjunction with the values of the Trunk Termination and Country fields, will determine the input and trans-hybrid balance impedance for TN465B, TN2146, TN2147, and TN2184 ports. All other CO and DID circuit packs will be automatically set to "high."
- **Trunk Signaling Type** — This field specifies the kind of signaling to use for members in the trunk group, and if administered to a non-blank value, severely restricts the ports that can be administered in the trunk group.

Valid values are "cont" (continuous), "dis" (discontinuous), or blank. Entering one of these values indicates that only ports from a TN2140 Italian tie trunk may be administered as trunk group members. Entering one of these values will cause the Send Release Ack, Receive Release Ack, and Send Answer Supervision fields to appear. If the field is blank (default), ports from any other Tie trunk circuit pack may be added as trunk group members.

If the Group Type is "tie," valid values include "tge," "tgi," and "tgu." Entering one of these three values indicates that only ports from a TN497 Italian Tie trunk can be administered as trunk group members.

 **NOTE:**

The value in this field also affects which timers will appear on the Administrable Timer Page.

- **Trunk Termination** — Specifies how the trunk group is terminated. Valid entries are "600ohm" or "rc" (default). Enter "600ohm" when the PBX trunk port is connected to terminal equipment (for example, SLC carrier or compensators optioned for 600 ohms input impedance) and the distance to the terminal equipment from the System is less than 3000 feet.
- **Trunk Type** — Identifies the physical type of trunk. It may differ for incoming and outgoing types. Valid entries are "ground-start," "loop-start," "auto/auto," "auto/delay," "auto/immed," and "auto/wink." If the Country Code is "15," additional valid entries are "2-wire-ac," "2-wire-dc," and "3-wire." These three trunk types must be on a TN2199 circuit board.
- **Trunk Type (in/out)** — Identifies the physical type of incoming and outgoing trunks. The trunks may be automatic, immed-start, wink-start or delay-dial; additionally, they may be "cont" (continuous-seize-ack) if Trunk Signaling Type is "cont"; if the Trunk Signaling Type is "dis," only "disc" (discontinuous-seize-ack is used instead of "wink") and "immed" are allowed. It may differ for incoming and outgoing directions.

When the Trunk Signaling Type is "dis," the valid values are "immed" and "disc":

disc/disc | disc/immed | immed/disc | immed/immed

When the Trunk Signaling Type is "cont," the valid values are:

|            |            |             |             |            |
|------------|------------|-------------|-------------|------------|
| auto/auto  | auto/cont  | auto/delay  | auto/immed  | auto/wink  |
| cont/auto  | cont/cont  | cont/delay  | cont/immed  | cont/wink  |
| delay/auto | delay/cont | delay/delay | delay/immed | delay/wink |
| immed/auto | immed/cont | immed/delay | immed/immed | immed/wink |
| wink/auto  | wink/cont  | wink/delay  | wink/immed  | wink/wink  |

Otherwise, the valid values are:

|            |             |             |            |
|------------|-------------|-------------|------------|
| auto/auto  | auto/delay  | auto/immed  | auto/wink  |
| delay/auto | delay/delay | delay/immed | delay/wink |
| immed/auto | immed/delay | immed/immed | immed/wink |
| wink/auto  | wink/delay  | wink/immed  | wink/wink  |



**NOTE:**

For "immed/immed" trunks (on incoming trunks), the far-end PBX seizes the trunk and then sends digits without waiting for acknowledgment from the receiving PBX. When heavily loaded, the receiving PBX may incur a short delay in attaching a Touch Tone Receiver to this call and, therefore, cause it to lose digits. Using

wink-start trunks or increasing the dial-guard timer value on the far-end PBX avoids this problem.

- **Version** — Displayed only if the Country Code is 5. The Version indicates the type of signaling to be used and applies only to TN2147 ports. Enter "a" (default) if Country Code 5 signaling is to be used. Enter "b" if Country Code 1 signaling is to be used. The value "b" is appropriate if connected to an Ericsson AXE-10 switch.
- **Wink Timer (msec)** — Displayed when the trunk type for the "outgoing" side of the in/out field is "wink" or "delay." Enter a number from 300 to 5000 in increments of 50; default is "300." This timer is sent only to TN760C (vintage 4 or later), TN767, and TN464C (or later) circuit packs.



**NOTE:**

This value is the same for each member of the trunk group where the timing is administered; that is, if members from TN760B ports are mixed with members from TN760C V4 ports, only the TN760C V4 ports are set to this value. (The TN760B ports use a default value on the circuit pack itself.)

United States domestic requirements state that for a "wink" start trunk, the wink must begin within five seconds (the "wait-for-wink-to-start" time) and must end within 290 ms (the "wait-for-wink-to-end" time). For a "delay" dial trunk, the wink must begin within 140 ms (the "wait-for-wink-to-start" time) and end when the switch is ready to receive digits.

For trunk types with an outgoing type Wink, the call is rejected if the wink starts more than 5 seconds after the seize, and if the wink lasts longer than the wink timer setting.

For trunk types with an outgoing type Delay, the Delay Dial signal is ignored if it starts after the wink timer setting after the seize, and if it lasts longer than 5 seconds.

## Page 2 of the Form

- **Abandoned Call Search** — Administered when the Trunk Type is "ground-start." Enter "y" if this trunk group will conduct an Abandoned Call Search to identify a ghost call.



**NOTE:**

Abandoned Call Search is designed to work with CO trunks (ground start - analog) that *do not* provide disconnect supervision. Central offices that provide disconnect supervision do not require use of the Abandoned Call Search feature. The CO must support Abandoned Call Search for the feature to work properly.

- **ACA Assignment** — Specifies whether or not Automatic Circuit Assurance (ACA) measurements will be taken for this trunk group. Valid entries are "y" or "n" (default). If "y" is entered, complete the Long Holding Time, Short Holding Time, and Short Holding Threshold fields.
- **Data Restriction** — Is used to prevent System features from generating tones on a data call that would cause erroneous data transmission. Valid entries are "y" or "n" (default).
- **Glare Handling** — Only displayed when the Direction field is "two-way" and the outgoing side of the Trunk Type field is either "wink" or "delay." This field determines how glare situations should be treated. Valid entries are "control," "backoff," or "none" (default).

Warnings are generated if the field is changed to either "control" or "backoff" and ports for the trunk group are not capable of detecting glare. The following circuit packs can detect glare situations: TN767 (all releases), TN760C (or later releases), and TN464C (or later releases).

- **Internal Alert** — Specifies if internal ringing and coverage will be used for incoming calls. Valid entries are "y" or "n" (default).
- **Long Holding Time (hours)** — Only displayed when ACA Assignment is "y." This field is the length (in hours) that the system will consider as being a long holding time. If "0" is entered, the system will not consider long holding calls. Valid entries are 0 to 10; default is "1."
- **Maintenance Tests** — Indicates whether or not hourly maintenance tests will be made on this trunk group. Valid entries are "y" (default) or "n."



**NOTE:**

The value administered is not saved when the form is submitted unless one or more trunk members are administered.

- **Measured** — Indicates if the system will transmit data for this trunk group to the Call Management System (CMS). Valid entries are "internal," "external," "both," or "none." Enter "internal" if the data can be sent to the Basic Call Management System (BCMS) [which is internal to the switch] the VuStats data display, or both. Enter "external" to send the data to the CMS adjunct. Enter "both" to collect data internally and to send the data to the CMS adjunct reports. Enter "none" (default) if trunk group measurement reports are not required. Note that you cannot "internal" and "both" unless either the BCMS option or the VuStats option is enabled on the System-Parameters Customer-Options form.
- **PBX ID** — Displayed when the Used for DCS field is "y." Enter the ID of the PBX at the other end of this trunk. Identifies the remote PBX within the network with which the trunk will communicate on a DCS signaling link. Valid entries are 1 to 63; default is blank.
- **Request Category** — Displayed when the Country Code is "15" and the Shuttle field is "y." Enter "y" when the switch should request a call category from the CO. Default is "n."

- **Seize When Maintenance Busy** — This field is effective only for ports on TN760C (or later release), TN767, and TN464C (or later release) circuit packs. It indicates whether an outgoing seize is generated when a trunk is maintenance busied, and whether the far-end switch is administered to do likewise. This supports the Electronic Tandem Network Busyout feature. The intended use of this feature is to prevent the far-end PBX from reporting problems concerning a trunk that has been removed from service at the near end. The setting of this field has no effect on the behavior of the far-end machine; it controls the behavior of the near end switch and the *expected* far-end behavior.

If the administered value of this field is either "near-end" or "both-ends", an outgoing seize will be initiated whenever a trunk in this trunk group is maintenance busied. The seize is maintained until the maintenance busyout is released. This action will likely cause alarms at the far-end switch, perhaps leading to a far-end maintenance busy out, unless the far-end switch is administered to expect this behavior.

If the administered value of this field is either "far-end" or "both-ends", any abnormally long incoming seize (including failure to drop from a completed call) is *assumed to be the result of a far-end maintenance busy condition*.

Note that this assumption may be incorrect since the abnormally long seize may actually be due to a transient or permanent failure of the trunk circuit. Regardless of the cause of the abnormally long seize, the near end response is to:

1. Generate a warning alarm indicating the trunk is assumed to be maintenance busy at the far-end,
2. Remove the trunk from service, and
3. Keep the trunk out of service until a far-end disconnect is received.

The values allowed depend on the Direction field. When the Direction is "incoming", the valid values are "far-end" and "neither-end".

When the Direction is "outgoing", the valid values are "near-end" and "neither-end".

When the Direction is "two-way", the valid values are "both-ends", "far-end", "near-end", and "neither-end".

- **Short Holding Threshold** — Displayed when ACA Assignment is "y." Number of times the system will record a short holding call before an attendant is alerted to the possibility of a faulty trunk. Valid entries are 0 to 30; default is "15."
- **Short Holding Time (seconds)** — Displayed when ACA Assignment is "y." Specifies the length (in seconds) that the system will consider as being a short holding time. If "0" is entered, the system will not consider short holding calls. Valid entries are 0 to 160; default is "10."

- **Shuttle** — Displayed when the Country Code is “15.” Enter “y” to enable MF shuttle signaling. Default is “n.” Must be administered on TN 464D (or later release) or TN2199 circuit packs.
- **Start B Signal** — Displayed when Country Code is “15” and Shuttle field is “y.” Enter a 1 - 3 to indicate which B signal should be used to start a call. Default is “1.” Each of the three entries are described below:
  - 1 = Start calls with signal B1 (first digit)
  - 2 = Start calls with signal B2 (next digit)
  - 3 = Start calls with signal B3 (previous digit)

The value administered in this field must be coordinated with the CO-equivalents of the Start Position field.

- **Start Position** — Displayed when the Country Code is “15” and the Shuttle field is “y.” Enter a 1 - 9 to indicate which digit in the digit string is considered to be the “previously sent” digit. Values and their meanings must be agreed upon by the System Administrator and the CO. Default is “1.”
- **Suppress # Outpulsing** — Indicates end-to-end signaling begins with (and includes) the “#” when “y” is entered here. The final “#” is suppressed in cases where System would normally outpulse it. This field should be “y” when the Central Office (for example, rotary) or any other facility treats “#” as an error; default is “n.”
- **Used for DCS** — Specifies whether the trunk group will send and receive messages on a DCS signaling link. Valid entries are “y” or “n” (default).



**NOTE:**

This field cannot be activated if the trunk group number is greater than 255 or if the Trunk Access code is more than 3 digits long.

### Administrable Timers Form

- **Answer Send (msec)** — Enter the duration (in msec) of the answer signal pulse. This field appears only if the Trunk Signaling Type is “dis” and the trunk group Direction is “incoming” or “two-way”. Valid entries are 10 to 2550 in increments of 10. Default is “80.” Only TN2140 and TN2199 ports receive this timer.
- **Break (msec)** — Enter the duration of the break interval (the pulse duration) while the system is outpulsing digits using dial pulse signaling.

If the PPS field is “10”, the sum of the Make and Break fields must equal 100. Valid entries are 20 to 80 in increments of 5. The field cannot be blank. The default is “60.”

If the PPS field is “20”, the sum of the Make and Break fields must equal 50. Valid entries are 10 to 40 in increments of 5. The field cannot be blank. The default is “30.”

- **Disconnect Signal Error (sec)** — Enter the time (in sec) within which a disconnect signal from the far-end is expected after the internal party (a station or a tie trunk) goes on-hook. If the timer expires, the system can assume a disconnect failure and take an appropriate action (such as error message). This field appears for ground-start trunk groups. Valid entries are 1 to 255 in increments of 1; default is "240."
- **Flash Length (msec)** — Specifies the length of the flash signal to be generated toward the Central Office. Valid entries are 10 to 2550 in increments of 10; default is "540." This timer is sent to TN436B, TN459B, TN464C (or later), TN465B (or later), TN2146, TN2147, TN2184, and TN2199 circuit boards.
- **Frequency** — Displayed if the Direction is "outgoing" or "two-way" and the PPM field is "y." Identifies the PPM pulse frequency(ies). Circuit packs can listen for up to three different frequencies, (12kHz, 16kHz, and 50Hz), plus two frequency combinations, (50Hz/12kHz and 50Hz/16kHz). Valid entries are "12k," "16k," "50," "50/12k" (default), and "50/16k." This field is sent to the TN465B, TN2138, and TN2184 circuit packs.

**⇒ NOTE:**

The TN465B (or later) and TN2184 can only detect 12k and 16kHz PPM. Therefore, if "50/12k" or "12k" is administered, the circuit pack will be set to detect 12kHz. If "16k," "50," or "50/16k" is administered, the circuit pack will be set to detect 16kHz.

- **Glare** — Enter the minimum time (in msec) between sending an outgoing seizure and receiving a seizure acknowledgment. If seizure acknowledgment is received before expiration of the timer, a glare condition is assumed. It is only administrable if the Trunk Signaling Type is "cont" and the trunk group Direction is "two-way" or "outgoing". Valid entries are 40 to 100 in increments of 10. Default is "40." Only TN2140 ports receive this timer.
- **Incoming Dial Guard (msec)** — Enter the interval between the detection of an incoming seizure and the acceptance of the first digit. The PBX will not accept digits before this timer expires. Valid entries are 10 to 2550 in increments of 10; default is "70."

**⇒ NOTE:**

This timer is never sent to TN429 ports.

- **Incoming Disconnect (msec)** — A disconnect signal on an incoming call is considered valid only if it continues at least for the time specified by this timer. Valid entries are 50 to 2550 in increments of 10. The field cannot be blank; default is "500." The field appears only for an incoming or two-way trunk group when the Trunk Signaling Type is either blank or "cont."
- **Incoming Disconnect Send (msec)** — Calls may be cleared by either the calling switch (forward release) or the called switch (backward release). Backward release is signaled by the called switch by grounding the M-lead for the duration specified by this timer. It is only administrable if

the Trunk Signaling Type is "dis" and the trunk group Direction is "incoming" or "two-way". Valid entries are 500 to 1200 in increments of 100. Default is "800." Only TN2140 ports receive this timer.

- **Incoming Glare Guard (msec)** — Enter the minimum time (in msec) between the time an incoming trunk is released and the same trunk can be seized for an outgoing call. This guard time will ensure the far-end has released all equipment after the incoming trunk is released. Valid entries are 100 to 25500 in increments of 100. The field cannot be blank. Default is "1500." This field only appears when the trunk group is "two-way".
- **Incoming Incomplete Dial Alarm (sec)** — Enter the maximum time (in sec) allowed between incoming seizure and receipt of all digits. Intervals greater than this generate an inline error. Valid entries are 1 to 255 in increments of 1; default is "255." Only the TN436 (all), TN459 (all), TN464C (or later), TN760Dv15 (or later), TN767, TN2140, TN2146, TN2184, and TN2199 circuit packs.
- **Incoming Partial Dial (sec)** — Enter the time (in sec) allowed between digits. Valid entries are 5 to 255 in increments of 1; default is "18." This timer appears only if the Incoming Dial Type is "rotary."

**NOTE:**

This timer is never sent to TN429 ports.

- **Incoming Seizure (msec)** — Enter the minimum time (in msec) required for recognition of incoming ringing signal from the far-end. Valid entries are 20 to 2550 in increments of 10. The field cannot be blank. Default is "500." This field appears when the Trunk Signaling Type is "cont" and the Direction is incoming or two-way. Only TN429, TN438 (any release), TN447, TN464C (or later), TN465 (any release), TN767, TN2138, TN2140, TN2147, TN2184, and TN2199 ports receive this timer.
- **Make (msec)** — Enter the duration of the make interval (the pause between pulses) while the system is outputting digits using dial pulse signaling.

If the PPS field is "10", the sum of the Make and Break fields must equal 100. Valid entries are 20 to 80 in increments of 5. The field cannot be blank. The default is "40."

If the PPS field is "20", the sum of the Make and Break fields must equal 50. Valid entries are 10 to 40 in increments of 5. The field cannot be blank. The default is "20."
- **Normal Outgoing Seize Send (msec)** — Outgoing seizure is signaled by the calling switch momentarily grounding the M-lead for the duration specified by this timer. This field appears only if the Trunk Signaling Type is "dis" and the trunk group Direction is "two-way" or "outgoing". Valid entries are 10 to 990 in increments of 10. Default is "70." Only TN2140 ports receive this timer.



- **Outgoing Dial Guard (msec)** — This timer specifies the minimum time between seizure acknowledgment of a trunk and the outpulsing of digits. For trunks that do not provide seizure acknowledgment, the timer specifies the minimum time between seizure and the outpulsing of digits. Any digit dialed by the station user after they lift the receiver, but before the timer times out, will not be outpulsed until the timer expires. Valid entries are 100 to 25500 in increments of 100. The field cannot be blank. Default is "1600."
- **Outgoing Disconnect (msec)** — A disconnect signal on an outgoing call is considered valid only if it continues at least for the time specified by this timer. This timer begins timing when a disconnect signal has been detected on an outgoing call over the trunk, and resets when the signal is no longer detected. If the timer times out, the trunk is dropped. Valid entries are 50 to 2550 in increments of 10. The field cannot be blank. Default is "500."
- **Outgoing Disconnect Send (msec)** — Forward release is signaled by the calling switch by grounding the M-lead for the duration specified by this timer. It is only administrable if the Trunk Signaling Type is "dis" and the trunk group Direction is "two-way" or "outgoing". Valid entries are 100 to 9900 in increments of 100. Default is "800." Only TN2140 ports receive this timer.
- **Outgoing End of Dial (sec)** — Enter the maximum time (in sec) a trunk may wait for answer supervision after dialing an outgoing call. During cut-through operation, timing begins after each outgoing digit is sent by the PBX and timing ceases after the far-end sends answer supervision. If the timer expires, the PBX acts as if it had received answer supervision. On senderized operation, the timer begins after the last digit collected is sent by the PBX. The timer ceases when the far-end sends answer supervision. If the timer expires, the PBX acts as if it has received answer supervision. This field appears when Direction is "outgoing" or "two-way" and Receive Answer Supervision is "n". This field will not appear if the Receive Answer Supervision field is "y", but a zero (0) value will be sent down to the firmware to disable the timer. Valid entries are 1 to 254 in increments of 1. Default is "10."

 **NOTE:**

This field controls the firmware answer-supervision timer on ports that take the administrable timers; the Answer Supervision Timeout field on Page 1 of the Trunk Group form controls answer supervision for ports that do not take administrable timers. This field and the value administered in the Answer Supervision Timeout field on the Trunk Group form should be the same value.

- **Outgoing Glare Guard (msec)** — Enter the minimum time (in msec) between the time an outgoing trunk is released and the same trunk can be seized for another outgoing call. This guard time will ensure that the far-end has released all equipment after the outgoing trunk is released.

Valid entries are 100 to 25500 in increments of 100. The field cannot be blank. Default is "1500." This field only appears for "outgoing" and "two-way" trunk groups.

- **Outgoing Last Digit (sec)** — Enter the maximum time (in seconds) to wait for the next digit dialed. After the timer expires, no more digits are accepted by the circuit pack. It will only be administrable if the Trunk Signaling Type is "dis" or "cont" and the trunk group Direction is "two-way" or "outgoing". Valid entries are 1 to 40; default is "10." Only TN497 and TN2140 ports receive this timer.
- **Outgoing Rotary Dial Interdigit (msec)** — Enter the interval (in msec) between rotary dial digits being outputted by the system (that is, PBX). Valid entries are 150 to 2550 in increments of 10. The field cannot be blank. Default is "800." This field only appears when the Outgoing Dial Type is "rotary".
- **Outgoing Seizure (msec)** — Displayed when the Country Code is "15," the Direction is "outgoing" or "two-way," and the Trunk Type is "2-wire-ac," "2-wire-dc," or "3-wire." This timer specifies the duration (in milliseconds) of the outgoing seizure signal. Enter a number between 20 and 2550 in increments of 10; default is "200." This timer is sent only to the TN2199 circuit board.
- **Outgoing Seizure Response (sec)** — Enter a maximum time (in sec) by which the PBX should receive the proceed-to-dial indication from the far-end after sending the seize signal. If the indication is not received in this time, a seizure failure response is uplinked. Valid entries are 1 to 255 in increments of 1. Default is "5" sec. This timer is sent to the TN438B, TN439, TN447, TN458, TN464B (or later), TN465B (or later), TN760Dv15 (or later), TN767, TN2140, TN2147, TN2184, and TN2199 circuit packs.
- **Pause (msec)** — Enter the minimum length of a pause between tones being sent in response to button depressions at a hybrid station set. It is only administrable if the Trunk Signaling Type is blank. Valid entries are 20 to 2550 in increments of 10; default is "150." All CO, DIOD, and Tie circuit packs that accept administrable timers accept this timer. However, this timer is only sent to the following DID circuit packs: TN464B (or later), TN767, TN436B, TN459B, TN2146, TN2199, and TN429 and TN2184 ports in a DID trunk group.
- **PPM** — Appears for outgoing and two-way CO trunks. Enter "y" if Periodical Pulse Metering (PPM) pulses should be collected from the public network to determine call cost. If this field is "y," the Frequency field is displayed.
- **PPS** — Enter either "10" or "20" to specify the PPS (pulses per second) assigned to rotary dial pulse trunk groups. Valid entries are "10" or "20". Default is "10".

**NOTE:**

The TN439, TN458, TN497, TN747Bv12 (or later), and TN767 circuit packs can only do 10pps.

- **Programmed Dial Pause (msec)** — Enter the length (in msec) of a pause during abbreviated dialing, ARS outpulsing, and terminal dialing operations. This timer is administrable for all outgoing and two-way trunk groups. Valid entries are 100 to 25500 in increments of 100. Default is "1500" msec. This timer is sent to the TN464B (or later), TN760Dv15 (or later), TN767, TN458, and TN2140 tie circuit packs. All CO circuit packs that accept administrable timers accept this timer.
- **Release Ack Send (msec)** — Enter the duration (in msec) of the forward release acknowledgment signal. After receiving a forward release signal, the called switch must send the forward release acknowledgment signal. This signal is sent by grounding the M-lead for the duration specified by this timer. This field appears only if the Trunk Signaling Type is "dis" and the trunk group Direction is "incoming" or "two-way". Valid entries are 500 to 1200 in increments of 100. Default is "600." Only TN2140 ports receive this timer.
- **Ringing Monitor (msec)** — Enter the minimum time required to determine if the trunk is disconnected. If the ringing signal disappears for a duration longer than the time specified in this field, the call will be assumed to be disconnected. Valid entries are 200 to 51000 in increments of 200. The field cannot be blank; default is "5200." This timer is sent to TN464C (or later), TN767, TN438 (all), TN447, TN465 (all), TN2138, TN2147, TN2184, and TN2199 CO circuit packs.
- **Seize Ack Delay (msec)** — Enter the maximum time (in msec) between receiving a seizure and the sending of seizure acknowledgment by the called switch. This field appears only if the Trunk Signaling Type is "dis" and the trunk group Direction is "incoming" or "two-way". Valid entries are 40 to 120 in increments of 10. Default is "100." Only TN2140 ports receive this timer.
- **Seize Ack Send (msec)** — Enter the duration (in msec) of the seize acknowledge pulse. This field appears only if the Trunk Signaling Type is "dis" and the trunk group Direction is "incoming" or "two-way". Valid entries are 10 to 990 in increments of 10. Default is "80." Only TN2140 ports receive this timer.
- **Tone (msec)** — Enter the length of a DTMF tone sent in response to a button depression at a hybrid station set. Valid entries are 20 to 2550 in increments of 10; default is "350." This field appears only if the Trunk Signaling Type is blank. This timer is sent only to the TN2184 circuit boards. All CO, DIOD, and Tie circuit packs that accept administrable timers accept this timer. However, this timer is only sent to the following DID circuit packs: TN464B (or later), TN767, TN436B, TN459B, TN2146, TN2199, and TN429 and TN2184 ports in a DID trunk group.

## ATMS Thresholds Form

### NOTE:

This form appears when the Direction field on Page 1 is "outgoing" or "two-way" and ATMS is enabled on the Feature-Related System Parameters form.

- **Allow ATMS Busyout, Error Logging and Alarming** — Enter "y" to allow ATMS error logging and alarming (subject to filtering depending on the service organization used to deal with alarms); default is "n."
- **Far-End Test No.** — Enter the access number (1 to 20 digits) dialed to reach the TTL.
- **Marginal and Unacceptable Thresholds**
  - **Marginal Threshold - Max - 1004 Hz Loss** — Enter the maximum signal loss (0 to 21) for a 1004 Hz test tone (in dB) allowed before reporting a trunk as out of tolerance; default is "21." A smaller dB value is more restrictive.
  - **Marginal Threshold - Min -1004 Hz Loss** — Enter -2 (default), -1, or 0 to 21 to indicate the minimum signal loss for a 1004 Hz test tone (in dB) allowed before reporting a trunk as out of tolerance. A larger dB value is more restrictive.
  - **Unacceptable Threshold - Max - 1004 Hz Loss** — Enter the maximum signal loss (0 to 21) for a 1004 Hz test tone (in dB) allowed before reporting a trunk as unacceptable; default is "21." A smaller dB value is more restrictive.
  - **Unacceptable Threshold - Min - 1004 Hz Loss** — Enter -2 (default), -1, or 0 to 21 to indicate the minimum signal loss for a 1004 Hz test tone (in dB) allowed before reporting a trunk as unacceptable. A larger dB value is more restrictive.
  - **Marginal Threshold - -Dev - 404 Hz Loss** — Enter the maximum negative deviation of measured loss (0 to 9) at 404 Hz from the 1004 Hz test tone noise level (in dB) allowed before reporting a trunk as out of tolerance; default is "9." Smaller dB values are more restrictive.
  - **Marginal Threshold - +Dev - 404 Hz Loss** — Enter the maximum positive deviation of measured loss (0 to 9) at 404 Hz from the 1004 Hz test tone loss level (in dB) allowed before reporting a trunk as out of tolerance; default is "9." Smaller dB values are more restrictive.
  - **Unacceptable Threshold - -Dev - 404 Hz** — Enter the maximum negative deviation of measured loss (0 to 9) at 404 Hz from the 1004 Hz test tone loss level (in dB) allowed before reporting a trunk unacceptable; default is "9." Smaller dB values are more restrictive.

- **Unacceptable Threshold - +Dev - 404 Hz** — Enter the maximum positive deviation of measured loss (0 to 9) at 404 Hz from the 1004 Hz test tone loss level (in dB) allowed before reporting a trunk unacceptable; default is “9.” Smaller dB values are more restrictive.
- **Marginal Threshold - -Dev - 2804 Hz** — Enter the maximum negative deviation of measured loss (0 to 9) at 2804 Hz from the 1004 Hz test tone loss level (in dB) allowed before reporting a trunk as out of tolerance; default is “9.” Smaller dB values are more restrictive.
- **Marginal Threshold - +Dev - 2804 Hz** — Enter the maximum positive deviation of measured loss (0 to 9) at 2804 Hz from the 1004 Hz test tone loss level (in dB) allowed before reporting a trunk as out of tolerance; default is “9.” Smaller dB values are more restrictive.
- **Unacceptable Threshold - -Dev - 2804 Hz** — Enter the maximum negative deviation of measured loss (0 to 9) at 2804 Hz from the 1004 Hz test tone loss level (in dB) allowed before reporting a trunk unacceptable; default is “9.” Smaller dB values are more restrictive.
- **Unacceptable Threshold - +Dev - 2804 Hz** — Enter the maximum positive deviation of measured loss (0 to 9) at 2804 Hz from the 1004 Hz test tone loss level (in dB) allowed before reporting a trunk unacceptable; default is “9.” Smaller dB values are more restrictive.
- **Marginal Threshold - Maximum C Message Noise** — Enter the maximum C-message noise interference (15 to 55) in dBmC above reference noise terminating on a voice terminal as measured within the voice band frequency range (500 to 2500 Hz) allowed before reporting a trunk as out of tolerance. The default is “55.” Smaller values are more restrictive.
- **Unacceptable Threshold - Maximum C Message Noise** — Enter the maximum C-message noise interference (15 to 55) in dBmC above reference noise terminating on a voice terminal as measured within the voice band frequency range (500 to 2500 Hz) allowed before reporting a trunk as unacceptable. The default is “55.” Smaller values are more restrictive.
- **Marginal Threshold - Maximum C Notched Noise** — Enter the maximum C-notched signal dependent noise interference (34 to 74) in dBmC allowed before reporting a trunk as out of tolerance. The default is “74.” Smaller values are more restrictive.
- **Unacceptable Threshold - Maximum C Notched Noise** — Enter the maximum C-notched signal dependent noise interference (34 to 74) in dBmC allowed before reporting a trunk as unacceptable. The default is “74.” Smaller values are more restrictive.

- **Marginal Threshold - Minimum SRL-HI** — Enter the minimum high-frequency signaling return loss (0 to 40) in dB allowed before reporting a trunk as out of tolerance. The default is "0." Larger values are more restrictive.
- **Unacceptable Threshold - Minimum SRL-HI** — Enter the minimum high-frequency signaling return loss (0 to 40) in dB allowed before reporting a trunk as unacceptable. The default is "0." Larger values are more restrictive.
- **Marginal Threshold - Minimum SRL-LO** — Enter the minimum low-frequency signaling return loss (0 to 40) in dB allowed before reporting a trunk as out of tolerance. The default is "0." Larger values are more restrictive.
- **Unacceptable Threshold - Minimum SRL-LO** — Enter the minimum low-frequency signaling return loss (0 to 40) in dB allowed before reporting a trunk as unacceptable. The default is "0." Larger values are more restrictive.
- **Marginal Threshold - Minimum ERL** — Enter the minimum low-frequency echo return loss (0 to 40) in dB allowed before reporting a trunk as out of tolerance. The default is "0." Larger values are more restrictive.
- **Unacceptable Threshold - Minimum ERL** — Enter the minimum low-frequency echo return loss (0 to 40) in dB allowed before reporting a trunk as unacceptable. The default is "0." Larger values are more restrictive.
- **Maximum Percentage of Trunks Which Can Be Removed From Service by ATMS** — Enter the highest percentage of trunks from the trunk group (0 to 100) that can be removed from service at one time because of unacceptable transmission measurement results; default is "0."
- **Trunk Contact** — Enter the 0 to 25 alphanumeric character trunk vendor contact (the name and/or telephone number of someone from the trunk vendor who can be contacted in the event of problems with the trunks); default is blank.
- **Trunk Length** — Enter 0 to 4 digits followed by k (for kilometers) or m (for miles) showing the length of trunk. This field is not required. It can be used to assist with threshold establishment, since noise on a trunk increases with the length of the trunk. The default is "0m".
- **Trunk Vendor** — Enter the 0 to 22 alphanumeric character trunk vendor name (who to notify in the event of problems with the trunks); default is blank.
- **TTL Contact** — Enter the 0 to 25 alphanumeric character TTL vendor contact (the name and/or telephone number of someone from the TTL vendor who can be contacted in the event of problems with the TTL); default is blank.

- **TTL Type** — Specifies the type of TTL selected for testing trunks. The TTL type determines what ATMS tests can be completed and thus which threshold values need to be administered. The different TTLs supported are 105 with return loss (105-w-rl) (default), 105 without return loss (105-wo-rl), high-level tone source (high-level-tone), low-level tone source (low-level-tone), 100-type (100), and 102 type (102).

The following table explains the differences between TTL Types:

| Type TTL               | Description                                                               | Example                                                           |
|------------------------|---------------------------------------------------------------------------|-------------------------------------------------------------------|
| <i>105-w-rl</i>        | Full range of 18 measurements or some defaults for return loss used (56A) | TN771B, ZLC12 and SN261B circuit packs and new 56A mini-responder |
| <i>105-wo-rl</i>       | Cannot return default values for far-end return loss                      | Older 56A mini-responder                                          |
| <i>high-level-tone</i> | Sends a fixed sequence of tones at 0 dBm                                  | ZLC12 and SN261B circuit packs                                    |
| <i>low-level-tone</i>  | Sends a fixed sequence of tones at -16dBm                                 | SN261B circuit pack                                               |
| <i>100</i>             | Up to 5 measurements that sends a 1004 Hz tone then a quiet termination   |                                                                   |
| <i>102</i>             | One measurement that sends a 1004 Hz tone                                 |                                                                   |

The far-end switch containing the TTL may be any of the following:

- System 85 R3 PBX equipped with the Maintenance/Test Board (TN771B)
- System 75 R1V2 and beyond, all of which contain the circuitry required to perform the TTL function
- System 85 R2 PBX equipped with the Analog/Digital Facility Test Circuit (ADFTC, SN261)
- DIMENSION FP8 equipped with the Analog Facility Test Circuit (AFTC, ZLC-12)
- Central Office switches equipped with various TTL equipment that provide 100, 102, or 105 test line capabilities (56A)

Other vendor PBXs *may* be supported if compatible test lines are provided by these switches.

Four different versions of the ATMS Threshold Administration page can occur depending upon the measurements allowed by the TTL type selected. The four possibilities are:

- 105-w-rl and 105-wo-rl — All thresholds appear.
- high-lts and low-lts — All thresholds (except maximum C-notched noise) appear.
- 100 — All thresholds (except maximum c-notched noise, 404Hz loss, and 2804 Hz loss) appear.
- 102 — Only 1004 Hz loss threshold appears.
- **TTL Vendor** — Enter the 0 to 22 alphanumeric character TTL vendor name (the name of the vendor supplying the terminating test line); default is blank.
- **Unacceptable Thresholds** — See **Marginal and Unacceptable Thresholds** on page 4-166.

### Group Member Assignments Form

#### **NOTE:**

The total number of pages, and the first page of the Group Member Assignments, vary depending on whether the Administrable Timers and ATMS Thresholds pages are displayed.

- **Administered Members (min/max)** — Indicates the minimum and maximum member number that has been administered for the particular trunk group. This field is displayed on all member pages.
- **Ans Delay** — Specifies the length of the wait for answer supervision delay (in ms) for trunks using the TN722A or later, TN760 (B, C, or D), TN767, TN464 (any suffix), TN437, TN439, TN458, or TN2140 circuit packs. Valid entries are 20 to 5100 in increments of 20; default is blank and internally treated as a zero. This delay serves two purposes:
  - Used to assure that the answer supervision signal is valid and not a secondary delay-dial or wink-start signal.
  - Used to bridge over momentary off-hook signals resulting from connections made off-network through certain No. 5 Crossbar CCSA switches as the connection is being established.
- **Code** — Display-only field. Displays the type of circuit pack physically installed or logically administered at the location to which this member has been assigned. If a circuit pack is neither installed nor administered at the member's location, the field is blank.
- **Mode** — Specifies the signaling mode used on Tie Trunks with TN722A or later release, TN760B or later release, TN767, TN464 (any suffix), TN437, TN439, TN458, or TN2140 circuit packs. Valid entries are "e&m" (interface), "simplex" (phantomed), or "protected." This entry must correspond to associated dip switch settings on the circuit pack.



- **Name** — Enter up to ten characters to identify the member of the trunk group. The name can be a 7-digit telephone number or a 10-digit Trunk Circuit Identification number (provided by trunk supplier).
- **Night** — Enter the extension of the night destination for the trunk. This individual night destination overrides the group night service destination on the first page of the trunk group form. Incoming calls are routed to this destination when the system is placed in night service mode. (If "attd" is entered, night service will be to the attendant.)
- **Port** — Enter seven characters. The first two characters identify the cabinet (01 to 44 [R5r], 01 to 03 [R5si]); the third character identifies the carrier (A through E); the fourth and fifth identify the slot number in the carrier (01 to 20 for multi-carrier cabinets or 01 to 18 for single-carrier cabinets); the last two characters identify the circuit number (01 to 31).



**NOTE:**

When supporting DCS, it is required that the trunk be the same member number on both nodes. The member number of the trunk is the display-only field at the far left of the screen, just before the Port field.

- **Sfx** — (Display only field) Displays the type of circuit pack (suffix only) physically installed at the location to which this member has been assigned. Field is blank if a circuit pack has not been physically installed.
- **Total Administered Members (Display Only Field)** — Indicates the total number of members administered in the trunk group. This field will appear on all trunk group member pages.
- **Type** — Specifies the signaling type to be used. This field should be used only with TN760B (or later release), TN722 (with any suffix), TN767, TN2140 (when the Trunk Signaling Type field is "cont"), TN437, TN439, TN464 with any suffix, or TN458 circuit packs.

The value of "t5 rev" is allowed only for the TN760D vintage 10 or later. When the Type field is "t5 rev", the Mode field must be "e&m."

Valid entries are "t1 stan", "t1 comp", "t5rev", or "type 5." Default is blank.

## Access Trunk Group

---

This form is used to provide the ability to communicate with another switch as either a main or tandem switch in an Electronic Tandem Network arrangement. This trunk group does not send or receive Traveling Class Marks.

### Administration Commands

---

Use the following administration commands to administer the Access Trunk Group form.

| Action  | Object      | Qualifier <sup>1</sup>                                                                      |
|---------|-------------|---------------------------------------------------------------------------------------------|
| add     | trunk-group | 1-MAX (or 'next')                                                                           |
| change  | trunk-group | 1-MAX or TAC X...                                                                           |
| display | trunk-group | 1-MAX ['number' X]['to-number' X]['count' N]<br>['tac' assigned TAC]['print' or 'schedule'] |
| list    | trunk-group | ['print' or 'schedule']                                                                     |
| remove  | trunk-group | 1-MAX or TAC X...                                                                           |

- 
1. Brackets [ ] indicate the qualifier is optional. Single quotes ( ' ') indicate the text inside the quote must be entered exactly as shown or an abbreviated form of the word may be entered. MAX is the maximum number available in your system configuration. Refer to Table C-1 in Appendix C, "System Capacity Limits".

### Field Descriptions

---

The fields on the following forms are described in the section on "Trunk Groups — General".



Bit Rate, Synchronization, and Duplex are displayed when Comm Type is "avd" or "rbavd."

Synchronization is displayed when Comm Type is "data" and ISDN-PRI is enabled on the System-Parameters Customer-Options form.

ITC is displayed when Comm Type is "data", "avd", or "rbavd" and BCC is not "0".

The Expected Digits field appears if the Direction is incoming or two-way, the Trunk Signaling type is blank, and the Incoming Dial Type is "mf."

### Access Trunk Group Form Page 2

|                                          |                      |             |
|------------------------------------------|----------------------|-------------|
| TRUNK FEATURES                           |                      | Page 2 of X |
| ACA Assignment? n                        | Measured: none       |             |
|                                          | Maintenance Tests? y |             |
| Used for DCS? n                          | Data Restriction? n  |             |
| Suppress # Outpulsing? n                 |                      |             |
| Seize When Maintenance Busy: neither-end |                      |             |

**Screen 4-39. Access Trunk Group Form (Page 2)**

### Implementation Notes

Long Holding Time (hours), Short Holding Time (seconds), and Short Holding Threshold fields are displayed when ACA Assignment is "y."

The PBX ID field is displayed if the Used for DCS field is "y."

Glare Handling is displayed when the Direction field is "two-way" and the outgoing side of the Trunk Type field is "wink" or "delay."

**Administrable Timers Form**

|                                   |                                             |                  |
|-----------------------------------|---------------------------------------------|------------------|
|                                   |                                             | Page Y of X      |
| TRUNK GROUP                       |                                             |                  |
| ADMINISTRABLE TIMERS              |                                             |                  |
| Incoming Disconnect(msec): 500    | Outgoing Disconnect(msec): 500              |                  |
| Incoming Dial Guard(msec): 70     | Outgoing Dial Guard(msec): 1600             |                  |
| Incoming Glare Guard(msec): 1500  | Outgoing Glare Guard(msec): 1500            |                  |
| Incoming Partial Dial(sec): 18    |                                             |                  |
| Outgoing End of Dial(sec): 10     | Outgoing Rotary Dial Interdigit(msec): 800_ |                  |
| Programmed Dial Pause(msec): 1500 | Outgoing Seizure Response(sec): 5           |                  |
|                                   | Disconnect Signal Error(sec): 240           |                  |
|                                   | Incoming Incomplete Dial Alarm(sec): 255    |                  |
| END TO END SIGNALING              |                                             |                  |
| Tone (msec): 350                  | Pause (msec): 150                           |                  |
| OUTPULSING TIMING                 |                                             |                  |
| PPS: 10                           | Make (msec): 40                             | Break (msec): 60 |

**Screen 4-40. Access Trunk Group Administrable Timers Form****Implementation Notes**

The Incoming Partial Dial field is displayed only when the Incoming Dial Type field from Page 1 is "rotary."

The Outgoing End of Dial field is displayed if the Receive Answer Supervision field from Page 1 is "n."

Incoming Seizure field is displayed when Trunk Signaling Type is "cont" and Direction is "incoming" or "two-way."

Incoming Dial Guard field is administrable when Trunk Signaling Type is blank.

Outgoing Disconnect field is displayed if Trunk Signaling Type is "blank" or "cont" and Direction is "outgoing" or "two-way."

Pause field is displayed if the Trunk Signaling Type is "blank."

**ATMS Thresholds Form**

Page Y of X

**ATMS THRESHOLDS**

TTL Type: 105-w-rl\_\_\_\_\_ Far End Test No: \_\_\_\_\_  
 TTL Vendor: \_\_\_\_\_ TTL Contact: \_\_\_\_\_  
 Trunk Vendor: \_\_\_\_\_ Trunk Contact: \_\_\_\_\_  
 Trunk Length: \_\_\_\_\_

|                          | MARGINAL |      | UNACCEPTABLE |      |
|--------------------------|----------|------|--------------|------|
|                          | Min      | Max  | Min          | Max  |
| 1004 Hz Loss:            | -2       | 21   | -2           | 21   |
|                          | -Dev     | +Dev | -Dev         | +Dev |
| 404 Hz Loss:             | 9        | 9    | 9            | 9    |
| 2804 Hz Loss:            | 9        | 9    | 9            | 9    |
| Maximum C Message Noise: | 55       |      | 55           |      |
| Maximum C Notched Noise: | 74       |      | 74           |      |
| Minimum SRL-HI:          | 0_       |      | 0_           |      |
| Minimum SRL-LO:          | 0_       |      | 0_           |      |
| Minimum ERL:             | 0_       |      | 0_           |      |

Allow ATMS Busyout, Error Logging and Alarming? y  
 Maximum Percentage of Trunks Which Can Be Removed from Service by ATMS: 0\_

**Screen 4-41. Access Trunk Group ATMS Thresholds Form****Group Member Assignments Form**

Page Y of X

**TRUNK GROUP**

Administered Members(min/max): 0/0  
 Total Administered Members: 0

| GROUP | MEMBER | ASSIGNMENTS |     | Name  | Night | Mode  | Type  | Ans Delay |
|-------|--------|-------------|-----|-------|-------|-------|-------|-----------|
|       | Port   | Code        | Sfx |       |       |       |       |           |
| 1:    | _____  | _____       | -   | _____ | _____ | _____ | _____ | _____     |
| 2:    | _____  | _____       | -   | _____ | _____ | _____ | _____ | _____     |
| 3:    | _____  | _____       | -   | _____ | _____ | _____ | _____ | _____     |
| 4:    | _____  | _____       | -   | _____ | _____ | _____ | _____ | _____     |
| 5:    | _____  | _____       | -   | _____ | _____ | _____ | _____ | _____     |
| 6:    | _____  | _____       | -   | _____ | _____ | _____ | _____ | _____     |
| 7:    | _____  | _____       | -   | _____ | _____ | _____ | _____ | _____     |
| 8:    | _____  | _____       | -   | _____ | _____ | _____ | _____ | _____     |
| 9:    | _____  | _____       | -   | _____ | _____ | _____ | _____ | _____     |
| 10:   | _____  | _____       | -   | _____ | _____ | _____ | _____ | _____     |
| 11:   | _____  | _____       | -   | _____ | _____ | _____ | _____ | _____     |
| 12:   | _____  | _____       | -   | _____ | _____ | _____ | _____ | _____     |
| 13:   | _____  | _____       | -   | _____ | _____ | _____ | _____ | _____     |
| 14:   | _____  | _____       | -   | _____ | _____ | _____ | _____ | _____     |
| 15:   | _____  | _____       | -   | _____ | _____ | _____ | _____ | _____     |

**Screen 4-42. Access Trunk Group Member Assignments Forms****Implementation Note**

The Type column is displayed when the Trunk Signaling Type field is "blank" or "cont." The Type column is not displayed if the Trunk Signaling Type field is "dis."

## **APLT Trunk Group**

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This form is used to provide access to and termination from advanced private line termination (APLT) networks. APLT trunks are used with a Common Control Switching Arrangement (CCSA) or Enhanced Private Switched Communications Service (EPSCS) network.

### **Administration Commands**

---

Use the following administration commands to administer the APLT Trunk Group form.

| <b>Action</b> | <b>Object</b> | <b>Qualifier<sup>1</sup></b>                                                                |
|---------------|---------------|---------------------------------------------------------------------------------------------|
| add           | trunk-group   | 1–MAX (or 'next')                                                                           |
| change        | trunk-group   | 1–MAX or TAC X..                                                                            |
| display       | trunk-group   | 1–MAX ['number' X]['to-number' X]['count' N]<br>['tac' assigned TAC]['print' or 'schedule'] |
| list          | trunk-group   | ['print' or 'schedule']                                                                     |
| remove        | trunk-group   | 1–MAX or TAC X..                                                                            |

- 
1. Brackets [ ] indicate the qualifier is optional. Single quotes ( ' ') indicate the text inside the quote must be entered exactly as shown or an abbreviated form of the word may be entered. MAX is the maximum number available in your system configuration. Refer to Table C-1 in Appendix C, "System Capacity Limits".

### **Field Descriptions**

---

The fields on the following forms are described in the section on "Trunk Groups — General".

**APLT Trunk Group Form Page 1**

|                                |                     |                               |                |
|--------------------------------|---------------------|-------------------------------|----------------|
| Group Number: 1                |                     | TRUNK GROUP                   | Page 1 of X    |
| Group Name: OUTSIDE CALL       |                     | Group Type: aplt              | CDR Reports: y |
| Direction: two-way             | COR: 1              | TN: 1                         | TAC: _____     |
| Dial Access? y                 | Outgoing Display? n | Trunk Signaling Type: _____   |                |
| Queue Length: 0                | Busy Threshold: 99  | Night Service: _____          |                |
|                                |                     | Incoming Destination: _____   |                |
|                                | Auth Code? n        |                               |                |
| TRUNK PARAMETERS               |                     |                               |                |
| Trunk Type(in/out): _____      |                     | Incoming Rotary Timeout: 5    |                |
| Outgoing Dial Type: tone       |                     | Incoming Dial Type: tone      |                |
|                                |                     | Disconnect Timing(msec): 500  |                |
|                                |                     | Sig Bit Inversion: none       |                |
| Incoming Dial Tone? y          |                     |                               |                |
| Disconnect Supervision- Out? n |                     |                               |                |
| Answer Supervision Timeout: 0  |                     | Receive Answer Supervision? n |                |

**Screen 4-43. APLT Trunk Group Form (Page 1)****Implementation Notes**

Answer Supervision Timeout is defaulted to 0.

BCC is displayed when the Comm Type is "avd" or when ISDN-PRI is optioned on the System-Parameters Customer-Options form and Comm Type is "avd," "data," or "rbavd."

Connected to Toll and DTT to DCO Loss are displayed when Trunk Type is "auto/...", "delay/...", "immed/...", or "wink/..."

STT Loss is displayed when Connected to Toll is "n."

Wink Timer is displayed when the outgoing side of the Trunk Type is "wink" or "delay."

Queue Length is displayed when the Direction is "outgoing" or "two-way."

Night Service, Incoming Destination and Auth Code are displayed when Destination is "incoming" or "two-way."

Send Release Ack, Receive Release Ack, and Send Answer Supervision are displayed when Trunk Signaling Type is "cont" or "dis."

Bit Rate, Synchronization, and Duplex are displayed when Comm Type is "avd" or "rbavd."

ITC is displayed when Comm Type is "data," "avd," or "rbavd" and BCC is not "0."



The Expected Digits field appears if the Direction is "incoming" or "two-way," the Trunk Signaling type is blank, and the Incoming Dial Type is "mf."

## APLT Trunk Group Form Page 2

Page 2 of X

| TRUNK FEATURES           | TRUNK GROUP                                 |
|--------------------------|---------------------------------------------|
| ACA Assignment? n        | Measured: none                              |
|                          | Internal Alert? n      Maintenance Tests? y |
|                          | Data Restriction? n                         |
| Suppress # Outpulsing? n |                                             |
|                          | Seize When Maintenance Busy: neither-end    |

**Screen 4-44. APLT Trunk Group Form (Page 2)**

## Implementation Notes

---

Long Holding Time (hours), Short Holding Time (seconds), and Short Holding Threshold are displayed when ACA Assignment is "y."

Glare Handling is displayed when the Direction field is "two-way" and the outgoing side of the Trunk Type field is "wink" or "delay."

**APLT Trunk Group Administrable Timers Form**

| TRUNK GROUP                                 |                                   | Page Y of X     |
|---------------------------------------------|-----------------------------------|-----------------|
| ADMINISTRABLE TIMERS                        |                                   |                 |
| Incoming Disconnect(msec): 500              | Outgoing Disconnect(msec): 500    |                 |
| Incoming Dial Guard(msec): 70               | Outgoing Dial Guard(msec): 1600   |                 |
| Incoming Glare Guard(msec): 1500            | Outgoing Glare Guard(msec): 1500  |                 |
| Outgoing Rotary Dial Interdigit(msec): 800_ |                                   |                 |
| Outgoing End of Dial(sec): 10               | Outgoing Seizure Response(sec): 5 |                 |
| Programmed Dial Pause(msec): 1500           | Disconnect Signal Error(sec): 240 |                 |
| Incoming Incomplete Dial Alarm(sec): 255    |                                   |                 |
| END TO END SIGNALING                        |                                   |                 |
| Tone (msec): 350                            | Pause (msec): 150                 |                 |
| OUTPULSING TIMING                           |                                   |                 |
| PPS: 10                                     | Make(msec): 40                    | Break(msec): 60 |

**Screen 4-45. APLT Trunk Group Administrable Timers Form****Implementation Notes**

---

Incoming Dial Guard field is administrable when Trunk Signaling Type is blank.

The Incoming Partial Dial field is only displayed when the Incoming Dial Type field from Page 1 is "rotary."

Incoming Seizure field is displayed when Trunk Signaling Type is "cont" and Direction is "incoming" or "two-way."

The Outgoing End of Dial field is displayed if the Receive Answer Supervision field from Page 1 is "n."

Outgoing Disconnect field is displayed if Trunk Signaling Type is "blank" or "cont" and Direction is "outgoing" or "two-way."

Pause field is displayed if the Trunk Signaling Type is "blank."

**APLT Trunk Group ATMS Thresholds Form**

|                         |  |                        |  |             |  |
|-------------------------|--|------------------------|--|-------------|--|
| ATMS THRESHOLDS         |  |                        |  | Page Y of X |  |
| TTL Type: 105-w-rl_____ |  | Far End Test No: _____ |  |             |  |
| TTL Vendor: _____       |  | TTL Contact: _____     |  |             |  |
| Trunk Vendor: _____     |  | Trunk Contact: _____   |  |             |  |
| Trunk Length: _____     |  |                        |  |             |  |

|               |          |      |              |      |
|---------------|----------|------|--------------|------|
|               | MARGINAL |      | UNACCEPTABLE |      |
|               | Min      | Max  | Min          | Max  |
| 1004 Hz Loss: | -2       | 21   | -2           | 21   |
|               | -Dev     | +Dev | -Dev         | +Dev |
| 404 Hz Loss:  | 9        | 9    | 9            | 9    |
| 2804 Hz Loss: | 9        | 9    | 9            | 9    |

|                          |    |    |
|--------------------------|----|----|
| Maximum C Message Noise: | 55 | 55 |
| Maximum C Notched Noise: | 74 | 74 |
| Minimum SRL-HI:          | 0_ | 0_ |
| Minimum SRL-LO:          | 0_ | 0_ |
| Minimum ERL:             | 0_ | 0_ |

Allow ATMS Busyout, Error Logging and Alarming? y

Maximum Percentage of Trunks Which Can Be Removed from Service by ATMS: 0\_

**Screen 4-46. APLT Trunk Group ATMS Thresholds Form****APLT Trunk Group Member Assignments Form**

|  |  |  |  |                                        |  |             |  |  |
|--|--|--|--|----------------------------------------|--|-------------|--|--|
|  |  |  |  | TRUNK GROUP                            |  | Page Y of X |  |  |
|  |  |  |  | Administered Members(min/max): xxx/yyy |  |             |  |  |
|  |  |  |  | Total Administered Members: xxx        |  |             |  |  |

| GROUP | MEMBER | ASSIGNMENTS |     | Name  | Night | Mode  | Type  | Ans   | Delay |
|-------|--------|-------------|-----|-------|-------|-------|-------|-------|-------|
|       | Port   | Code        | Sfx |       |       |       |       |       |       |
| 1:    | _____  | _____       | -   | _____ | _____ | _____ | _____ | _____ | _____ |
| 2:    | _____  | _____       | -   | _____ | _____ | _____ | _____ | _____ | _____ |
| 3:    | _____  | _____       | -   | _____ | _____ | _____ | _____ | _____ | _____ |
| 4:    | _____  | _____       | -   | _____ | _____ | _____ | _____ | _____ | _____ |
| 5:    | _____  | _____       | -   | _____ | _____ | _____ | _____ | _____ | _____ |
| 6:    | _____  | _____       | -   | _____ | _____ | _____ | _____ | _____ | _____ |
| 7:    | _____  | _____       | -   | _____ | _____ | _____ | _____ | _____ | _____ |
| 8:    | _____  | _____       | -   | _____ | _____ | _____ | _____ | _____ | _____ |
| 9:    | _____  | _____       | -   | _____ | _____ | _____ | _____ | _____ | _____ |
| 10:   | _____  | _____       | -   | _____ | _____ | _____ | _____ | _____ | _____ |
| 11:   | _____  | _____       | -   | _____ | _____ | _____ | _____ | _____ | _____ |
| 12:   | _____  | _____       | -   | _____ | _____ | _____ | _____ | _____ | _____ |
| 13:   | _____  | _____       | -   | _____ | _____ | _____ | _____ | _____ | _____ |
| 14:   | _____  | _____       | -   | _____ | _____ | _____ | _____ | _____ | _____ |
| 15:   | _____  | _____       | -   | _____ | _____ | _____ | _____ | _____ | _____ |

**Screen 4-47. APLT Trunk Group Member Assignments Form****Implementation Note**

The Type column is displayed when the Trunk Signaling Type field is "blank" or "cont." The Type column is not displayed if the Trunk Signaling Type field is "dis".

## Central Office Trunk Group

---

This form is used to connect the System to the public telecommunications network via a local central office (CO).

### Administration Commands

---

Use the following administration commands to administer the CO Trunk Group form.

| Action  | Object      | Qualifier <sup>1</sup>                                                                      |
|---------|-------------|---------------------------------------------------------------------------------------------|
| add     | trunk-group | 1–MAX (or 'next')                                                                           |
| change  | trunk-group | 1–MAX or TAC X..                                                                            |
| display | trunk-group | 1–MAX ['number' X]['to-number' X]['count' N]<br>['tac' assigned TAC]['print' or 'schedule'] |
| list    | trunk-group | ['print' or 'schedule']                                                                     |
| remove  | trunk-group | 1–MAX or TAC X..                                                                            |

- 
1. Brackets [ ] indicate the qualifier is optional. Single quotes ( ' ') indicate the text inside the quote must be entered exactly as shown or an abbreviated form of the word may be entered. MAX is the maximum number available in your system configuration. Refer to Table C-1 in Appendix C, "System Capacity Limits".

### Field Descriptions

---

The fields on the following forms are described in the section on "Trunk Groups — General".

**CO Trunk Group Form Page 1**

Page 1 of X

TRUNK GROUP

Group Number: xxx                      Group Type: co                      CDR Reports: y  
 Group Name: OUTSIDE\_CALL \_\_\_\_\_ COR: 1\_                      TN: 1\_                      TAC: \_\_\_\_  
 Direction: two-way\_                      Outgoing Display? n  
 Dial Access? n                      Busy Threshold: 99\_                      Night Service: \_\_\_\_  
 Queue Length: 0\_                      Country: 1\_                      Incoming Destination: \_\_\_\_  
 Comm Type: voice                      Auth Code? n                      Digit Absorption List: \_  
 Prefix-1? y                      Trunk Flash? n                      Toll Restricted? y

TRUNK PARAMETERS

Trunk Type: \_\_\_\_\_  
 Outgoing Dial Type: tone\_\_\_\_                      Cut-Through? n  
 Trunk Termination: rc\_\_\_\_                      Disconnect Timing(msec): 500\_  
  
 Auto Guard? n      Call Still Held? n      Sig Bit Inversion: none  
  
 Trunk Gain: high

Disconnect Supervision - In? y      Out? n  
 Answer Supervision Timeout: 10\_                      Receive Answer Supervision? n  
 Answer Supervision Timeout: 10\_                      Receive Answer Supervision? n

**Screen 4-48. Central Office Trunk Group Form (Page 1)****Implementation Notes**

The BCC field is displayed when ISDN-PRI is optioned for on the System-Parameters Customer-Options form and the Comm Type field is "avd," "data," or "rbavd."

The ITC field is displayed when the Comm Type is "data," "avd," or "rbavd," and BCC is not "0."

The Connected to Toll and DTT to DCO Loss fields are displayed when the Trunk Type field is "auto/..."

The Cyclical Hunt field is displayed when the Direction is "two-way" and the Trunk Type is "loop-start."

The STT Loss field is displayed when the Connected to Toll field is "n."

The Cut-Through field is displayed when the Outgoing Dial Type field is "rotary" or "tone."

The Terminal Balanced field is displayed when the Trunk Type field is "ground-start," "loop-start," "immed-start," or "wink-start."

The RA Trunk Loss field is displayed when the Terminal Balanced field is "n."

The Incoming Destination, and Auth Code fields are displayed when the Direction is "incoming" or "two-way."

The Disconnect Supervision In field is displayed when the Direction is "incoming" or "two-way."

The Disconnect Supervision Out field is displayed when the Direction is "outgoing" or "two-way."

The Bit Rate, Synchronization, and Duplex fields are displayed when the Comm Type field is "avd" or "rbavd."

Synchronization field is displayed when Comm Type is "data" and ISDN-PRI is enabled on the System-Parameters Customer-Options form.

The Dial Detection field is displayed when Country Code is "15" and Trunk Type is "2-wire-ac", "2-wire-dc" or "3-wire."

The Version field is displayed when Country Code is "5."

## CO Trunk Group Form Page 2

Page 2 of X

TRUNK FEATURES

ACA Assignment? n

Measured: none\_\_\_\_\_

Maintenance Tests? y

Data Restriction? n

Abandoned Call Search? n

Suppress # Outpulsing? n

**Screen 4-49. Central Office Trunk Group Form (Page 2)**

## Implementation Note

---

The Long Holding Time (hours), Short Holding Time (seconds), and Short Holding Threshold fields are displayed when the ACA Assignment field is "y."

The Shuttle field is displayed when the Country Code is "15" and the Outgoing Dial Type is "rotary."

**CO Trunk Group Administrable Timers Form**

|                                   |                                            |                                          |
|-----------------------------------|--------------------------------------------|------------------------------------------|
|                                   |                                            | Page Y of X                              |
| TRUNK GROUP                       |                                            |                                          |
| ADMINISTRABLE TIMERS              |                                            |                                          |
| Incoming Disconnect(msec): 500    | Outgoing Disconnect(msec): 500             |                                          |
|                                   | Outgoing Dial Guard(msec): 1600            |                                          |
| Incoming Glare Guard(msec): 1500  | Outgoing Glare Guard(msec): 1500           |                                          |
|                                   | Outgoing Rotary Dial Interdigit(msec): 800 |                                          |
| Ringing Monitor(msec): 5200       | Incoming Seizure(msec): 500                |                                          |
| Outgoing End of Dial(sec): 10     | Outgoing Seizure Response(sec): 5          |                                          |
| Programmed Dial Pause(msec): 1500 | Disconnect Signal Error(sec): 240          |                                          |
| Flash Length(msec): 540           |                                            |                                          |
| END TO END SIGNALING              |                                            |                                          |
| Tone (msec): 350                  | Pause (msec): 150                          |                                          |
| OUTPULSING INFORMATION            |                                            |                                          |
| PPS: 10                           | Make(msec): 40                             | Break(msec): 60 PPM? y Frequency: 50/12k |

**Screen 4-50. Timers Page for Ground Start CO Type Group (two-way) with PPM**

**Implementation Note**

Outgoing Disconnect field is displayed if Direction is "outgoing" or "two-way" and Trunk Type is "ground-start."

The Outgoing End of Dial field is not displayed if the Receive Answer Supervision field is "y."

|                                   |                                            |                        |
|-----------------------------------|--------------------------------------------|------------------------|
|                                   |                                            | Page Y of X            |
| TRUNK GROUP                       |                                            |                        |
| ADMINISTRABLE TIMERS              |                                            |                        |
| Incoming Disconnect(msec): 500    | Outgoing Disconnect(msec): 500             |                        |
|                                   | Outgoing Dial Guard(msec): 1600            |                        |
| Incoming Glare Guard(msec): 1500  | Outgoing Glare Guard(msec): 1500           |                        |
|                                   | Outgoing Rotary Dial Interdigit(msec): 800 |                        |
| Ringing Monitor(sec): 5200        | Incoming Seizure(msec): 500                |                        |
| Outgoing End of Dial(sec): 10     | Outgoing Seizure Response(sec): 5          |                        |
| Programmed Dial Pause(msec): 1500 |                                            |                        |
| Flash Length(msec): 540           |                                            |                        |
| END TO END SIGNALING              |                                            |                        |
| Tone (msec): 350                  | Pause (msec): 150                          |                        |
| OUTPULSING INFORMATION            |                                            |                        |
| PPS: 10                           | Make(msec): 40                             | Break(msec): 60 PPM? n |

**Screen 4-51. Timers Page for Loop Start CO Type Trunk Group (two-way)**

**Implementation Notes**

Outgoing Disconnect field is displayed if Direction is "outgoing" or "two-way" and Trunk Type is "loop-start."

Outgoing Disconnect field is also displayed if Direction is "outgoing" or "two-way," Country Code is "15," and Trunk Type is "2-wire-ac," "2-wire-dc," or "3-wire."

The Outgoing End of Dial field is not displayed if the Receive Answer Supervision field is "y."

**CO Trunk Group ATMS Thresholds Form)**

Page Y of X

ATMS THRESHOLDS

TTL Type: 105-w-rl\_\_\_\_\_ Far End Test No: \_\_\_\_\_

TTL Vendor: \_\_\_\_\_ TTL Contact: \_\_\_\_\_

Trunk Vendor: \_\_\_\_\_ Trunk Contact: \_\_\_\_\_

Trunk Length: \_\_\_\_\_

|                          | MARGINAL |      | UNACCEPTABLE |      |
|--------------------------|----------|------|--------------|------|
|                          | Min      | Max  | Min          | Max  |
| 1004 Hz Loss:            | -2       | 21   | -2           | 21   |
|                          | -Dev     | +Dev | -Dev         | +Dev |
| 404 Hz Loss:             | 9        | 9    | 9            | 9    |
| 2804 Hz Loss:            | 9        | 9    | 9            | 9    |
| Maximum C Message Noise: | 55       |      | 55           |      |
| Maximum C Notched Noise: | 74       |      | 74           |      |
| Minimum SRL-HI:          | 0_       |      | 0_           |      |
| Minimum SRL-LO:          | 0_       |      | 0_           |      |
| Minimum ERL:             | 0_       |      | 0_           |      |

Allow ATMS Busyout, Error Logging and Alarming? y

Maximum Percentage of Trunks Which Can Be Removed from Service by ATMS: 0\_

**Screen 4-52. CO Trunk Group ATMS Thresholds Form**



### CO Trunk Group Member Assignments Form

| GROUP MEMBER ASSIGNMENTS |       | TRUNK GROUP |       | Page Y of X |       |       |       |       |
|--------------------------|-------|-------------|-------|-------------|-------|-------|-------|-------|
| Port                     | Code  | Sfx         | Name  | Night       | Mode  | Type  | Ans   | Delay |
| 1:                       | _____ | _____       | _____ | _____       | _____ | _____ | _____ | _____ |
| 2:                       | _____ | _____       | _____ | _____       | _____ | _____ | _____ | _____ |
| 3:                       | _____ | _____       | _____ | _____       | _____ | _____ | _____ | _____ |
| 4:                       | _____ | _____       | _____ | _____       | _____ | _____ | _____ | _____ |
| 5:                       | _____ | _____       | _____ | _____       | _____ | _____ | _____ | _____ |
| 6:                       | _____ | _____       | _____ | _____       | _____ | _____ | _____ | _____ |
| 7:                       | _____ | _____       | _____ | _____       | _____ | _____ | _____ | _____ |
| 8:                       | _____ | _____       | _____ | _____       | _____ | _____ | _____ | _____ |
| 9:                       | _____ | _____       | _____ | _____       | _____ | _____ | _____ | _____ |
| 10:                      | _____ | _____       | _____ | _____       | _____ | _____ | _____ | _____ |
| 11:                      | _____ | _____       | _____ | _____       | _____ | _____ | _____ | _____ |
| 12:                      | _____ | _____       | _____ | _____       | _____ | _____ | _____ | _____ |
| 13:                      | _____ | _____       | _____ | _____       | _____ | _____ | _____ | _____ |
| 14:                      | _____ | _____       | _____ | _____       | _____ | _____ | _____ | _____ |
| 15:                      | _____ | _____       | _____ | _____       | _____ | _____ | _____ | _____ |

Screen 4-53. CO Trunk Group Member Assignments Form

## **CPE Trunk Group**

---

This form is used to provide access between the System and customer-provided equipment (CPE).

### **Administration Commands**

---

Use the following administration commands to administer the CPE Trunk Group form.

| <b>Action</b> | <b>Object</b> | <b>Qualifier<sup>1</sup></b>                                                                |
|---------------|---------------|---------------------------------------------------------------------------------------------|
| add           | trunk-group   | 1–MAX (or 'next')                                                                           |
| change        | trunk-group   | 1–MAX or TAC X..                                                                            |
| display       | trunk-group   | 1–MAX ['number' X]['to-number' X]['count' N]<br>['tac' assigned TAC]['print' or 'schedule'] |
| list          | trunk-group   | ['print' or 'schedule']                                                                     |
| remove        | trunk-group   | 1–MAX or TAC X..                                                                            |

- 
1. Brackets [ ] indicate the qualifier is optional. Single quotes ( ' ') indicate the text inside the quote must be entered exactly as shown or an abbreviated form of the word may be entered. MAX is the maximum number available in your system configuration. Refer to Table C-1 in Appendix C, "System Capacity Limits".

### **Field Descriptions**

---

The fields on the following forms are described in the section on "Trunk Groups — General".

**CPE Trunk Group Form Page 1**

Page 1 of X

|                                 |                     |                    |                |
|---------------------------------|---------------------|--------------------|----------------|
| Group Number: xxx               | TRUNK GROUP         | Group Type: cpe    | CDR Reports: y |
| Group Name: OUTSIDE_CALL_____   | COR: 1_             | TN: 1_             | TAC: _____     |
| Dial Access? n                  | Outgoing Display? n | Busy Threshold: 99 |                |
| Queue Length: 0__               |                     |                    |                |
| TRUNK PARAMETERS                |                     |                    |                |
| Disconnect Timing(msec): 500_   |                     |                    |                |
| End-to-End Signaling: 60_       |                     |                    |                |
| Answer Supervision Timeout: _10 |                     |                    |                |

**Screen 4-54. CPE Trunk Group Form (Page 1)****Fields Unique to This Form**

The following field is unique to the CPE Trunk Group form.

- **End-to-End Signaling** — Specifies the duration (in ms) of touch-tone signal tone that is sent to the far-end for interpretation by devices at that location. Valid entries are 60 to 360 in increments of 10, or leave blank; default is "60."

**➤ NOTE:**

For trunks that do not receive real answer supervision, a "connect" Event report is sent when the Answer Supervision Timeout occurs.

**CPE Trunk Group Form Page 2**

|                          |  |                     |                      |             |
|--------------------------|--|---------------------|----------------------|-------------|
| TRUNK FEATURES           |  | TRUNK GROUP         |                      | Page 2 of X |
| ACA Assignment? n        |  | Measured: none      |                      |             |
|                          |  | Data Restriction? n | Maintenance Tests? y |             |
| Suppress # Outpulsing? n |  |                     |                      |             |

**Screen 4-55. CPE Trunk Group Form (Page 2)****Implementation Note**

The Long Holding Time (hours), Short Holding Time (seconds), Short Holding Threshold fields are displayed when the ACA Assignment field is "y."

**CPE Trunk Group ATMS Thresholds Form**

|                                                                            |                        |      |              |      |             |
|----------------------------------------------------------------------------|------------------------|------|--------------|------|-------------|
| ATMS THRESHOLDS                                                            |                        |      |              |      | Page Y of X |
| TTL Type: 105-w-rl_____                                                    | Far End Test No: _____ |      |              |      |             |
| TTL Vendor: _____                                                          | TTL Contact: _____     |      |              |      |             |
| Trunk Vendor: _____                                                        | Trunk Contact: _____   |      |              |      |             |
| Trunk Length: _____                                                        |                        |      |              |      |             |
|                                                                            | MARGINAL               |      | UNACCEPTABLE |      |             |
|                                                                            | Min                    | Max  | Min          | Max  |             |
| 1004 Hz Loss:                                                              | -2                     | 21   | -2           | 21   |             |
|                                                                            | -Dev                   | +Dev | -Dev         | +Dev |             |
| 404 Hz Loss:                                                               | 9                      | 9    | 9            | 9    |             |
| 2804 Hz Loss:                                                              | 9                      | 9    | 9            | 9    |             |
| Maximum C Message Noise:                                                   | 55                     |      | 55           |      |             |
| Maximum C Notched Noise:                                                   | 74                     |      | 74           |      |             |
| Minimum SRL-HI:                                                            | 0_                     |      | 0_           |      |             |
| Minimum SRL-LO:                                                            | 0_                     |      | 0_           |      |             |
| Minimum ERL:                                                               | 0_                     |      | 0_           |      |             |
| Allow ATMS Busyout, Error Logging and Alarming? y                          |                        |      |              |      |             |
| Maximum Percentage of Trunks Which Can Be Removed from Service by ATMS: 0_ |                        |      |              |      |             |

**Screen 4-56. CPE Trunk Group ATMS Thresholds Form**

**CPE Trunk Group Member Assignments Form**

|                          |       |       |     |                                        |
|--------------------------|-------|-------|-----|----------------------------------------|
|                          |       |       |     | Page Y of X                            |
|                          |       |       |     | TRUNK GROUP                            |
|                          |       |       |     | Administered Members(min/max): xxx/yyy |
|                          |       |       |     | Total Administered Members: xxx        |
| GROUP MEMBER ASSIGNMENTS |       |       |     |                                        |
|                          | Port  | Code  | Sfx | Name                                   |
| 1:                       | _____ | _____ | -   | _____                                  |
| 2:                       | _____ | _____ | -   | _____                                  |
| 3:                       | _____ | _____ | -   | _____                                  |
| 4:                       | _____ | _____ | -   | _____                                  |
| 5:                       | _____ | _____ | -   | _____                                  |
| 6:                       | _____ | _____ | -   | _____                                  |
| 7:                       | _____ | _____ | -   | _____                                  |
| 8:                       | _____ | _____ | -   | _____                                  |
| 9:                       | _____ | _____ | -   | _____                                  |
| 10:                      | _____ | _____ | -   | _____                                  |
| 11:                      | _____ | _____ | -   | _____                                  |
| 12:                      | _____ | _____ | -   | _____                                  |
| 13:                      | _____ | _____ | -   | _____                                  |
| 14:                      | _____ | _____ | -   | _____                                  |
| 15:                      | _____ | _____ | -   | _____                                  |

**Screen 4-57. CPE Trunk Group Member Assignments Form**

## DMI-BOS Trunk Group

---

The Digital Multiplexed Interface-Bit Oriented Signaling (DMI-BOS) Trunk Group form is used to allow communications to/from the system using DMI-BOS protocol.

### Administration Commands

---

Use the following administration commands to administer the DMI-BOS Trunk Group form.

| Action  | Object      | Qualifier <sup>1</sup>                                                                      |
|---------|-------------|---------------------------------------------------------------------------------------------|
| add     | trunk-group | 1–MAX (or 'next')                                                                           |
| change  | trunk-group | 1–MAX or TAC X..                                                                            |
| display | trunk-group | 1–MAX ['number' X]['to-number' X]['count' N]<br>['tac' assigned TAC]['print' or 'schedule'] |
| list    | trunk-group | ['print' or 'schedule']                                                                     |
| remove  | trunk-group | 1–MAX or TAC X..                                                                            |

- 
1. Brackets [ ] indicate the qualifier is optional. Single quotes ( ' ) indicate the text inside the quote must be entered exactly as shown or an abbreviated form of the word may be entered. MAX is the maximum number available in your system configuration. Refer to Table C-1 in Appendix C, "System Capacity Limits".

### Field Descriptions

---

The fields on the following forms are described in the section on "Trunk Groups — General".



The Trunk Type (in/out) field for incoming and outgoing trunks can be "automatic," "immed-start," "wink-start" or "delay-dial." Valid values are::

|            |             |             |            |
|------------|-------------|-------------|------------|
| auto/auto  | auto/delay  | auto/immed  | auto/wink  |
| delay/auto | delay/delay | delay/immed | delay/wink |
| immed/auto | immed/delay | immed/immed | immed/wink |
| wink/auto  | wink/delay  | wink/immed  | wink/wink  |

**⇒ NOTE:**

For "immed/immed" trunks (on incoming trunks), the far-end PBX seizes the trunk and then sends digits without waiting for acknowledgment from the receiving PBX. When heavily loaded, the receiving PBX may incur a short delay in attaching a Touch Tone Receiver to this call and, therefore, cause it to lose digits. Using wink-start trunks or increasing the dial-guard timer value on the far-end PBX avoids this problem.

## DMI-BOS Trunk Group Form Page 2

Page 2 of X

TRUNK FEATURES

ACA Assignment? n

Measured: none\_\_\_\_\_

Maintenance Tests? y

Data Restriction? n

Suppress # Outpulsing? n

Seize When Maintenance Busy: neither-end

**Screen 4-59. DMI-BOS Trunk Group Form (Page 2 )**

### Implementation Notes

---

The Long Holding Time (hours), Short Holding Time (seconds), and Short Holding Threshold fields are only displayed when the ACA Assignment field is "y."

The Glare Handling field is only displayed when the Direction field is "two-way" and the outgoing side of the Trunk Type (in/out) field is "wink" or "delay."



**DMI-BOS Trunk Group Administrable Timers Form**

| ADMINISTRABLE TIMERS               |                                             | TRUNK GROUP                      | Page Y of X |
|------------------------------------|---------------------------------------------|----------------------------------|-------------|
| Incoming Disconnect(msec): 500     |                                             | Outgoing Dial Guard (msec): 500  |             |
| Incoming Dial Guard(msec): 70      |                                             | Outgoing Dial Guard(msec): 1600  |             |
| Incoming Glare Guard(msec): 1500   |                                             | Outgoing Glare Guard(msec): 1500 |             |
| Incoming Partial Dial(sec): 18     |                                             |                                  |             |
|                                    | Outgoing Rotary Dial Interdigit (msec): 800 |                                  |             |
| Outgoing End of Dial (sec): 10     | Outgoing Seizure Response (sec): 5          |                                  |             |
| Programmed Dial Pause (msec): 1500 | Disconnect Signal Error(sec): 240           |                                  |             |
|                                    | Incoming Incomplete Dial Alarm(sec): 255    |                                  |             |
| END TO END SIGNALING               |                                             |                                  |             |
| Tone (msec): 350                   | Pause (msec): 150                           |                                  |             |
| OUTPULSING TIMING                  |                                             |                                  |             |
| PPS: 10                            | Make (msec): 40                             | Break (msec): 60                 |             |

**Screen 4-60. DMI-BOS Trunk Group Administrable Timers Form****Implementation Notes**

The Incoming Partial Dial field only appears if the Incoming Dial Type field is "rotary."

The Outgoing Rotary Dial Interdigit field only appears if the Outgoing Dial Type field on Page 1 is set to "rotary."

The Outgoing End of Dial field only appears if the Receive Answer Supervision field is "y."

Outgoing Disconnect field is displayed if Direction is "outgoing" or "two-way."

**DMI-BOS Trunk Group ATMS Thresholds Form**

| ATMS THRESHOLDS                                                            |  |                        |      |              |      |
|----------------------------------------------------------------------------|--|------------------------|------|--------------|------|
| TTL Type: 105-w-rl_____                                                    |  | Far End Test No: _____ |      |              |      |
| TTL Vendor: _____                                                          |  | TTL Contact: _____     |      |              |      |
| Trunk Vendor: _____                                                        |  | Trunk Contact: _____   |      |              |      |
| Trunk Length: _____                                                        |  |                        |      |              |      |
|                                                                            |  | MARGINAL               |      | UNACCEPTABLE |      |
|                                                                            |  | Min                    | Max  | Min          | Max  |
| 1004 Hz Loss:                                                              |  | -2                     | 21   | -2           | 21   |
|                                                                            |  | -Dev                   | +Dev | -Dev         | +Dev |
| 404 Hz Loss:                                                               |  | 9                      | 9    | 9            | 9    |
| 2804 Hz Loss:                                                              |  | 9                      | 9    | 9            | 9    |
| Maximum C Message Noise:                                                   |  | 55                     |      | 55           |      |
| Maximum C Notched Noise:                                                   |  | 74                     |      | 74           |      |
| Minimum SRL-HI:                                                            |  | 0_                     |      | 0_           |      |
| Minimum SRL-LO:                                                            |  | 0_                     |      | 0_           |      |
| Minimum ERL:                                                               |  | 0_                     |      | 0_           |      |
| Allow ATMS Busyout, Error Logging and Alarming? y                          |  |                        |      |              |      |
| Maximum Percentage of Trunks Which Can Be Removed from Service by ATMS: 0_ |  |                        |      |              |      |

**Screen 4-61. DMI-BOS Trunk Group ATMS Thresholds Form****DMI-BOS Trunk Group Member Assignments  
Form**

| TRUNK GROUP                            |        |             |     |       |       |       |       | Page Y of X |
|----------------------------------------|--------|-------------|-----|-------|-------|-------|-------|-------------|
| Administered Members(min/max): xxx/yyy |        |             |     |       |       |       |       |             |
| Total Administered Members: xxx        |        |             |     |       |       |       |       |             |
| GROUP                                  | MEMBER | ASSIGNMENTS |     |       |       |       |       |             |
|                                        | Port   | Code        | Sfx | Name  | Night | Mode  | Type  | Ans Delay   |
| 1:                                     | _____  | _____       | -   | _____ | _____ | _____ | _____ | _____       |
| 2:                                     | _____  | _____       | -   | _____ | _____ | _____ | _____ | _____       |
| 3:                                     | _____  | _____       | -   | _____ | _____ | _____ | _____ | _____       |
| 4:                                     | _____  | _____       | -   | _____ | _____ | _____ | _____ | _____       |
| 5:                                     | _____  | _____       | -   | _____ | _____ | _____ | _____ | _____       |
| 6:                                     | _____  | _____       | -   | _____ | _____ | _____ | _____ | _____       |
| 7:                                     | _____  | _____       | -   | _____ | _____ | _____ | _____ | _____       |
| 8:                                     | _____  | _____       | -   | _____ | _____ | _____ | _____ | _____       |
| 9:                                     | _____  | _____       | -   | _____ | _____ | _____ | _____ | _____       |
| 10:                                    | _____  | _____       | -   | _____ | _____ | _____ | _____ | _____       |
| 11:                                    | _____  | _____       | -   | _____ | _____ | _____ | _____ | _____       |
| 12:                                    | _____  | _____       | -   | _____ | _____ | _____ | _____ | _____       |
| 13:                                    | _____  | _____       | -   | _____ | _____ | _____ | _____ | _____       |
| 14:                                    | _____  | _____       | -   | _____ | _____ | _____ | _____ | _____       |
| 15:                                    | _____  | _____       | -   | _____ | _____ | _____ | _____ | _____       |

**Screen 4-62. DMI-BOS Trunk Group Member Assignments Form**

## **DID Trunk Group**

---

The Direct Inward Dialing (DID) Trunk Group form is used to allow an incoming call from the exchange network to reach a specific extension number directly without attendant intervention.

### **Administration Commands**

---

Use the following administration commands to administer the DID Trunk Group form.

| <b>Action</b> | <b>Object</b> | <b>Qualifier<sup>1</sup></b>                                                             |
|---------------|---------------|------------------------------------------------------------------------------------------|
| add           | trunk-group   | 1—MAX (or 'next')                                                                        |
| change        | trunk-group   | 1—MAX or TAC X...                                                                        |
| display       | trunk-group   | 1—MAX ['number' X]['to-number' X]['count' N] ['tac' assigned TAC]['print' or 'schedule'] |
| list          | trunk-group   | ['print' or 'schedule']                                                                  |
| remove        | trunk-group   | 1—MAX or TAC X...                                                                        |

- 
1. Brackets [ ] indicate the qualifier is optional. Single quotes ( ' ') indicate the text inside the quote must be entered exactly as shown or an abbreviated form of the word may be entered. MAX is the maximum number available in your system configuration. Refer to Table C-1 in Appendix C, "System Capacity Limits".

### **Field Descriptions**

---

The fields on the following forms are described in the section on "Trunk Groups — General".

**DID Trunk Group Form Page 1**

|                                |                                  |                           |
|--------------------------------|----------------------------------|---------------------------|
| TRUNK GROUP                    |                                  | Page 1 of X               |
| Group Number: xxx              | Group Type: did                  | CDR Reports: y            |
| Group Name: OUTSIDE_CALL__     | COR: 1_                          | TN: 1_ TAC: __            |
|                                |                                  | CO Type: analog_          |
| Country: 14                    | Auth Code? n                     |                           |
| TRUNK PARAMETERS               |                                  |                           |
| Trunk Type: _____              | Incoming Rotary Timeout(sec): 5_ |                           |
| Incoming Dial Type: tone_____  |                                  |                           |
| Trunk Termination: rc_____     | Disconnect Timing(msec): 500_    |                           |
| Digit Treatment: _____         | Digits: _____                    |                           |
| Expected Digits: _____         | Sig Bit Inversion: none          |                           |
|                                | Dial Detection: A-wire           |                           |
| Extended Loop Range? n         | Trunk Gain: high                 | Drop Treatment: silence__ |
| Disconnect Supervision - In? y |                                  |                           |

**Screen 4-63. DID Trunk Group Form (Page 1 )****Fields Unique to This Form**

---

The following field is unique to the DID Trunk Group form.

- **Extended Loop Range** — This field appears only on a DID trunk group and only for the TN459A circuit pack. Enter "y" or "n" (default) depending on the distance between the central office and the PBX. If greater than the required distance, then the field should be set to "y."

**Implementation Notes**

---

The CO Type field is displayed when the Country Code is "14" and only applies if the trunk group members are administered on a TN464D vintage 2 or greater.

The Protocol Type field is displayed when the Country Code is "15" and only applies if the trunk group members are administered on a TN464D vintage 3 or greater.

The Terminal Balanced field is displayed when the Trunk Type field has been filled in.

The RA Trunk Loss field is displayed when the Terminal Balanced field is "n."

The Dial Detection field is displayed when Country Code is "15" and Trunk Type is "2-wire-ac", "2-wire-dc", or "3-wire".

## DID Trunk Group Form Page 2

|                                                                                                           |                                                                                                                    |
|-----------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------|
| <p>TRUNK FEATURES</p> <p>ACA Assignment? n</p> <p>Data Restriction? n</p> <p>Suppress # Outpulsing? n</p> | <p style="text-align: right;">Page 2 of X</p> <p>TRUNK GROUP</p> <p>Measured: none</p> <p>Maintenance Tests? y</p> |
|-----------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------|

**Screen 4-64. DID Trunk Group Form (Page 2 )**

### Implementation Notes

---

The Long Holding Time (hours), Short Holding Time (seconds), and Short Holding Threshold fields are displayed when the ACA Assignment field is "y."

The Shuttle field is displayed when the Country Code is "15" and the Incoming Dial Type is "rotary." When the Shuttle field is "y," the Request Category and Start B Signal fields are also displayed.

## DID Trunk Group Administrable Timers Form

|                                                                                                                                                                                                                                      |                                                                                                                                                |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>ADMINISTRABLE TIMERS</p> <p>Incoming Disconnect(msec): 500</p> <p>Incoming Dial Guard(msec): 70</p> <p>Incoming Partial Dial(sec): 18</p><br><p>Flash Length(msec): 540</p><br><p>END TO END SIGNALING</p> <p>Tone(msec): 350</p> | <p style="text-align: right;">Page Y of X</p> <p>TRUNK GROUP</p><br><p>Incoming Incomplete Dial Alarm(sec): 255</p><br><p>Pause(msec): 150</p> |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------|

**Screen 4-65. DID Trunk Group Administrable Timers Form**

**Implementation Notes**

---

Incoming Partial Dial only appears if the Incoming Dial Type is "rotary."

The Incoming Seizure field is displayed when the Country Code is "15" and the Trunk Type is "2-wire-ac," "2-wire-dc," or "3-wire." These three trunk types must be on a TN2199 circuit board.

The Disconnect Signal Error field is displayed for ground-start trunk groups.

The Disconnect Signal Error field is also displayed when the Country Code is "15" and the Trunk Type is "2-wire-ac," "2-wire-dc," or "3-wire."

Answer Send field is displayed when the Country Code is "15" and the Trunk Type is "2-wire-ac," "2-wire-dc," or "3-wire."

**DID Trunk Group Member Assignments Form**

|                          |       |       |     |                                        |
|--------------------------|-------|-------|-----|----------------------------------------|
|                          |       |       |     | Page Y of X                            |
|                          |       |       |     | TRUNK GROUP                            |
|                          |       |       |     | Administered Members(min/max): xxx/yyy |
|                          |       |       |     | Total Administered Members: xxx        |
| GROUP MEMBER ASSIGNMENTS |       |       |     |                                        |
|                          | Port  | Code  | Sfx | Name                                   |
| 226:                     | _____ | _____ | -   | _____                                  |
| 227:                     | _____ | _____ | -   | _____                                  |
| 228:                     | _____ | _____ | -   | _____                                  |
| 229:                     | _____ | _____ | -   | _____                                  |
| 230:                     | _____ | _____ | -   | _____                                  |
| 231:                     | _____ | _____ | -   | _____                                  |
| 232:                     | _____ | _____ | -   | _____                                  |
| 233:                     | _____ | _____ | -   | _____                                  |
| 234:                     | _____ | _____ | -   | _____                                  |
| 235:                     | _____ | _____ | -   | _____                                  |
| 236:                     | _____ | _____ | -   | _____                                  |
| 237:                     | _____ | _____ | -   | _____                                  |
| 238:                     | _____ | _____ | -   | _____                                  |
| 239:                     | _____ | _____ | -   | _____                                  |
| 240:                     | _____ | _____ | -   | _____                                  |

**Screen 4-66. DID Trunk Group Member Assignments Form**

## DIOD Trunk Group

---

This form is used to assign a Direct Inward and Outward Dialing (DIOD) Trunk Group and associated trunk ports. DIOD trunk circuit packs allow calls from a local exchange to be made to a subscriber on a switch without connecting through the attendant console.

### Administration Commands

---

Use the following administration commands to administer the DIOD Trunk Group form.

| Action  | Object      | Qualifier <sup>1</sup>                                                                      |
|---------|-------------|---------------------------------------------------------------------------------------------|
| add     | trunk-group | 1—MAX (or 'next')                                                                           |
| change  | trunk-group | 1—MAX or TAC X...                                                                           |
| display | trunk-group | 1—MAX ['number' X]['to-number' X]['count' N]<br>['tac' assigned TAC]['print' or 'schedule'] |
| list    | trunk-group | ['print' or 'schedule']                                                                     |
| remove  | trunk-group | 1—MAX or TAC X...                                                                           |

- 
1. Brackets [ ] indicate the qualifier is optional. Single quotes ( ' ') indicate the text inside the quote must be entered exactly as shown or an abbreviated form of the word may be entered. MAX is the maximum number available in your system configuration. Refer to Table C-1 in Appendix C, "System Capacity Limits".

### Field Descriptions

---

The fields on the following forms are described in the section on "Trunk Groups — General".

**DIOD Trunk Group Form Page 1**

|                                       |                               |                               |             |
|---------------------------------------|-------------------------------|-------------------------------|-------------|
| TRUNK GROUP                           |                               |                               | Page 1 of X |
| Group Number: xxx                     | Group Type: diod              | CDR Reports: y                |             |
| Group Name: OUTSIDE CALL_____         | COR: 1_                       | TN: 1_                        | TAC: ____   |
| Direction: two-way_                   | Outgoing Display? n           |                               |             |
| Dial Access? n                        | Busy Threshold: 99_           |                               |             |
| Queue Length: 0__                     | Country: 1_                   |                               |             |
|                                       | Auth Code? n                  | Digit Absorption List: _      |             |
| Prefix-1? y                           | Trunk Flash? n                | Toll Restricted? y            |             |
| TRUNK PARAMETERS                      |                               |                               |             |
| Trunk Type: _____                     |                               |                               |             |
| Outgoing Dial Type: tone_____         | Incoming Dial Type: tone_____ |                               |             |
| Trunk Termination: rc_____            |                               |                               |             |
| Digit Treatment: _____                | Digits: ____                  |                               |             |
| Expected Digits: ____                 | Sig Bit Inversion: none       |                               |             |
| Trunk Gain: high                      |                               | Drop Treatment: silence       |             |
| Disconnect Supervision - In? y Out? n |                               |                               |             |
| Answer Supervision Timeout: 10_       |                               | Receive Answer Supervision? n |             |

**Screen 4-67. DIOD Trunk Group Form (Page 1)****Implementation Notes**

---

The Terminal Balanced field is only displayed when Trunk Type is "loop-start."

The RA Trunk Loss field is only displayed when Terminal Balanced is "n."

Enter "loop-start" in the Trunk Type field for analog DIOD trunk ports. All analog members of this group must be on TN429 (Japan) or TN2184 (Germany) circuit packs. All digital members of this group must be TN464Dv2 or later.

Enter "immed-start" or "wink-start" in the Trunk Type field for digital DIOD trunk ports.



## DIOD Trunk Group Form Page 2

Page 2 of X

TRUNK FEATURES

ACA Assignment? n      Measured: none

Maintenance Tests? y

Data Restriction? n

Suppress # Outpulsing? n

**Screen 4-68. DIOD Trunk Group Form (Page 2 )**

### **Implementation Note**

---

The Long Holding Time (hours), Short Holding Time (secs), and Short Holding Threshold fields are only displayed if ACA Assignment is "y."

The Shuttle field is displayed when the Country Code is "15," the Incoming Dial Type is "rotary," and the Outgoing Dial Type is "rotary." When the Shuttle field is "y," the Request Category and Start B Signal fields are also displayed.

**DIOD Trunk Group Administrable Timers Form**

Page Y of X

```

ADMINISTRABLE TIMERS
  Incoming Disconnect(msec): 500      Outgoing Disconnect(msec): 500
                                       Outgoing Dial Guard(msec): 1600
  Incoming Glare Guard(msec): 1500    Outgoing Glare Guard(msec): 1500
                                       Outgoing Rotary Dial Interdigit(msec): 800
                                       Incoming Seizure(msec): 500
      Ringing Monitor(msec): 5200      Outgoing Seizure Response(sec): 5
  Outgoing End of Dial(sec): 10
  Programmed Dial Pause(msec): 1500

END TO END SIGNALING
  Tone(msec): 350      Pause(msec): 150

OUTPULSING INFORMATION
  PPS: 10      Make(msec): 40      Break(msec): 60      PPM? n

```

**Screen 4-69. DIOD Trunk Group Administrable Timers Form****Implementation Note**

Outgoing End of Dial does not appear if the Receive Answer Supervision field is "y."

**DIOD Trunk Group ATMS Thresholds Form**

Page Y of X

```

ATMS THRESHOLDS
  TTL Type: 105-w-rl_____  Far End Test No: _____
  TTL Vendor: _____      TTL Contact: _____
  Trunk Vendor: _____     Trunk Contact: _____
  Trunk Length: _____

      MARGINAL          UNACCEPTABLE
      Min  Max          Min  Max
1004 Hz Loss: -2  21    -2  21

      -Dev +Dev          -Dev +Dev
  404 Hz Loss:  9   9      9   9
 2804 Hz Loss:  9   9      9   9

Maximum C Message Noise:      55          55
Maximum C Notched Noise:      74          74
  Minimum SRL-HI:              0_          0_
  Minimum SRL-LO:              0_          0_
  Minimum ERL:                 0_          0_

  Allow ATMS Busyout, Error Logging and Alarming? y
  Maximum Percentage of Trunks Which Can Be Removed from Service by ATMS: 0_

```

**Screen 4-70. DIOD Trunk Group ATMS Thresholds Form**

## DIOD Trunk Group Member Assignments Form

Page Y of X

**TRUNK GROUP**  
 Administered Members(min/max): xxx/yyy  
 Total Administered Members: xxx

| GROUP | MEMBER | ASSIGNMENTS |     |      |       |      |      |           |
|-------|--------|-------------|-----|------|-------|------|------|-----------|
|       | Port   | Code        | Sfx | Name | Night | Mode | Type | Ans Delay |
| 1:    |        |             | -   |      |       |      |      |           |
| 2:    |        |             | -   |      |       |      |      |           |
| 3:    |        |             | -   |      |       |      |      |           |
| 4:    |        |             | -   |      |       |      |      |           |
| 5:    |        |             | -   |      |       |      |      |           |
| 6:    |        |             | -   |      |       |      |      |           |
| 7:    |        |             | -   |      |       |      |      |           |
| 8:    |        |             | -   |      |       |      |      |           |
| 9:    |        |             | -   |      |       |      |      |           |
| 10:   |        |             | -   |      |       |      |      |           |
| 11:   |        |             | -   |      |       |      |      |           |
| 12:   |        |             | -   |      |       |      |      |           |
| 13:   |        |             | -   |      |       |      |      |           |
| 14:   |        |             | -   |      |       |      |      |           |
| 15:   |        |             | -   |      |       |      |      |           |

Screen 4-71. DIOD Group Member Assignments Form

### Implementation Note

All DIOD analog trunk group members must be on TN429 (Japan) or TN2184 (Germany) circuit packs. All digital members of this group must be TN464Dv2 or later.

## **FX Trunk Group**

---

This form is used to allow a connection between a distant central office and DEFINITY ECS.

### **Administration Commands**

---

Use the following administration commands to administer the Foreign Exchange (FX) Trunk Group form.

| <b>Action</b> | <b>Object</b> | <b>Qualifier<sup>1</sup></b>                                                             |
|---------------|---------------|------------------------------------------------------------------------------------------|
| add           | trunk-group   | 1-MAX (or 'next')                                                                        |
| change        | trunk-group   | 1-MAX or TAC X...                                                                        |
| display       | trunk-group   | 1-MAX ['number' X]['to-number' X]['count' N] ['tac' assigned TAC]['print' or 'schedule'] |
| list          | trunk-group   | ['print' or 'schedule']                                                                  |
| remove        | trunk-group   | 1-MAX or TAC X...                                                                        |

- 
1. Brackets [ ] indicate the qualifier is optional. Single quotes ( ' ') indicate the text inside the quote must be entered exactly as shown or an abbreviated form of the word may be entered. MAX is the maximum number available in your system configuration. Refer to Table C-1 in Appendix C, "System Capacity Limits".

### **Field Descriptions**

---

The fields on the following forms are described in the section on "Trunk Groups — General".

**FX Trunk Group Form Page 1**

Page 1 of X

TRUNK GROUP

|                               |                        |                            |
|-------------------------------|------------------------|----------------------------|
| Group Number: xxx             | Group Type: fx         | CDR Reports: y             |
| Group Name: OUTSIDE_CALL_____ | COR: 1_                | TN: 1_ TAC: ____           |
| Direction: two-way_           | Outgoing Display? n    |                            |
| Dial Access? n                | Busy Threshold: 99_    | Night Service: ____        |
| Queue Length: 0_              | Country: 5_ Version: a | Incoming Destination: ____ |
| Comm Type: voice              | Auth Code? n           | Digit Absorption List: _   |
| Prefix-1? y                   | Trunk Flash? n         | Toll Restricted? y         |

TRUNK PARAMETERS  
 Trunk Type: \_\_\_\_\_  
 Outgoing Dial Type: tone\_\_\_\_\_  
 Trunk Termination: rc\_\_\_\_\_
 Cut-Through? n  
Disconnect Timing(msec): 500\_

Auto Guard? n    Call Still Held? n    Sig Bit Inversion: none  
 Trunk Gain: high

Disconnect Supervision - In? y    Out? n  
 Answer Supervision Timeout: 10\_    Receive Answer Supervision? n

**Screen 4-72. FX Trunk Group Form (Page 1)****Implementation Notes**

The BCC field is only displayed when the Comm Type is "avd", or "rbavd", or the ISDN-PRI is optioned for on the System-Parameters Customer-Options form and the Comm Type field is "avd", "data", or "rbavd."

Connected to Toll and DTT to DCO Loss are displayed when Trunk Type is "auto/...", "delay...", "wink...", or "immed..."

STT Loss is displayed when Connected to Toll is "n."

The Bit Rate, Synchronization, and Duplex fields are only displayed if the Comm Type field is "avd" or "rbavd."

Synchronization field is displayed when Comm Type is "data" and ISDN-PRI is enabled on the System-Parameters Customer-Options form.

The Cyclical Hunt field is only displayed if the Trunk Type is "loop-start."

The Dial Detection field is displayed when Country Code is "15" and Trunk Type is "2-wire-ac," "2-wire-dc" or "3-wire."

The Version field is displayed when Country Code is "5."

**FX Trunk Group Form Page 2**

| TRUNK FEATURES           | TRUNK GROUP         | Page 2 of X          |
|--------------------------|---------------------|----------------------|
| ACA Assignment? n        | Measured: none      | Maintenance Tests? y |
|                          | Data Restriction? n |                      |
| Abandoned Call Search? n |                     |                      |
| Suppress # Outpulsing? n |                     |                      |

**Screen 4-73. FX Trunk Group Form (Page 2)****Implementation Note**

---

The Long Holding Time (hours), Short Holding Time (seconds), and Short Holding Threshold fields are displayed when ACA Assignment is "y."

The Shuttle field is displayed when the Country Code is "15" and the Outgoing Dial Type is "rotary."

**FX Trunk Group Administrable Timers Form**

| ADMINISTRABLE TIMERS              | TRUNK GROUP                                | Page Y of X       |
|-----------------------------------|--------------------------------------------|-------------------|
| Incoming Disconnect(msec): 500    | Outgoing Disconnect(msec): 500             |                   |
|                                   | Outgoing Dial Guard(msec): 1600            |                   |
| Incoming Glare Guard(msec): 1500  | Outgoing Glare Guard(msec): 1500           |                   |
|                                   | Outgoing Rotary Dial Interdigit(msec): 800 |                   |
| Ringing Monitor(msec): 5200       | Incoming Seizure(msec): 500                |                   |
| Outgoing End of Dial(sec): 10     | Outgoing Seizure Response(sec): 5          |                   |
| Programmed Dial Pause(msec): 1500 | Disconnect Signal Error(sec): 240          |                   |
| Flash Length(msec): 540           |                                            |                   |
| END TO END SIGNALING              |                                            |                   |
| Tone (msec): 350                  | Pause (msec): 150                          |                   |
| OUTPULSING INFORMATION            |                                            |                   |
| PPS: 10                           | Make(msec): 40                             | Break(msec): 60   |
|                                   | PPM? y                                     | Frequency: 50/12k |

**Screen 4-74. FX Trunk Group Administrable Timers Form****Implementation Notes**

---

The PPM field is only displayed when Direction is "outgoing" or "two-way."

The Frequency field is only displayed when PPM is "y."

Outgoing Disconnect field is displayed if Direction is "outgoing" or "two-way" and Trunk Type is "ground-start" or "loop-start."

Outgoing Disconnect field is also displayed if Direction is "outgoing" or "two-way," Country Code is "15," and Trunk Type is "2-wire-ac," "2-wire-dc," or "3-wire."

### FX Trunk Group ATMS Thresholds Form

Page Y of X

ATMS THRESHOLDS

TTL Type: 105-w-rl\_\_\_\_\_ Far End Test No: \_\_\_\_\_  
TTL Vendor: \_\_\_\_\_ TTL Contact: \_\_\_\_\_  
Trunk Vendor: \_\_\_\_\_ Trunk Contact: \_\_\_\_\_  
Trunk Length: \_\_\_\_\_

|                          | MARGINAL |      | UNACCEPTABLE |      |
|--------------------------|----------|------|--------------|------|
|                          | Min      | Max  | Min          | Max  |
| 1004 Hz Loss:            | -2       | 21   | -2           | 21   |
|                          | -Dev     | +Dev | -Dev         | +Dev |
| 404 Hz Loss:             | 9        | 9    | 9            | 9    |
| 2804 Hz Loss:            | 9        | 9    | 9            | 9    |
| Maximum C Message Noise: | 55       |      | 55           |      |
| Maximum C Notched Noise: | 74       |      | 74           |      |
| Minimum SRL-HI:          | 0_       |      | 0_           |      |
| Minimum SRL-LO:          | 0_       |      | 0_           |      |
| Minimum ERL:             | 0_       |      | 0_           |      |

Allow ATMS Busyout, Error Logging and Alarming? y  
Maximum Percentage of Trunks Which Can Be Removed from Service by ATMS: 0\_

**Screen 4-75. FX Trunk Group ATMS Thresholds Form**

## FX Trunk Group Member Assignments Form

| GROUP MEMBER ASSIGNMENTS |       | TRUNK GROUP                            |     | Page Y of X |            |       |           |
|--------------------------|-------|----------------------------------------|-----|-------------|------------|-------|-----------|
|                          |       | Administered Members(min/max): xxx/yyy |     |             |            |       |           |
|                          |       | Total Administered Members: xxx        |     |             |            |       |           |
|                          | Port  | Code                                   | Sfx | Name        | Night Mode | Type  | Ans Delay |
| 1:                       | _____ | _____                                  | -   | _____       | _____      | _____ | _____     |
| 2:                       | _____ | _____                                  | -   | _____       | _____      | _____ | _____     |
| 3:                       | _____ | _____                                  | -   | _____       | _____      | _____ | _____     |
| 4:                       | _____ | _____                                  | -   | _____       | _____      | _____ | _____     |
| 5:                       | _____ | _____                                  | -   | _____       | _____      | _____ | _____     |
| 6:                       | _____ | _____                                  | -   | _____       | _____      | _____ | _____     |
| 7:                       | _____ | _____                                  | -   | _____       | _____      | _____ | _____     |
| 8:                       | _____ | _____                                  | -   | _____       | _____      | _____ | _____     |
| 9:                       | _____ | _____                                  | -   | _____       | _____      | _____ | _____     |
| 10:                      | _____ | _____                                  | -   | _____       | _____      | _____ | _____     |
| 11:                      | _____ | _____                                  | -   | _____       | _____      | _____ | _____     |
| 12:                      | _____ | _____                                  | -   | _____       | _____      | _____ | _____     |
| 13:                      | _____ | _____                                  | -   | _____       | _____      | _____ | _____     |
| 14:                      | _____ | _____                                  | -   | _____       | _____      | _____ | _____     |
| 15:                      | _____ | _____                                  | -   | _____       | _____      | _____ | _____     |

**Screen 4-76. FX Trunk Group Member Assignments Form**



## ISDN-PRI Trunk Group

---

This form is used to assign an Integrated Services Digital Network-Primary Rate Interface (ISDN-PRI) trunk group that supports the ISDN-PRI and Call-by-Call Service Selection features. The trunk group provides end-to-end digital connectivity and supports a wide range of services including voice and non-voice services to which users have access by a limited set of CCITT defined, standard multi-purpose interfaces. Calls to a variety of switched nodal services such as MEGACOM telecommunications service, WATS, and ACCUNET digital service and calls destined for different interexchange carriers can be processed.

The ISDN-PRI trunk group may also be used to support the Wideband Switching feature. This is intended to work with the H0 (384 kbps), H11 (1536 kbps), H12 (1920 kbps), and NXDS0 (128 to 1984 kbps) data services, and to support high-speed video conferencing and data applications.

### Administration Commands

---

Use the following administration commands to administer the ISDN-PRI Trunk Group form.

When an ISDN-PRI trunk connects two switches, the trunk options should be set identically at both ends of the connection with the exception of Trunk Hunt. It is acceptable for both ends to have the Trunk Hunt field administered as "cyclical", but if one end is administered as "ascend", the other end must be administered as "descend." This will help avoid the possibility of glare conditions.

| Action  | Object      | Qualifier <sup>1</sup>                                                                      |
|---------|-------------|---------------------------------------------------------------------------------------------|
| add     | trunk-group | 1-MAX (or 'next')                                                                           |
| change  | trunk-group | 1-MAX or tac X...                                                                           |
| display | trunk-group | 1-MAX ['number' X]['to-number' X]['count' N]<br>['tac' assigned TAC]['print' or 'schedule'] |
| list    | trunk-group | ['print' or 'schedule']                                                                     |
| remove  | trunk-group | 1-MAX or tac X...                                                                           |

- 
1. Brackets [ ] indicate the qualifier is optional. Single quotes ( ' ' ) indicate the text inside the quote must be entered exactly as shown or an abbreviated form of the word may be entered. MAX is the maximum number available in your system configuration. Refer to Table C-1 in Appendix C, "System Capacity Limits".

### Field Descriptions

---

Many of the fields on the following forms are described in the section on "Trunk Groups — General". However, some of the fields on this form are unique. They are listed and defined in the following paragraphs.

**ISDN-PRI Trunk Group Form Page 1**

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TRUNK GROUP

Group Number: xxx                      Group Type: isdn-pri                      CDR Reports: y  
 Group Name: OUTSIDE\_CALL                      COR: 1\_                      TN: 1\_                      TAC: \_\_\_\_  
 Direction: two-way\_                      Outgoing Display? n  
 Dial Access? n                      Busy Threshold: 99\_                      Night Service: \_\_\_\_  
 Queue Length: 0\_\_  
 Service Type: \_\_\_\_                      Auth Code? n                      TestCall ITC: rest  
 Usage Alloc: \_\_\_\_                      Far End Test Line No: \_\_\_\_  
 TestCall BCC: 4  
 TRUNK PARAMETERS  
     Codeset to Send Display: 6                      Codeset to Send TCM, Lookahead: 6  
     Max Message Size to Send: 260                      Charge Advice: none \_\_\_\_  
     Supplementary Service Protocol: a                      Overlap Receiving? n  
  
     Trunk Hunt: cyclical  
     Connected to Toll? n                      STT Loss: normal                      DTT to DCO Loss: normal  
 Calling Number - Delete: \_\_\_\_ Insert: \_\_\_\_                      Numbering Format: \_\_\_\_  
     Bit Rate: 1200\_                      Synchronization: async                      Duplex: full  
 Disconnect Supervision - In? y Out? n  
 Answer Supervision Timeout: 0\_\_

**Screen 4-77. ISDN-PRI Trunk Group Form (Page 1)****Fields Unique to This Form**

The following fields are unique to the ISDN-PRI Trunk Group form.

- **Calling Number** — These three fields comprise the administrable fields for the Calling Line Identification Prefix feature. They are displayed when the Direction field is “incoming” or “two-way.”
  - **Delete** — The number of digits to delete from the calling party number for all incoming calls on this trunk group. Valid values: any number from 1-15, “all” or blank.
  - **Insert** — The specific digits to be prefixed to incoming calls when the calling party is a member of this trunk group. Valid values: any string of 1-15 digits or blank.
  - **Numbering Format** — Indicates TON/NPI encoding to be applied to CPN information modified by the CLI Prefix feature. This encoding does not apply to calls originating locally. The Numbering Format field on page two of this form applies to calls originated from this switch.

If this field is blank, DEFINITY ECS passes on the encoding received in the incoming setup message. If the incoming setup message did not contain CPN information, and digits are added, the outgoing message will contain these digits. If the Numbering Format field is blank in this case, the value defaults to "pub-unk."

If the Numbering Format field on page two of this form is also administered as "unknown," the trunk group will be modified to "unk-unk" encoding of the TON/NPI. Therefore this field also must contain a value other than "unknown."

 **NOTE:**

For trunk groups administered for the Unisource network, this field must contain a valid value. Valid values are defined in the table below.

| <b>Numbering Format<br/>Valid Values</b> | <b>Type of<br/>Numbering (TON)</b> | <b>Numbering Plan<br/>Identifier (NPI)</b> |
|------------------------------------------|------------------------------------|--------------------------------------------|
| blank                                    | incoming TON<br>unmodified         | incoming NP<br>unmodified                  |
| natl-pub                                 | national(2)                        | E.164(1)                                   |
| intl-pub                                 | international(1)                   | E.164(1)                                   |
| locl-pub                                 | local/subscriber(4)                | E.164(1)                                   |
| pub-unk                                  | unknown(0)                         | E.164(1)                                   |
| lev0-pvt                                 | local(4)                           | Private Numbering<br>Plan - PNP(9)         |
| lev1-pvt                                 | Regional Level 1(2)                | Private Numbering<br>Plan - PNP(9)         |
| lev2-pvt                                 | Regional Level 2(1)                | Private Numbering<br>Plan - PNP(9)         |
| unk-unk                                  | unknown(0)                         | unknown(0)                                 |

- **Charge Advice** — Allows you to accumulate and access charge information about a call. You must have already set CDR Report to "yes" or "r" (ring-intvl) before changing this field from its default, "none." You may specify one of the following options.

| Option            | Result                                                                                                     |
|-------------------|------------------------------------------------------------------------------------------------------------|
| none              | No Advice of Charge information will be collected by the system.                                           |
| automatic         | Advice of Charge will be automatically enabled for all outgoing calls over this trunk group.               |
| end-on-request    | You may request information at the end of the call for each outgoing call over this trunk group.           |
| during-on-request | You may request information during or at the end of the call for each outgoing call over this trunk group. |

Remember that requesting "during-on-request" will impact system performance because the option increases message activity on the signaling channel which may reduce the maximum call capacity.

- **Codeset to Send Display** — This field defines the codeset for sending the information element for Display. The value depends on what type of switch the user is connected to as follows:

| Value | Switch Type                                            |
|-------|--------------------------------------------------------|
| 0     | CCITT                                                  |
| 6     | Any other than CCITT or System 85 R2V4, 4E11 (default) |
| 7     | System 85 R2V4, 4E11                                   |

- **Codeset to Send TCM, Lookahead** — This field defines the codeset for sending the information element for Traveling Class Marks and Lookahead Interflow. The value depends on what type of switch the user is connected to. Valid entries are "7" for System 85 R2V4, 4E11 or newer switch types or "6" (default) for any other types.

**NOTE:**

A Traveling Class Mark (that is, the user's FRL or the user's trunk group FRL) is passed between tandem nodes in an ETN in the setup message only when the Service Type is set to "tandem." It is then used by the distant tandem switch to permit access to facilities consistent with the originating user's privileges.

- **Far End Test Line No.** — Specifies the number that will be sent to the far-end's ISDN test line extension. When the *test trunk long* command is issued, this exact number is sent to the far-end to establish a call that tests the integrity of the trunk member under test. The number does not pass

through routing or undergo digit manipulation. The digits entered here must be what the far-end expects. For example, for an ISDN tandem trunk, the far-end test number should be a 7-digit ETN (Electronic Tandem Network) number. Up to 15 digits may be entered in this field.

- **Max Message Size to Send** — Defines the maximum size of ISDN-PRI messages sent by the switch. Currently, the system can receive 260 byte messages. Valid entries are "128," "244," "256," and "260" (default). The following table indicates the expected message size from several AT&T products.

| Products         | Message Length (octets) Received |
|------------------|----------------------------------|
| 4ESS (4E11)      | 256                              |
| 4ESS (4E13)      | 256                              |
| 4ESS (4E14)      | 256                              |
| 5ESS (5E4)       | 244                              |
| 5ESS (5E5)       | 244                              |
| 5ESS (5E6)       | 244                              |
| System 75 (all)  | 260                              |
| System 85 (R2V4) | 128                              |
| System 85 (R2V5) | 260                              |
| System 85 (R2V6) | 260                              |

- **Overlap Receiving** — Indicates if it is possible to accept digits using Overlap Receiving. If you enter an "n" (default), then the current Enbloc procedures will be applied to incoming calls on that trunk group.

If the far-end switch sends digits using Overlap Sending and the trunk group is not administered to be able to accept Overlap Receiving, there is a good chance calls will not complete due to an incomplete called party number. If, however, the trunk group is administered for Overlap Receiving and the far-end only uses Enbloc Sending, an additional call delay (of up to 15 seconds) may be placed on certain calls. When Overlap Receiving is "y" (yes), the Incoming Call Handling table does not appear, and the Digit Treatment and Digits fields appear on page 1 of the form.

- **Service Type** — Indicates the service for which this trunk group will be dedicated. Table 4-9 provides a listing of predefined entries. In addition to the Services/Features listed in this table, any user-defined Facility Type of Type 0 (feature) or Type 1 (service) on the Network Facilities form is allowed. An entry of "cbc" is also allowed which indicates that this trunk group is used by the Call by Call Service Selection feature.

Up to ten ISDN-PRI trunk groups can have the Service Type field administered as "cbc."

**Table 4-9. Predefined Services/Features — ISDN-PRI**

| <b>Administration Mnemonic</b> | <b>Description</b>                                                                                                                                                                                                                                       |
|--------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| access                         | A tie trunk giving access to an Electronic Tandem Network — See "Access Trunk Group"                                                                                                                                                                     |
| accunet                        | ACCUNET Switched Digital Service — part of ACI (AT&T Communications ISDN) phase 2.                                                                                                                                                                       |
| cbc                            | Call-by-Call service — provides different dial plans for different services on an ISDN-PRI Trunk Group.                                                                                                                                                  |
| dmi-mos                        | Digital multiplexed interface — message oriented signaling — See "DMI-BOS Trunk Group"                                                                                                                                                                   |
| i800                           | International 800 Service — allows a subscriber to receive international calls without a charge to the call originating party.                                                                                                                           |
| inwats                         | INWATS — provides OUTWATS-like pricing and service for incoming calls.                                                                                                                                                                                   |
| lds                            | Long-Distance Service — part of ACI (AT&T Communications ISDN) phase 2.                                                                                                                                                                                  |
| megacom                        | MEGACOM Service — an AT&T communications service that provides unbanded long-distance services using special access (PBX to 4ESS switch) from an AT&T communications node.                                                                               |
| mega800                        | MEGACOM 800 Service — an AT&T communications service that provides unbanded 800 service using special access (4ESS switch to PBX) from an AT&T communications node.                                                                                      |
| multiquest                     | AT&T MULTIQUEST Telecommunications Service — dial 700 service. A terminating users service supporting interactive voice service between callers at switched access locations and service provides directly connected to the AT&T Switched Network (ASN). |
| operator                       | Network Operator — provides access to the network operator.                                                                                                                                                                                              |
| outwats-bnd                    | OUTWATS Band — WATS is a voice-grade service providing both voice and low speed data transmission capabilities from the user's location to defined service areas commonly referred to as bands. Currently, the widest band is 5.                         |
| public-ntwrk                   | Public network calls — It is the equivalent of CO (outgoing), DID, or DIOD Trunk Groups.                                                                                                                                                                 |
| sddn                           | Software Defined Data Network — provides a virtual private line connectivity via the AT&T switched network (4ESS switch). Services include voice, data, and video applications. These services complement the SDN service.                               |

*Continued on next page*

**Table 4-9. Predefined Services/Features — ISDN-PRI — Continued**

| <b>Administration Mnemonic</b> | <b>Description</b>                                                                                                                                                                                                                |
|--------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| sdn                            | Software Defined Network (SDN) — an AT&T communications offering that provides a virtual private network using the public switched network. SDN can carry voice and data between customer locations as well as off-net locations. |
| sub-operator                   | Presubscribed Common Carrier Operator — provides access to the presubscribed common carrier operator.                                                                                                                             |
| tandem                         | Tandem tie trunks integral to an Electronic Tandem Network — See "Tandem Trunk Group".                                                                                                                                            |
| tie                            | Tie trunks — general purpose — See "Tie Trunk Group".                                                                                                                                                                             |
| wats-max-bnd                   | Maximum Banded Wats — a WATS-like offering for which a user's calls are billed at the highest WATS band subscribed to by the user.                                                                                                |

- **Supplementary Service Protocol** — Indicates which supplementary service protocol should be used for services over this trunk group. Enter "a" for national, "b" for QSIG, "c" for ETSI, and "d" for ECMA Name Identification. Default is "a."
- **Test Call BCC** — Indicates the Bearer Capability Code (BCC) used for the ISDN-PRI test call. Valid entries and their definitions are as follows:

| <b>Entry</b> | <b>Definition</b>   |
|--------------|---------------------|
| 0            | Voice               |
| 1            | Mode 1              |
| 2            | Mode 2 Asynchronous |
| 3            | Mode 3 Circuit      |
| 4            | Mode 0 (default)    |

- **Testcall ITC** — Controls the encoding of the Information Transfer Capability (ITC) codepoint of the Bearer Capability IE in the SETUP message when generating an ISDN Test Call. Allowed values are "rest" (riected) and "unre" (stricted); default is "rest."

**NOTE:**

ISDN Testcall feature does not go through routing so a testcall is never blocked due to an incompatible ITC.

- **Testcall Service** — Specifies the call by call selection for an ISDN-PRI test call. This field only appears if the Service Type field is "cbc." Valid entries are all of the services listed in Table 4-9 excluding "sddn" or any new Facility Type of Type 0 (feature), Type 1 (service), or Type 3 (outgoing) that is defined by the user on the Network Specific Facility Encoding form.
- **Trunk Hunt** — The switch performs a trunk hunt when searching for available channels within a facility in an ISDN-PRI trunk group. Enter "ascend" to enable a linear trunk hunt search from the lowest to highest numbered channels, or "descend" for a linear trunk hunt search from the highest to lowest numbered channels. With both "ascend" and "descend," all trunks within an ISDN-PRI trunk group are selected based on this field and without regard to the order in which trunks are administered within the trunk group.

Enter "cyclical" (default) to enable a circular trunk hunt based on the order in which trunks were administered within the trunk group.



**NOTE:**

The "cyclical" option cannot be set if the trunk group is to be used for Wideband operations (Wideband Support field set to "y").

The search can be administered per ISDN-PRI trunk group, but it infers the direction of search within all ISDN-PRI facilities (or portions of those facilities) administered within the trunk group.

- **Usage Alloc** — Displayed when Service Type is "cbc." Specifies whether or not the user wishes to allocate the usage of the services provided by the trunk group. Valid entries are "y" and "n" (default). If "y" is entered, two additional CBC-related forms are displayed. They are the CBC Trunk Group Usage Allocation Plans form and the CBC Trunk Group Usage Allocation Plan Assignment Schedule.

## **Implementation Notes**

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Answer Supervision Timeout is defaulted to 0.

Digit Treatment and Digits are displayed when Overlap Receiving is "yes."

Queue Length is displayed when Direction is "outgoing" or "two-way."

Usage Alloc and Testcall Service are displayed when Service Type is "cbc."

STT loss is only displayed if Connected to Toll is "n."



## ISDN-PRI Trunk Group Form Page 2

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|                          |                                         |
|--------------------------|-----------------------------------------|
| TRUNK FEATURES           |                                         |
| ACA Assignment? n        | Measured: none_____ Wideband Support? n |
|                          | Maintenance Tests? y                    |
| Data Restriction? n      | NCA-TSC Signaling Group: _              |
| Send Name: n             | Send Calling Number: n                  |
| Used for DCS? n          | Send Connected Number: n                |
| Suppress # Outpulsing? n |                                         |

Screen 4-78. ISDN-PRI Trunk Group Form (Page 2)

### Fields Unique to This Form

The following fields are unique to the ISDN-PRI Trunk Group form.

- **DCS Signaling** — Specifies the means used to send the DCS message. This field is only displayed if the "Used for DCS" field entry is "y" and the Service Type is anything except "dmi-mos" or "sddn." Valid entries are "bx.25" for the traditional DCS feature or "d-chan" for the DCS over ISDN-PRI D-channel feature.
- **Hop Dgt** — The Tandem Hop Limitation and QSIG Additional Network Feature Transit Counter (ANF-TC) features provide a counter that reflects the number of switches (i.e., the number of hops) that a call has gone through. The counter is incremented as a call leaves DEFINITY ECS using tandem facilities. Valid values are "y" and "n" (default). One or both of the features can be applied to the trunk group depending on the following:
  - If you enter "y" and the Group Type field is "tandem" or the Group Type field is "isdn-pri" and the Service Type is "tandem," the Tandem Hop Limitation feature is applied to the trunk group.
  - If you enter "y," the Group Type field is "isdn-pri," the Service Type field is "access," "dmi-mos," "public-ntwrk," "tandem," "tie," or any of the craft defined services allowed in the field (i.e., Type 0 and Type 1), and the Supplementary Service Protocol field is "b," the ANF-TC feature is applied to calls on the trunk group.
  - If all of the conditions are satisfied for both the Tandem Hop Limitation and ANF-TC, ANF-TC will take precedence. In situations where DEFINITY ECS is an Incoming or Outgoing Gateway, either feature will make use of the hop count/transit information provided by the other.
- **NCA-TSC Signaling Group** — Identifies the signaling group an NCA-TSC is routed on.
- **Numbering Format** — This field appears if the Send Calling Number is "y" or "r" or the Send Connected Number is "y" or "r." This specifies the encoding of the "Numbering Plan Indicator" field for identification

purposes in the Calling Number and/or Connected Number IEs, and in the QSIG Party Number. Valid entries are "public" (default), "unknown," and "private." "Public" indicates the number plan according to CCITT Recommendation E.164 will be used and that the Type of Number will be "national." "Unknown" indicates the Numbering Plan Indicator will be "unknown" and that the Type of Number will be "unknown." "Private" indicates the Numbering Plan Indicator will be "PNP" and that the Type of Number will be as determined from the ISDN Private-Numbering form.

 **NOTE:**

For trunk groups administered for the Unisource network, this field should not be administered as "unknown."

- **Send Calling Number** — Specifies if the calling party's number is sent on outgoing or tandemmed ISDN calls. Valid entries are "y," "n," or "r" (restricted). If "y" is entered, the ISDN Numbering - Public/Unknown Format form is accessed to construct the actual number to be sent, or the ISDN Numbering-Private form (based on "Numbering Format" field) is used. The default is "n." If the value is "r," the calling number is sent "presentation restricted."

 **NOTE:**

The ISDN Numbering - Public/Unknown Format form can override the Send Calling Number field entry for any administrable block of extensions.

- **Send Connected Number** — Specifies if the connected party's number is sent on incoming or tandemmed ISDN calls. Valid entries are "y," "n," or "r" (restricted). If "y" is entered, the ISDN Numbering - Public/Unknown Format form is accessed to construct the actual number sent, or the ISDN Numbering-Private form (based on "Numbering Format" field) is used. If the value is "r," the connected number is sent "presentation restricted." The default is "n."

 **WARNING:**

*The AT&T Switched Network Protocol does not support restricted displays of connected numbers. Therefore, if you administer the 1a country-protocol/protocol-version combination on the DS1 form, you should not administer the Send Connected Number field to "r" (restricted) on the ISDN-PRI Trunk Group form as this causes display problems.*

 **NOTE:**

The ISDN Numbering - Public/Unknown Format form overrides the Send Connected Number field entry for any administrable block of extensions.

- **Send Name** — Specifies if the calling/connected party's administered name is sent to the network on outgoing/incoming calls. Valid entries are "y," "n," or "r" (restricted). The value "r" indicates that the calling/connected name will be sent by the switch but will be marked "presentation restricted." The value "r" is only valid if the Supplementary Services Protocol is "b" or "d" for the QSIG Global Networking Supplementary Services Protocol. The default is "n."

**NOTE:**

If name information is not administered for the calling station or the connected station, the system sends the extension number in place of the name.

- **Wideband Support?** — Specifies whether or not Wideband Switching is supported by this trunk group. Valid entries are "y" or "n" (default). You can administer this field only if the Wideband Switching feature is enabled on the System-Parameters Customer-Options form. If set to "y," the Wideband Support Options page is displayed. All trunk members must be from TN464C (or later) circuit packs.

**NOTE:**

Wideband trunk calls are treated as a single trunk call when Automatic Circuit Assurance (ACA) measurements are taken. This way, if an ACA referral call is generated (for short or long holding time), the wideband call only triggers a single referral call using the lowest B-channel trunk member associated with the wideband channel.

## **Implementation Notes**

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The Long Holding Time (hours), Short Holding Time (seconds), and Short Holding Threshold fields are displayed when ACA Assignment is "y."

Internal Alert field is only displayed if Service Type is "tie."

DCS Signaling and PBX ID are displayed when Used for DCS is "y."

The Used for DCS field is not displayed if the Service Type field is "dmi-mos" or "sddn."

Hop Dgt field is displayed if the Service Type is "tandem." It is also displayed when the Supplementary Service Protocol is "b" and the Service Type is "access," "dmi-mos," "public-ntwrk," "tandem," "tie," or any Type 0 or Type 1 craft defined service.

Numbering Format is displayed if Send Calling Number and/or Send Connected Number are "y" or "r".



If an incoming call is for a service listed in a row on the table, then that row may specify the treatment for the call, depending on the other two columns of the key. The Called Len field is used to continue the row determination. If the number of digits received with the incoming call matches the number of digits in the Called Len field for calls to the matched service, then this row may apply. If no other row also contains a matching service and called length, then this row does apply. If another row does exist with the same service and number length, then the Called Number field will be used to continue the row determination.

If the leading digits received with the incoming call match the digits specified in the Called Number field, then this row applies to the call. Therefore, with this table, a unique treatment can be given to any incoming call, even if these calls are to the same service or have the same length of digits. The remaining four fields specify the unique treatment for the call once the row has been determined. Together, the Del and Insert fields can be used to manipulate the incoming number that will be used to route the call. The Per Call CPN/BN field can be used to request CPN/BN for specific calls incoming on the group. The Night Serv field is used to have calls of different types routed to different night destinations when night service is in effect.

 **NOTE:**

DCS features that use the remote-tgs button (on the remote switch) do not work when the local trunk group deletes or inserts digits on the incoming call. These buttons try to dial a local TAC. Adding or deleting digits defeats this operation and renders the remote feature inoperable. If digit manipulation is needed, use it on the outgoing side, based on the routing pattern. One reason for digit manipulation is insertion of the AAR feature access code (FAC).

### **Fields Unique to This Form**

The following fields are located on the Incoming Call Handling Treatment Table form.

- **Service/Feature** — Specifies the ISDN-PRI Services/Features for an incoming call type. See the Service Type field description for a list of predefined Services/Features that can be received. Or, use Type 0, Type 1, and Type 2 user defined services. The identifier "other" can be used for any Services/Features not explicitly specified.
- **Called Len** — Specifies the number of digits received for an incoming call. A blank entry is used as a "wild card" entry and, when used, means that any length of digits associated with the specified Service/Feature can match in this field. Valid entries are 0 to 21, or leave blank.
- **Called Number** — Specifies the leading digits received for an incoming call. A blank entry is used as a "wild card" entry and, when used, means that any number associated with the specified Service/Feature can match in this field. Valid entries are 1 to 16 digits, or leave blank.

- **Del** — Specifies the number of leading digits to be deleted from the incoming Called Party Number. Calls of a particular type may be administered to be routed to a single destination by deleting all incoming digits and then administering the Insert field with the desired extension. Valid entries are 1 to 21, "all," or leave blank.
- **Insert** — Specifies the digits to be prepended to the front of the remaining digits after any (optional) digit deletion has been performed. The resultant number formed from digit deletion/insertion is used to route the call, provided night service is not in effect. Valid entries are up to 16 characters consisting of a combination from the following: 0 through 9, \*, #, or leave blank.
- **Per Call CPN/BN** — Specifies if and how to request Calling Party Number (CPN) or Billing Number (BN) for calls of this type. Leave blank when connected to another PBX switch, or when connected to a public network outside North America. Within North America, leave blank when connected to a public network that does not permit customer equipment to request CPN or BN for individual incoming calls. The AT&T Switched Network offers this service under the titles "CPN/BN" to Terminating End on a Per-Call Basis" and "ANI (BN) on Request. An entry of "none" indicates the switch will not request either CPN or BN for any incoming calls of this type. Valid entries are "cpn-only," "bn-only," "bn-pref" (prefer BN, but accepts CPN), "cpn-pref" (prefer CPN, but accepts BN), "none," or leave blank; default is blank. Leave blank when connected to another PBX switch or to a network other than the AT&T Switched Network.



**NOTE:**

A 4-second delay occurs in terminating the call to the far-end station if the connecting switch does not respond to the request.

- **Night Serv** — Specifies a night service extension (can be a VDN extension) per Service/Feature. An entry other than blank overrides the Night Service field entry on page 1 of the form. This entry can be overridden by the Trunk/Member Night Service entry when provided. Valid entries are an assigned extension, the attendant group access code ("attd"), or leave blank.

### **Implementation Notes**

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When the Service Type field of the Trunk Group form is "cbc," incoming call handling and digit manipulation are handled on a per Service/Feature basis.

For ISDN Trunk Groups with "cbc" entered in the Service Type field of the Trunk Group form, the Service/Feature field cannot be any of the following: "access," "dmi-mos," "public-ntwrk," "sddn," "tandem," or "tie."

When the Service Type field is not "cbc," the Service/Feature field must match the the Service Type field entered of the Trunk Group form.

## CBC Trunk Group Usage Allocation Form

| Usage Allocation Plan 1 |      |      | Usage Allocation Plan 2 |      |      | Usage Allocation Plan 3 |      |      |
|-------------------------|------|------|-------------------------|------|------|-------------------------|------|------|
| Service/Feature         | Min# | Max# | Service/Feature         | Min# | Max# | Service/Feature         | Min# | Max# |
| _____                   | —    | —    | _____                   | —    | —    | _____                   | —    | —    |
| _____                   | —    | —    | _____                   | —    | —    | _____                   | —    | —    |
| _____                   | —    | —    | _____                   | —    | —    | _____                   | —    | —    |
| _____                   | —    | —    | _____                   | —    | —    | _____                   | —    | —    |
| _____                   | —    | —    | _____                   | —    | —    | _____                   | —    | —    |
| _____                   | —    | —    | _____                   | —    | —    | _____                   | —    | —    |
| _____                   | —    | —    | _____                   | —    | —    | _____                   | —    | —    |
| _____                   | —    | —    | _____                   | —    | —    | _____                   | —    | —    |
| _____                   | —    | —    | _____                   | —    | —    | _____                   | —    | —    |
| _____                   | —    | —    | _____                   | —    | —    | _____                   | —    | —    |

Screen 4-80. CBC Trunk Group Usage Allocation Form

### Fields Unique to This Form

The CBC Trunk Group Usage Allocation form is used to set a minimum and maximum number of members for up to ten different Services/Features for up to three different Usage Allocation Plans (1 through 3).



**NOTE:**

Refer to "Call By Call Service Selection" in *DEFINITY Enterprise Communications Server Release 5 Feature Description* for a detailed description of Usage Allocation Plans.

- **Service/Feature** — Specifies the ISDN-PRI Services/Features that can be requested at call setup time when using this trunk group. See the Service Type field description for a list of predefined Services/Features that can be received on a call by call basis. In addition, the user defined service types can also be used. The identifier "other" is used for all Services/Features not explicitly specified.
- **Min# Chan** — Indicates the minimum number of members of an ISDN-PRI trunk group with a Service Type of "cbc" that a particular Service/Feature can use at any given time. The sum of the minimum number of members for all Service/Features must not exceed the total number of members of the trunk group. Valid values are 0-99 or blank (default).
- **Max# Chan** — Indicates the maximum number of members of a ISDN-PRI trunk group with a Service Type of "cbc" that a particular Service/Feature can use at any given time. This field must be completed if a Service/Feature has been entered in the Incoming Call Handling Treatment Table form. Valid values are 0-99 or blank (default).

### Implementation Note

This form is displayed when Service Type is "cbc" and Usage Alloc field is "y."

## CBC Service Trunk Group Allocation Plan Assignment Schedule Form

Page Yof X

CBC SERVICE TRUNK GROUP ALLOCATION PLAN ASSIGNMENT SCHEDULE

Usage Method:

Fixed? y      Allocation Plan Number: 1  
 Scheduled? n

Usage Allocation Plan Activation Schedule:

|     | Act<br>Time | Plan<br># | Act<br>Time | Plan<br># | Act<br>Time | Plan<br># | Act<br>Time | Plan<br># | Act<br>Time | Plan<br># | Act<br>Time | Plan<br># |
|-----|-------------|-----------|-------------|-----------|-------------|-----------|-------------|-----------|-------------|-----------|-------------|-----------|
| Sun | —:—         | —         | —:—         | —         | —:—         | —         | —:—         | —         | —:—         | —         | —:—         | —         |
| Mon | —:—         | —         | —:—         | —         | —:—         | —         | —:—         | —         | —:—         | —         | —:—         | —         |
| Tue | —:—         | —         | —:—         | —         | —:—         | —         | —:—         | —         | —:—         | —         | —:—         | —         |
| Wed | —:—         | —         | —:—         | —         | —:—         | —         | —:—         | —         | —:—         | —         | —:—         | —         |
| Thu | —:—         | —         | —:—         | —         | —:—         | —         | —:—         | —         | —:—         | —         | —:—         | —         |
| Fri | —:—         | —         | —:—         | —         | —:—         | —         | —:—         | —         | —:—         | —         | —:—         | —         |
| Sat | —:—         | —         | —:—         | —         | —:—         | —         | —:—         | —         | —:—         | —         | —:—         | —         |

**Screen 4-81. CBC Service Trunk Group Allocation Plan Assignment Schedule Form**

### Fields Unique to This Form

The CBC Service Trunk Group Allocation Plan Assignment Schedule form provides for administering a fixed schedule or administering a schedule that can change up to six times a day for each day of the week. You determine on this form which CBC Service Trunk Group Allocation Plan will be in use at any given time.

- **Fixed** — Indicates whether the allocation plan will be fixed. If "y" (default) is entered in this field, the plan number entered in the Allocation Plan Number field will be enabled. Default is "n."
- **Allocation Plan Number** — Specifies the CBC Trunk Allocation Plan (1 through 3) that is in effect if a fixed usage method has been selected. This field must be assigned if the Fixed field is "y." Valid entries are 1 through 3 or blank (default).
- **Scheduled** — Indicates whether the allocation plans will be in effect according to the schedule found on this page. If "y" is entered in this field then there must be at least one entry in the schedule.
- **Act Time** — Indicates the time that the usage allocation plan administered in the next field (Plan #) will become effective. The time is entered in military time. There must be at least one entry per day. Valid entries are 00:00 through 23:59.
- **Plan #** — Specifies the number of the usage allocation plan that will be in effect from the activation time until the activation time of the next scheduled plan change. Valid entries are 1 to 3 or blank (default).



### Implementation Notes

---

This form is displayed when Service Type is "cbc" and the Usage Alloc field is "y."

The Allocation Plan Number field is only displayed if the Fixed field is set to "y."

### Wideband Support Options Form

Wideband Support Options

Page Y of X

H0? n

H11? n

H12? n

NxDS0? y

Contiguous? n

**Screen 4-82. Wideband Support Options Form**

### Fields Unique to This Form

---

The Wideband Support Options form appears immediately before the trunk group member pages. The actual page number will vary.

 **NOTE:**

All B-channels that comprise the wideband call must reside on the same ISDN-PRI facility. Also, all trunk members in an ISDN-PRI trunk group with Wideband Support set to "yes" must be from a TN464C (or later) circuit pack.

- **H0** — Enter 'y' to specify the ISDN information transfer rate for 384-kbps data, which is comprised of six B-channels. When a trunk group is administered to support H0, the trunk/hunt algorithm to satisfy a call requiring 384-kbps of bandwidth uses a fixed allocation scheme. Default is "n."
- **H11** — Enter 'y' to specify the ISDN information transfer rate for 1536-kbps data, which is comprised of 24 B-channels. When a trunk group is administered to support H11, the trunk/hunt algorithm to satisfy a call requiring 1536-kbps bandwidth uses a fixed allocation scheme. Default is "n."
- **H12** — Enter 'y' to specify the ISDN information transfer rate for 1920-kbps data, which is comprised of 30 B-channels. When a trunk group is administered to support H12, the trunk/hunt algorithm to satisfy a call requiring 1920-kbps bandwidth uses a fixed allocation scheme. Default is "n."
- **NxDS0** — Enter 'y' to specify the "N by DS-zero" multi-rate service. Default is "n."

- **Contiguous?** — Specifies whether to hunt contiguous NXDS0 channels. This field only appears if "y" is entered in the NXDS0 field.

The trunk/hunt algorithm to satisfy an NXDS0 call is as follows:

- Enter "y" to specify the "floating" scheme. NXDS0 calls are placed on a contiguous group of B-channels large enough to satisfy the requested bandwidth without constraint on the starting channel (no fixed starting point trunk).

**⇒ NOTE:**

H0 and NXDS0 "floating" scheme cannot both be set to "y."

- Enter "n" to specify the "flexible" scheme. NXDS0 calls are placed on any set of B-channels on the same facility as long as the requested bandwidth is satisfied. There are no constraints such as contiguity of B-channels or fixed starting points.

### **Implementation Notes**

---

This form is displayed when the Wideband Support field is "y."

The Contiguous field is only displayed if NXDS0 is "y."

### **ISDN-PRI Trunk Group Member Assignments Form**

| GROUP MEMBER ASSIGNMENTS |       |       | TRUNK GROUP                            |       | Page Y of X |         |
|--------------------------|-------|-------|----------------------------------------|-------|-------------|---------|
|                          |       |       | Administered Members(min/max): xxx/yyy |       |             |         |
|                          |       |       | Total Administered Members: xxx        |       |             |         |
|                          | Port  | Code  | Sfx                                    | Name  | Night       | Sig Grp |
| 1:                       | _____ | _____ | -                                      | _____ | _____       | _____   |
| 2:                       | _____ | _____ | -                                      | _____ | _____       | _____   |
| 3:                       | _____ | _____ | -                                      | _____ | _____       | _____   |
| 4:                       | _____ | _____ | -                                      | _____ | _____       | _____   |
| 5:                       | _____ | _____ | -                                      | _____ | _____       | _____   |
| 6:                       | _____ | _____ | -                                      | _____ | _____       | _____   |
| 7:                       | _____ | _____ | -                                      | _____ | _____       | _____   |
| 8:                       | _____ | _____ | -                                      | _____ | _____       | _____   |
| 9:                       | _____ | _____ | -                                      | _____ | _____       | _____   |
| 10:                      | _____ | _____ | -                                      | _____ | _____       | _____   |
| 11:                      | _____ | _____ | -                                      | _____ | _____       | _____   |
| 12:                      | _____ | _____ | -                                      | _____ | _____       | _____   |
| 13:                      | _____ | _____ | -                                      | _____ | _____       | _____   |
| 14:                      | _____ | _____ | -                                      | _____ | _____       | _____   |
| 15:                      | _____ | _____ | -                                      | _____ | _____       | _____   |

**Screen 4-83. ISDN-PRI Trunk Group Member Assignment Form**

### **Fields Unique to This Form**

---

The following field is unique to the ISDN-PRI Trunk Group Member Assignment form.



**NOTE:**

When supporting DCS, Member Number Assignments must be the same between nodes (Member #1 must be Member #1 at the far-end trunk group).

For BX.25 signaling, Trunk Group numbers must be the same between nodes (trunk group 1 must be trunk group 1 at the far-end).

The trunk access code (TAC) must be less than four digits.

The total number of pages, and the first page of Group Member Assignments, will vary depending on whether the CBC and Wideband Support pages are displayed.

- **Sig Grp** — Enter the appropriate signaling group number. See "Signaling Group" in this chapter for more information. If a DS1 interface appears in one signaling group, then the number of that signaling group will appear as a default in the Sig Grp column for any trunk on that interface after the form is submitted. This value cannot be altered without adding a DS1 interface to another signaling group. If a DS1 circuit pack appears in more than one signaling group, then Sig Grp cannot be left blank. One of the signaling group members must be entered.

## **PCOL Trunk Group**

---

The Personal Central Office Line (PCOL) Trunk Group form is used to provide a dedicated trunk circuit between multi-appearance voice terminals and a central office (CO) or other switch via the PBX network.

### **Administration Commands**

---

Use the following administration commands to administer the PCOL Group form.

| <b>Action</b> | <b>Object</b>    | <b>Qualifier<sup>1</sup></b>                                                                                      |
|---------------|------------------|-------------------------------------------------------------------------------------------------------------------|
| add           | personal-co-line | 1—MAX (or 'next')                                                                                                 |
| change        | personal-co-line | 1—MAX                                                                                                             |
| display       | personal-co-line | 1—MAX ['number' X]['to-number' X]['count' N]<br>['tac' assigned TAC]['print' or 'schedule'] 1—<br>MAX (or 'next') |
| list          | personal-co-line | ['print' or 'schedule']                                                                                           |
| remove        | personal-co-line | 1—MAX                                                                                                             |

- 
1. Brackets [ ] indicate the qualifier is optional. Single quotes ( ' ' ) indicate the text inside the quote must be entered exactly as shown or an abbreviated form of the word may be entered. MAX is the maximum number available in your system configuration. Refer to Table C-1 in Appendix C, "System Capacity Limits".

### **Field Descriptions**

---

The fields on the following forms are described in the section on "Trunk Groups — General".

**PCOL Trunk Group Form Page 1**

|                                   |                               |                     |
|-----------------------------------|-------------------------------|---------------------|
|                                   |                               | Page 1 of X         |
| PERSONAL CO LINE GROUP            |                               |                     |
| Group Number: 1                   | Group Type: co                | CDR Reports: y      |
| Group Name: OUTSIDE CALL          | Coverage Path: _____          | TAC: _____          |
| Security Code: _____              | Outgoing Display? n           | Data Restriction? n |
| TRUNK PARAMETERS                  |                               |                     |
| Trunk Type: _____                 | Trunk Direction: two-way      |                     |
| Trunk Port: _____                 | Disconnect Timing(msec): 500  |                     |
| Trunk Name: _____                 | Trunk Termination: _____      |                     |
| Outgoing Dial Type: tone          | Terminal Balanced? n          |                     |
| Prefix-1? y RA                    | Trunk Loss: 0dB               |                     |
| Disconnect Supervision - In? y    | Call Still Held? n            |                     |
| Answer Supervision Timeout: _____ | Receive Answer Supervision? _ |                     |
| Trunk Gain: high                  | Country: 1                    |                     |

**Screen 4-84. PCOL Group Form (Page 1)****Fields Unique to This Form**

The following field is unique to the PCOL Trunk Group form.

- **Coverage Path** — Enter the number of the Call Coverage Path used to redirect the incoming calls on this PCOL Group. This field may be blank.
- **Security Code** — Enter a 4-digit code (or leave blank) users must dial to retrieve voice messages and the Demand Print Message feature.
- **Data Restriction** — Is used to restrict DEFINITY ECS features from causing overriding tones on a PCOL. This provides permanent protection. Valid entries are "y" or "n" (default).
- **Trunk Direction** — Identifies the direction of the trunks in the PCOL Group. Valid entries are "incoming," "outgoing," or "two-way" (default) for CO and FX Group Types. For WATS Group Types, only "incoming" or "outgoing" may be entered.
- **Trunk Port** — Enter seven characters. The first two characters identify the cabinet (01 to 44[R5r], 1 to 3 [R5si]); the third character identifies the carrier (A through E); the fourth and fifth identify the slot number in the carrier (01 to 20); the last two characters identify the circuit number (01 to 31).
- **Trunk Name** — A 10-character name that identifies the PCOL Group.

### **Implementation Notes**

---

RA Trunk Loss is only displayed when Terminal Balanced is "y."

Disconnect Supervision In is only displayed when Direction is "incoming" or "two-way."

Prefix-1 and Call Still Held are only displayed when Group Type is "co" or "fx."

### **PCOL Trunk Group Form Page 2**

PERSONAL CO LINE GROUP

Page 2 of X

ASSIGNED MEMBERS (Stations with a button for this PCOL Group)

| Ext | Name | Ext | Name |
|-----|------|-----|------|
| 1:  |      | 3:  |      |
| 2:  |      | 4:  |      |

**Screen 4-85. PCOL Trunk Group Form (Page 2)**

### **Implementation Note**

---

This is a display-only form. The PCOL trunk groups are assigned on the Station form. The number of fields displayed varies depending on the DEFINITY ECS configuration and the amount of system memory available.

**PCOL Trunk Group Administrable Timers Form**

Page Y of X

ADMINISTRABLE TIMERS

|                                            |                                   |
|--------------------------------------------|-----------------------------------|
| Incoming Glare Guard(msec): 1500           | Outgoing Dial Guard(msec): 160    |
|                                            | Outgoing Glare Guard(msec): 1500  |
| Outgoing Rotary Dial Interdigit(msec): 800 |                                   |
| Ringing Monitor(msec): 5200                | Incoming Seizure(msec): 500       |
| Outgoing End of Dial(sec): 10              | Outgoing Seizure Response(sec): 5 |
| Programmed Dial Pause(msec): 1500          |                                   |
| Flash Length(msec): 540                    |                                   |

END TO END SIGNALING

|                 |                  |
|-----------------|------------------|
| Tone(msec): 350 | Pause(msec): 150 |
|-----------------|------------------|

OUTPULSING INFORMATION

|         |                |                 |         |
|---------|----------------|-----------------|---------|
| PPS: 10 | Make(msec): 40 | Break(msec): 60 | PPM?: n |
|---------|----------------|-----------------|---------|

**Screen 4-86. PCOL Trunk Group Administrable Timers Form****Implementation Notes**

PPM is only displayed when CDR Reports is "y."

Incoming Disconnect is only displayed when Trunk Type is "ground-start" and Direction is "incoming" or "two-way."

Outgoing Disconnect is only displayed when Trunk Type is "ground-start" and Direction is "outgoing" or "two-way."

Incoming Glare Guard is only displayed when Direction is "two-way."

Outgoing Glare Guard and Outgoing End of Dial are only displayed when Direction is "outgoing" or "two-way."

## Release Link Trunk Group

---

The Release Link Trunk (RLT) Group form is used to implement the Centralized Attendant Service (CAS) feature, and to connect attendant-seeking calls from a branch location to a main location.

### Administration Commands

---

Use the following administration commands to administer the Release Link Trunk Group form.

| Action  | Object      | Qualifier <sup>1</sup>                                                                   |
|---------|-------------|------------------------------------------------------------------------------------------|
| add     | trunk-group | 1–MAX (or 'next')                                                                        |
| change  | trunk-group | 1–MAX or TAC X...                                                                        |
| display | trunk-group | 1–MAX ['number' X]['to-number' X]['count' N] ['tac' assigned TAC]['print' or 'schedule'] |
| list    | trunk-group | ['print' or 'schedule']                                                                  |
| remove  | trunk-group | 1–MAX or TAC X...                                                                        |

- 
1. Brackets [ ] indicate the qualifier is optional. Single quotes ( ' ') indicate the text inside the quote must be entered exactly as shown or an abbreviated form of the word may be entered. MAX is the maximum number available in your system configuration. Refer to Table C-1 in Appendix C, "System Capacity Limits".

### Field Descriptions

---

The fields on the following forms are described in the section on "Trunk Groups — General".



**Release Link Trunk Group Form Page 1**

|                                 |                                  |                             |
|---------------------------------|----------------------------------|-----------------------------|
| TRUNK GROUP                     |                                  | Page 1 of X                 |
| Group Number: xxx               | Group Type: rlt                  | CDR Reports: y              |
| Group Name: OUTSIDE_CALL_____   | COR: 1_                          | TN: 1_ TAC: _____           |
| Direction: incoming             | Outgoing Display? n              | Trunk Signaling Type: _____ |
|                                 | Busy Threshold: 99_              | Night Service: _____        |
| Queue Length: 0__               |                                  | Incoming Destination: _____ |
| TRUNK PARAMETERS                |                                  |                             |
| Trunk Type (in/out): _____      | Incoming Rotary Timeout(sec): 5_ |                             |
| Outgoing Dial Type: tone_____   | Incoming Dial Type: tone_____    |                             |
| Sig Bit Inversion: none         |                                  |                             |
| Incoming Dial Tone? y           |                                  |                             |
| Disconnect Supervision - In? y  |                                  |                             |
| Answer Supervision Timeout: 0__ | Receive Answer Supervision? y    |                             |

**Screen 4-87. Release Link Trunk Group Form (Page 1)****Implementation Notes**

Answer Supervision Timeout is defaulted to "0."

Queue Length is displayed if Direction is "outgoing."

Connected to Toll and DTT to DCO Loss are displayed when Trunk Type is "auto/...", "delay/...", "immed/...", "wink/..."

STT Loss is displayed when Connected to Toll is "n."

Send Release Ack and Receive Release Ack are only displayed when Trunk Signaling Type is "cont" or "dis."

When the Trunk Signaling Type is "dis", the valid values are "immed" and "disc":

disc/disc | disc/immed | immed/disc | immed/immed

When the Trunk Signaling Type is "cont", the valid values are:

|             |            |            |             |             |
|-------------|------------|------------|-------------|-------------|
| auto/cont   | auto/delay | auto/immed | auto/wink   | cont/auto   |
| cont/delay  | cont/immed | cont/wink  | delay/auto  | delay/cont  |
| delay/immed | delay/wink | immed/auto | immed/cont  | immed/delay |
| immed/wink  | wink/auto  | wink/cont  | /wink/delay | wink/immed  |

Otherwise, the valid values are:

|            |             |             |            |
|------------|-------------|-------------|------------|
| auto/delay | auto/immed  | auto/wink   | delay/wink |
| delay/auto | delay/delay | delay/immed | immed/wink |
| immed/auto | immed/delay | immed/immed | wink/wink  |
| wink/auto  | wink/delay  | wink/immed  |            |

**⇒ NOTE:**

For "immed/immed" trunks (on incoming trunks), the far-end PBX seizes the trunk and then sends digits without waiting for acknowledgment from the receiving PBX. When heavily loaded, the receiving PBX may incur a short delay in attaching a Touch-Tone Receiver to this call and, therefore, cause it to lose digits. Using wink-start trunks or increasing the dial-guard timer value on the far-end PBX avoids this problem.

## Release Link Trunk Group Form Page 2

Page 2 of X

TRUNK FEATURES

ACA Assignment? n    Measured: none

Maintenance Tests? y

Data Restriction? n

Used for DCS? n

Suppress # Outpulsing? n

**Screen 4-88. Release Link Trunk Group Form (Page 2)**

## Implementation Notes

The Long Holding Time (hours), Short Holding Time (seconds), and Short Holding Threshold fields are displayed when ACA Assignment is "y."

The PBX ID field is only displayed when Used for DCS is "y."

## Release Link Trunk Group Administrable Timers Form

Page Y of X

TRUNK GROUP

ADMINISTRABLE TIMERS

|                                   |                                             |
|-----------------------------------|---------------------------------------------|
| Incoming Disconnect(msec): 500    | Outgoing Disconnect(msec): 500              |
| Incoming Dial Guard(msec): 70     | Outgoing Dial Guard(msec): 1600             |
| Incoming Glare Guard(msec): 1500  | Outgoing Glare Guard(msec): 1500            |
| Incoming Partial Dial(sec): 18    | Outgoing Rotary Dial Interdigit(msec): 800_ |
| Outgoing End of Dial(sec): 10     | Outgoing Seizure Response(sec): 5           |
| Programmed Dial Pause(msec): 1500 | Disconnect Signal Error(sec): 240           |
|                                   | Incoming Incomplete Dial Alarm(sec): 255    |

END TO END SIGNALING

|                 |                  |
|-----------------|------------------|
| Tone(msec): 350 | Pause(msec): 150 |
|-----------------|------------------|

OUTPUTSING TIMING

|         |                |                 |
|---------|----------------|-----------------|
| PPS: 10 | Make(msec): 40 | Break(msec): 60 |
|---------|----------------|-----------------|

**Screen 4-89. Release Link Trunk Group Administrable Timers Form**

### Implementation Notes

Incoming Dial Guard field is administrable when Trunk Signaling Type is blank.

The Incoming Partial Dial field is only displayed when Incoming Dial Type from Page 1 is "rotary."

Incoming Seizure field is displayed when Trunk Signaling Type is "cont" and Direction is "incoming."

The Outgoing End of Dial field is only displayed when Direction is "outgoing" and Receive Answer Supervision is "n."

Incoming Disconnect is only displayed when Direction is "incoming" and Trunk Signaling Type is blank or "cont."

Outgoing Disconnect field is displayed if Trunk Signaling Type is "blank" or "cont" and Direction is "outgoing."

Pause field is displayed if the Trunk Signaling Type is "blank."



#### NOTE:

TN760Dv15 (or later) ports used in a Release Link Trunk group will have their incoming and outgoing disconnect timer value internally forced to 280 ms. All other ports in the group that take administrable timers will receive the value administered in this field. All other ports

in the group that do not take administrable timers will have their disconnect timing forced to 280 ms.

### Release Link Trunk Group ATMS Thresholds Form

Page Y of X

ATMS THRESHOLDS

TTL Type: 105-w-rl\_\_\_\_\_ Far End Test No: \_\_\_\_\_  
TTL Vendor: \_\_\_\_\_ TTL Contact: \_\_\_\_\_  
Trunk Vendor: \_\_\_\_\_ Trunk Contact: \_\_\_\_\_  
Trunk Length: \_\_\_\_\_

|                          | MARGINAL |      | UNACCEPTABLE |      |
|--------------------------|----------|------|--------------|------|
|                          | Min      | Max  | Min          | Max  |
| 1004 Hz Loss:            | -2       | 21   | -2           | 21   |
|                          | -Dev     | +Dev | -Dev         | +Dev |
| 404 Hz Loss:             | 9        | 9    | 9            | 9    |
| 2804 Hz Loss:            | 9        | 9    | 9            | 9    |
| Maximum C Message Noise: | 55       |      | 55           |      |
| Maximum C Notched Noise: | 74       |      | 74           |      |
| Minimum SRL-HI:          | 0_       |      | 0_           |      |
| Minimum SRL-LO:          | 0_       |      | 0_           |      |
| Minimum ERL:             | 0_       |      | 0_           |      |

Allow ATMS Busyout, Error Logging and Alarming? y  
Maximum Percentage of Trunks Which Can Be Removed from Service by ATMS: 0\_

Screen 4-90. Release Link Trunk Group ATMS Thresholds Form

### Release Link Trunk Group Member Assignments Form

Page Y of X

TRUNK GROUP

Administered Members(min/max): xxx/yyy  
Total Administered Members: xxx

| GROUP | MEMBER | ASSIGNMENTS |     |       |       |       |       |           |
|-------|--------|-------------|-----|-------|-------|-------|-------|-----------|
|       | Port   | Code        | Sfx | Name  | Night | Mode  | Type  | Ans Delay |
| 1:    | _____  | _____       | -   | _____ | _____ | _____ | _____ | _____     |
| 2:    | _____  | _____       | -   | _____ | _____ | _____ | _____ | _____     |
| 3:    | _____  | _____       | -   | _____ | _____ | _____ | _____ | _____     |
| 4:    | _____  | _____       | -   | _____ | _____ | _____ | _____ | _____     |
| 5:    | _____  | _____       | -   | _____ | _____ | _____ | _____ | _____     |
| 6:    | _____  | _____       | -   | _____ | _____ | _____ | _____ | _____     |
| 7:    | _____  | _____       | -   | _____ | _____ | _____ | _____ | _____     |
| 8:    | _____  | _____       | -   | _____ | _____ | _____ | _____ | _____     |
| 9:    | _____  | _____       | -   | _____ | _____ | _____ | _____ | _____     |
| 10:   | _____  | _____       | -   | _____ | _____ | _____ | _____ | _____     |
| 11:   | _____  | _____       | -   | _____ | _____ | _____ | _____ | _____     |
| 12:   | _____  | _____       | -   | _____ | _____ | _____ | _____ | _____     |
| 13:   | _____  | _____       | -   | _____ | _____ | _____ | _____ | _____     |
| 14:   | _____  | _____       | -   | _____ | _____ | _____ | _____ | _____     |
| 15:   | _____  | _____       | -   | _____ | _____ | _____ | _____ | _____     |

Screen 4-91. Release Link Trunk Group Member Assignments Form

**Implementation Note**

---

The Type column is displayed when the Trunk Signaling Type field is "blank" or "cont." The Type column is not displayed if the Trunk Signaling Type field is "dis".

## **Tandem Trunk Group**

---

This form is used to interconnect tandem nodes in an ETN network. The trunk group provides the System with the ability to act as an intermediate switch (through switch) in a private network and is capable of transmitting and receiving Traveling Class Marks as well as outpulsing 7-digit RNX-XXXX dialed numbers. A Traveling Class Mark represents a user's Facility Restriction Level (FRL) or the FRL of the user's trunk group.

### **Administration Commands**

---

Use the following administration commands to administer the Tandem Trunk Group form.

| Action  | Object      | Qualifier <sup>1</sup>                                                                   |
|---------|-------------|------------------------------------------------------------------------------------------|
| add     | trunk-group | 1—MAX (or 'next')                                                                        |
| change  | trunk-group | 1—MAX or TAC X..                                                                         |
| display | trunk-group | 1—MAX ['number' X]['to-number' X]['count' N] ['tac' assigned TAC]['print' or 'schedule'] |
| list    | trunk-group | ['print' or 'schedule']                                                                  |
| remove  | trunk-group | 1—MAX or TAC X..                                                                         |

- 
1. Brackets [ ] indicate the qualifier is optional. Single quotes ( ' ' ) indicate the text inside the quote must be entered exactly as shown or an abbreviated form of the word may be entered. MAX is the maximum number available in your system configuration. Refer to Table C-1 in Appendix C, "System Capacity Limits".

### **Field Descriptions**

---

The fields on the following forms are described in the section on "Trunk Groups — General".

**Tandem Trunk Group Form Page 1**

Page 1 of X

TRUNK GROUP

Group Number: xxx
Group Type: tandem
CDR Reports: y

Group Name: OUTSIDE\_CALL
COR: 1
TN: 1
TAC:

Direction: two-way
Outgoing Display? n
Trunk Signaling Type:

Dial Access? n
Busy Threshold: 99
Night Service:

Queue Length: 0
Incoming Destination:

Comm Type: voice

TRUNK PARAMETERS

Trunk Type (in/out):
Incoming Rotary Timeout(sec): 5

Outgoing Dial Type: tone
Incoming Dial Type: tone

Digit Treatment:
Disconnect Timing(msec): 500

Digits:

Sig Bit Inversion: none

Incoming Dial Tone? y

Disconnect Supervision - In? y Out? n

Answer Supervision Timeout: 0
Receive Answer Supervision? y

**Screen 4-92. Tandem Trunk Group Form (Page 1)****Implementation Notes**

Answer Supervision Timeout is defaulted to "0."

The BCC field is displayed when the Comm Type is "avd", or when ISDN-PRI is optioned for on the System-Parameters Customer-Options form and the Comm Type field is "avd", "rbavd", or "data."

The Connected to Toll and DTT to DCO Loss fields are displayed when the Trunk Type field is "auto/...", "delay/...", "wink/...", or "immed/..."

The STT Loss field is displayed when the Connected to Toll field is "n."

The Bit Rate, Synchronization, and Duplex fields are displayed when the Comm Type field is "avd" or "rbavd."

Synchronization field is displayed when Comm Type is "data" and ISDN-PRI is enabled on the System-Parameters Customer-Options form.

The ITC field displayed when the Comm Type field is "data", "avd", or "rbavd" and the BCC field is not "0."

The Queue Length field is displayed when Direction is "outgoing" or "two-way."

The Send Release Ack, Receive Release Ack, and Send Answer Supervision fields are displayed when Trunk Signaling Type is "cont" or "dis."

### Tandem Trunk Group Form Page 2

Page 2 of X

TRUNK FEATURES

ACA Assignment? n

Measured: none\_\_\_\_\_Maintenance

Tests? y

Data Restriction? n

Used for DCS? n

Hop Dgt? n

Suppress # Outpulsing? n

Seize When Maintenance Busy: neither-end

**Screen 4-93. Tandem Trunk Group Form (Page 2)**

### Fields Unique to This Form

---

The definition of the following field is unique to the Tandem Trunk Group form.

- **Hop Dgt** — The Tandem Hop Limitation feature provides a counter that reflects the number of switches (i.e., the number of hops) that a call has gone through; the counter is incremented as a call leaves DEFINITY ECS using tandem facilities. Enter 'y' if you want the Tandem Hop Limitation feature applied to this trunk group; enter "n" if you do not. The default is "n".

### Implementation Notes

---

The Long Holding Time (hours), Short Holding Time (seconds), and Short Holding Threshold fields are displayed when ACA Assignment is "y."

The PBX ID field is displayed if the Used for DCS field is "y."



## Tandem Trunk Group Administrable Timers Form

Page Y of X

```

ADMINISTRABLE TIMERS
  Incoming Disconnect(msec): 500      Outgoing Disconnect(msec): 500
  Incoming Dial Guard(msec): 70       Outgoing Dial Guard(msec): 1600
  Incoming Glare Guard(msec): 1500    Outgoing Glare Guard(msec): 1500

                                Outgoing Rotary Dial Interdigit(msec): 800_
  Outgoing End of Dial(sec): 10 Outgoing Seizure Response(sec): 5
  Programmed Dial Pause(msec): 1500 Disconnect Signal Error(sec): 240
                                Incoming Incomplete Dial Alarm(sec): 255

END TO END SIGNALING
  Tone(msec): 350      Pause(msec): 150

OUTPULSING TIMING
  PPS: 10      Make(msec): 40      Break(msec): 60
  
```

**Screen 4-94. Tandem Trunk Group Administrable Timers Form**

### Implementation Notes

Incoming Dial Guard field is administrable when Trunk Signaling Type is blank.

The Incoming Partial Dial field is only displayed when the Incoming Dial type field from Page 1 is "rotary."

Incoming Seizure field is displayed when Trunk Signaling Type is "cont" and Direction is "incoming" or "two-way."

The Outgoing End of Dial field is only displayed if the Receive Answer Supervision field from Page 1 is "n."

The Incoming Glare Guard field is only displayed when Direction is "two-way."

The Outgoing Glare Guard field is only displayed when Direction is "outgoing" or "two-way."

The Normal Outgoing Seize Send field is only displayed when Trunk Signaling Type is "dis" and Direction is "two-way" or "outgoing."

The Incoming Disconnect field is only displayed when Trunk Signaling Type is blank or "cont" and Direction is "incoming" or "two-way."

The Outgoing Disconnect field is only displayed when Trunk Signaling Type is blank or "cont" and Direction is "outgoing" or "two-way."

Pause field is displayed if the Trunk Signaling Type is "blank."

The Incoming Seize field is only displayed when Trunk Signaling Type is "cont" and Direction is "incoming or "two-way."

### Tandem Trunk Group ATMS Thresholds Form

|                                                                            |  |                        |      |              |             |
|----------------------------------------------------------------------------|--|------------------------|------|--------------|-------------|
| ATMS THRESHOLDS                                                            |  |                        |      |              | Page Y of X |
| TTL Type: 105-w-rl_____                                                    |  | Far End Test No: _____ |      |              |             |
| TTL Vendor: _____                                                          |  | TTL Contact: _____     |      |              |             |
| Trunk Vendor: _____                                                        |  | Trunk Contact: _____   |      |              |             |
| Trunk Length: _____                                                        |  |                        |      |              |             |
|                                                                            |  | MARGINAL               |      | UNACCEPTABLE |             |
|                                                                            |  | Min                    | Max  | Min          | Max         |
| 1004 Hz Loss:                                                              |  | -2                     | 21   | -2           | 21          |
|                                                                            |  | -Dev                   | +Dev | -Dev         | +Dev        |
| 404 Hz Loss:                                                               |  | 9                      | 9    | 9            | 9           |
| 2804 Hz Loss:                                                              |  | 9                      | 9    | 9            | 9           |
| Maximum C Message Noise:                                                   |  | 55                     |      | 55           |             |
| Maximum C Notched Noise:                                                   |  | 74                     |      | 74           |             |
| Minimum SRL-HI:                                                            |  | 0_                     |      | 0_           |             |
| Minimum SRL-LO:                                                            |  | 0_                     |      | 0_           |             |
| Minimum ERL:                                                               |  | 0_                     |      | 0_           |             |
| Allow ATMS Busyout, Error Logging and Alarming? y                          |  |                        |      |              |             |
| Maximum Percentage of Trunks Which Can Be Removed from Service by ATMS: 0_ |  |                        |      |              |             |

Screen 4-95. Tandem Trunk Group ATMS Thresholds Form

**Tandem Trunk Group Member Assignments  
Form**

|       |        |             |     |       |       |       |       |                                        |
|-------|--------|-------------|-----|-------|-------|-------|-------|----------------------------------------|
|       |        |             |     |       |       |       |       | Page Y of X                            |
|       |        |             |     |       |       |       |       | TRUNK GROUP                            |
|       |        |             |     |       |       |       |       | Administered Members(min/max): xxx/yyy |
|       |        |             |     |       |       |       |       | Total Administered Members: xxx        |
| GROUP | MEMBER | ASSIGNMENTS |     |       |       |       |       |                                        |
|       | Port   | Code        | Sfx | Name  | Night | Mode  | Type  | Ans Delay                              |
| 1:    | _____  | _____       | -   | _____ | _____ | _____ | _____ | _____                                  |
| 2:    | _____  | _____       | -   | _____ | _____ | _____ | _____ | _____                                  |
| 3:    | _____  | _____       | -   | _____ | _____ | _____ | _____ | _____                                  |
| 4:    | _____  | _____       | -   | _____ | _____ | _____ | _____ | _____                                  |
| 5:    | _____  | _____       | -   | _____ | _____ | _____ | _____ | _____                                  |
| 6:    | _____  | _____       | -   | _____ | _____ | _____ | _____ | _____                                  |
| 7:    | _____  | _____       | -   | _____ | _____ | _____ | _____ | _____                                  |
| 8:    | _____  | _____       | -   | _____ | _____ | _____ | _____ | _____                                  |
| 9:    | _____  | _____       | -   | _____ | _____ | _____ | _____ | _____                                  |
| 10:   | _____  | _____       | -   | _____ | _____ | _____ | _____ | _____                                  |
| 11:   | _____  | _____       | -   | _____ | _____ | _____ | _____ | _____                                  |
| 12:   | _____  | _____       | -   | _____ | _____ | _____ | _____ | _____                                  |
| 13:   | _____  | _____       | -   | _____ | _____ | _____ | _____ | _____                                  |
| 14:   | _____  | _____       | -   | _____ | _____ | _____ | _____ | _____                                  |
| 15:   | _____  | _____       | -   | _____ | _____ | _____ | _____ | _____                                  |

**Screen 4-96. Tandem Trunk Group Member Assignments Form****Implementation Note**

The Type column is displayed when the Trunk Signaling Type field is "blank" or "cont." The Type column is not displayed if the Trunk Signaling Type field is "dis".

## **Tie Trunk Group**

---

This form is used to provide private access between DEFINITY ECS and another switch. The trunks are used to interconnect a satellite, tributary, and a main switch in an Electronic Tandem Network. The trunk group can also be used to interface a 4ESS switch in support of MEGACOM service, MEGACOM 800 service, and MEGACOM 800 DNIS service.

### **Administration Commands**

---

Use the following administration commands to administer the Tie Trunk Group form.

| Action  | Object      | Qualifier <sup>1</sup>                                                                   |
|---------|-------------|------------------------------------------------------------------------------------------|
| add     | trunk-group | 1—MAX (or 'next')                                                                        |
| change  | trunk-group | 1—MAX or TAC X..                                                                         |
| display | trunk-group | 1—MAX ['number' X]['to-number' X]['count' N] ['tac' assigned TAC]['print' or 'schedule'] |
| list    | trunk-group | ['print' or 'schedule']                                                                  |
| remove  | trunk-group | 1—MAX or TAC X..                                                                         |

- 
1. Brackets [ ] indicate the qualifier is optional. Single quotes ( ' ' ) indicate the text inside the quote must be entered exactly as shown or an abbreviated form of the word may be entered. MAX is the maximum number available in your system configuration. Refer to Table C-1 in Appendix C, "System Capacity Limits".

### **Field Descriptions**

---

The fields on the following forms are described in the section on "Trunk Groups — General".

**Tie Trunk Group Form Page 1**

Page 1 of X

TRUNK GROUP

|                               |                     |                             |
|-------------------------------|---------------------|-----------------------------|
| Group Number: xxx             | Group Type: tie     | CDR Reports: y              |
| Group Name: OUTSIDE_CALL_____ | COR: 1_             | TN: 1_ TAC: _____           |
| Direction: two-way_           | Outgoing Display? n | Trunk Signaling Type: _____ |
| Dial Access? n                | Busy Threshold: 99_ | Night Service: _____        |
| Queue Length: 0_              |                     | Incoming Destination: _____ |
| Comm Type: voice              | Auth Code? n        |                             |

TRUNK PARAMETERS

|                                       |                                  |
|---------------------------------------|----------------------------------|
| Trunk Type (in/out): _____            | Incoming Rotary Timeout(sec): 5_ |
| Outgoing Dial Type: tone_____         | Incoming Dial Type: tone_____    |
| —                                     |                                  |
| Digit Treatment: _____                | Disconnect Timing(msec): 500_    |
|                                       | Digits: _____                    |
|                                       | Sig Bit Inversion: none          |
| Incoming Dial Tone? y                 |                                  |
| Disconnect Supervision - In? y Out? n |                                  |
| Answer Supervision Timeout: 0_        | Receive Answer Supervision? y    |

**Screen 4-97. Tie Trunk Group Form (Page 1)****Fields Unique to This Form**

The following field is unique to the Tie Trunk Group form.

- **Line Length** — This field appears only when the Trunk Signaling Type has a value of "tge", "tgi", or "tgu." (Thus, this field only applies to TN497 ports.)

**NOTE:**

The value administered is not saved when the form is submitted unless one or more trunk members are administered.

**Implementation Notes**

Answer Supervision Timeout is defaulted to "0."

BCC is displayed when the Comm Type is "avd" or when ISDN-PRI is optioned on the System-Parameters Customer-Options form and Comm Type is "avd," "rbavd," or "data."

Connected to Toll and DTT to DCO Loss are displayed when Trunk Type is "auto/...", "delay/...", "immed/...", or "wink/..."

STT Loss is displayed when Connected to Toll is "n."

Bit Rate, Synchronization, and Duplex are displayed when Comm Type is "avd" or "rbavd."

Synchronization is displayed when Comm Type is "data" and ISDN-PRI is enabled on the System-Parameters Customer-Options form.

ITC is displayed when Comm Type is "data," "avd," or "rbavd" and BCC is "0."

The Expected Digits field appears if the Direction is "incoming" or "two-way," the Trunk Signaling type is blank, and the Incoming Dial Type is "mf."

Outgoing Disconnect field is displayed if Trunk Signaling Type is "blank" or "cont" and Direction is "outgoing" or "two-way."

The Trunk Type, Outgoing Dial Type, Incoming Dial Type, and Receive Answer Supervision fields are not displayed if the Trunk Signaling Type field is "tge," "tgi" or "tgu."

The Line Length field only displays if the Trunk Signaling type field is "tge," "tgi," or "tgu."

The Send Release Ack and Receive Release Ack fields are only displayed if Trunk Signaling Type is "cont" or "dis."

When the Trunk Signaling Type is "dis," the valid values are:

disc/disc | disc/immed | immed/disc | immed/immed

When the Trunk Signaling Type is "cont," the valid values are:

|            |            |             |             |            |
|------------|------------|-------------|-------------|------------|
| auto/auto  | auto/cont  | auto/delay  | auto/immed  | auto/wink  |
| cont/auto  | cont/cont  | cont/delay  | cont/immed  | cont/wink  |
| delay/auto | delay/cont | delay/delay | delay/immed | delay/wink |
| immed/auto | immed/cont | immed/delay | immed/immed | immed/wink |
| wink/auto  | wink/cont  | wink/delay  | wink/immed  | wink/wink  |

Otherwise, the valid values are:

|            |             |             |            |
|------------|-------------|-------------|------------|
| auto/auto  | auto/delay  | auto/immed  | auto/wink  |
| delay/auto | delay/delay | delay/immed | delay/wink |
| immed/auto | immed/delay | immed/immed | immed/wink |
| wink/auto  | wink/delay  | wink/immed  | wink/wink  |

**⇒ NOTE:**

For "immed/immed" trunks (on incoming trunks), the far-end switch seizes the trunk and then sends digits without waiting for acknowledgment from the receiving switch. When heavily loaded, the receiving switch may incur a short delay in attaching a Touch Tone Receiver to this call and, therefore, cause it to lose digits. Using wink-start trunks or increasing the dial-guard timer value on the far-end switch avoids this problem.

**Tie Trunk Group Form Page 2**

Page 2 of X

TRUNK FEATURES

|                                          |                      |
|------------------------------------------|----------------------|
| ACA Assignment? n                        | Measured: none       |
| Internal Alert? n                        | Maintenance Tests? y |
| Data Restriction? n                      |                      |
| Used for DCS? n                          |                      |
| Suppress # Outpulsing? n                 |                      |
| Seize When Maintenance Busy: neither-end |                      |

**Screen 4-98. Tie Trunk Group Form (Page 2)****Implementation Notes**

The Long Holding Time (hours), Short Holding Time (seconds), and Short Holding Threshold fields are displayed when ACA Assignment is "y."

The PBX ID field is displayed if the Used for DCS field is "y."

**Tie Trunk Group Administrable Timers Form**

Page Y of X

ADMINISTRABLE TIMERS

|                                    |                                             |
|------------------------------------|---------------------------------------------|
| Incoming Disconnect(msec): 500     | Outgoing Disconnect(msec): 500              |
| Incoming Dial Guard(msec): 70      | Outgoing Dial Guard(msec): 1600             |
| Incoming Glare Guard(msec): 1500   | Outgoing Glare Guard(msec): 1500            |
| Incoming Partial Dial(sec): 18     |                                             |
| Outgoing End of Dial (sec): 10     | Outgoing Rotary Dial Interdigit(msec): 800_ |
| Programmed Dial Pause (msec): 1500 | Outgoing Seizure Response (sec): 5          |
|                                    | Disconnect Signal Error(sec): 240           |
|                                    | Incoming Incomplete Dial Alarm(sec): 255    |

END TO END SIGNALING

|                  |                    |
|------------------|--------------------|
| Tone (msec): 350 | Pause: (msec): 150 |
|------------------|--------------------|

OUTPULSING TIMING

|         |                 |                  |
|---------|-----------------|------------------|
| PPS: 10 | Make (msec): 40 | Break (msec): 60 |
|---------|-----------------|------------------|

**Screen 4-99. Tie Trunk Group Administrable Timers Form**

**Screen 4-100. Administrable Timer Page for TGE/TGI Type Trunk Group (two-way)**

## Implementation Notes

Incoming Seizure field is displayed when Trunk Signaling Type is “cont” and Direction is “incoming” or “two-way.”

Pause field is displayed if the Trunk Signaling Type is "blank."



**Tie Trunk Group ATMS Thresholds Form**

Page Y of X

ATMS THRESHOLDS

TTL Type: 105-w-rl\_\_\_\_\_ Far End Test No: \_\_\_\_\_  
TTL Vendor: \_\_\_\_\_ TTL Contact: \_\_\_\_\_  
Trunk Vendor: \_\_\_\_\_ Trunk Contact: \_\_\_\_\_  
Trunk Length: \_\_\_\_\_

|                          | MARGINAL |      | UNACCEPTABLE |      |
|--------------------------|----------|------|--------------|------|
|                          | Min      | Max  | Min          | Max  |
| 1004 Hz Loss:            | -2       | 21   | -2           | 21   |
|                          | -Dev     | +Dev | -Dev         | +Dev |
| 404 Hz Loss:             | 9        | 9    | 9            | 9    |
| 2804 Hz Loss:            | 9        | 9    | 9            | 9    |
| Maximum C Message Noise: | 55       |      | 55           |      |
| Maximum C Notched Noise: | 74       |      | 74           |      |
| Minimum SRL-HI:          | 0_       |      | 0_           |      |
| Minimum SRL-LO:          | 0_       |      | 0_           |      |
| Minimum ERL:             | 0_       |      | 0_           |      |

Allow ATMS Busyout, Error Logging and Alarming? y  
Maximum Percentage of Trunks Which Can Be Removed from Service by ATMS: 0\_

**Screen 4-101. Tie Trunk Group ATMS Thresholds Form****Tie Trunk Group Member Assignments Form**

Page Y of X

TRUNK GROUP

Administered Members(min/max): xxx/yyy  
Total Administered Members: xxx

| GROUP | MEMBER | ASSIGNMENTS |     |       |       |       |       |       |       |
|-------|--------|-------------|-----|-------|-------|-------|-------|-------|-------|
|       | Port   | Code        | Sfx | Name  | Night | Mode  | Type  | Ans   | Delay |
| 1:    | _____  | _____       | -   | _____ | _____ | _____ | _____ | _____ | _____ |
| 2:    | _____  | _____       | -   | _____ | _____ | _____ | _____ | _____ | _____ |
| 3:    | _____  | _____       | -   | _____ | _____ | _____ | _____ | _____ | _____ |
| 4:    | _____  | _____       | -   | _____ | _____ | _____ | _____ | _____ | _____ |
| 5:    | _____  | _____       | -   | _____ | _____ | _____ | _____ | _____ | _____ |
| 6:    | _____  | _____       | -   | _____ | _____ | _____ | _____ | _____ | _____ |
| 7:    | _____  | _____       | -   | _____ | _____ | _____ | _____ | _____ | _____ |
| 8:    | _____  | _____       | -   | _____ | _____ | _____ | _____ | _____ | _____ |
| 9:    | _____  | _____       | -   | _____ | _____ | _____ | _____ | _____ | _____ |
| 10:   | _____  | _____       | -   | _____ | _____ | _____ | _____ | _____ | _____ |
| 11:   | _____  | _____       | -   | _____ | _____ | _____ | _____ | _____ | _____ |
| 12:   | _____  | _____       | -   | _____ | _____ | _____ | _____ | _____ | _____ |
| 13:   | _____  | _____       | -   | _____ | _____ | _____ | _____ | _____ | _____ |
| 14:   | _____  | _____       | -   | _____ | _____ | _____ | _____ | _____ | _____ |
| 15:   | _____  | _____       | -   | _____ | _____ | _____ | _____ | _____ | _____ |

**Screen 4-102. Tie Trunk Group Member Assignments Form**

### **Implementation Notes**

---

The Type column is displayed when the Trunk Signaling Type field is "blank" or "cont." The Type column is not displayed if the Trunk Signaling Type field is "dis."

The Ans Delay column is displayed when the Trunk Signaling Type field is "blank," "cont," or "dis."

The Mode, Type, and Ans Delay fields do not appear if the Trunk Signaling Type field is "tge," "tgi," or "tgu."

## WATS Trunk Group

---

This form is used to provide access to and/or from a portion of the DDD network via dedicated trunks to and/or from a wide area telecommunications service (WATS) serving office.

### Administration Commands

---

Use the following administration commands to administer the WATS Trunk Group form.

| Action  | Object      | Qualifier <sup>1</sup>                                                                     |
|---------|-------------|--------------------------------------------------------------------------------------------|
| add     | trunk-group | 1—MAX (or 'next')                                                                          |
| change  | trunk-group | 1—MAX or TAC X..                                                                           |
| display | trunk-group | 1—MAX ['number' X]['to-number' X]['count' N]<br>'tac' assigned TAC]['print' or 'schedule'] |
| list    | trunk-group | ['print' or 'schedule']                                                                    |
| remove  | trunk-group | 1—MAX or TAC X..                                                                           |

- 
1. Brackets [ ] indicate the qualifier is optional. Single quotes ( ' ') indicate the text inside the quote must be entered exactly as shown or an abbreviated form of the word may be entered. MAX is the maximum number available in your system configuration. Refer to Table C-1 in Appendix C, "System Capacity Limits".

### Field Descriptions

---

The fields on the following forms are described in the section on "Trunk Groups — General".

**WATS Trunk Group Form Page 1**

|                                       |                     |                               |           |
|---------------------------------------|---------------------|-------------------------------|-----------|
| TRUNK GROUP                           |                     |                               | Page 1 of |
| Group Number: xxx                     | Group Type: wats    | CDR Reports: y                |           |
| Group Name: OUTSIDE_CALL_____         | COR: 1_             | TN: 1_                        | TAC: ____ |
| Direction: two-way_                   | Outgoing Display? n |                               |           |
| Dial Access? n                        | Busy Threshold: 99_ | Night Service: ____           |           |
| Queue Length: 0_                      | Country: 1_         | Incoming Destination: ____    |           |
| Comm Type: voice                      | Auth Code? n        |                               |           |
|                                       | Trunk Flash? n      |                               |           |
| TRUNK PARAMETERS                      |                     |                               |           |
| Trunk Type: _____                     |                     | Incoming Dial Type: tone____  |           |
| Outgoing Dial Type: tone____          |                     |                               |           |
| Trunk Termination: rc____             |                     | Disconnect Timing(msec): 500_ |           |
|                                       |                     | Sig Bit Inversion: none       |           |
|                                       | Trunk Gain: high    |                               |           |
| Disconnect Supervision - In? y Out? n |                     |                               |           |
| Answer Supervision Timeout: 10_       |                     | Receive Answer Supervision? n |           |

**Screen 4-103. WATS Trunk Group Form (Page 1)****Implementation Notes**

---

Analog Gain field is displayed when the Country Code is "15" and the Trunk Type is "2-wire-ac," "2-wire-dc," or "3-wire."

The BCC field is displayed when ISDN-PRI is enabled on the System-Parameters Customer-Options form and the Comm Type field is "avd," "rbavd," or "data."

The Connected to Toll and DTT to DCO Loss fields are displayed when the Trunk Type field is "auto/..."

The STT Loss field is displayed when the Connected to Toll field is "n."

The Terminal Balanced field is displayed when the Trunk Type is "ground-start" or "loop-start."

The RA Trunk Loss is displayed when the Terminal Balanced field is "n."

The Bit Rate, Synchronization, and Duplex fields are displayed when the Comm Type field is "avd."

Synchronization field is displayed when Comm Type is "data" and ISDN-PRI is enabled on the System-Parameters Customer-Options form.

The ITC field appears for non-ISDN trunk groups and is displayed when the Comm Type field is "data," "avd," or "rbavd" and the BCC field is "0."

The Dial Detection field is displayed when Country Code is "15" and Trunk Type is "2-wire-ac", "2-wire-dc" or "3-wire."

The Version field is displayed when Country Code is "5."

### WATS Trunk Group Form Page 2

| TRUNK FEATURES           | TRUNK GROUP         | Page 2 of X          |
|--------------------------|---------------------|----------------------|
| ACA Assignment? n        | Measured: none      | Maintenance Tests? y |
|                          | Data Restriction? n |                      |
| Abandoned Call Search? n |                     |                      |
| Suppress # Outpulsing? n |                     |                      |

**Screen 4-104. WATS Trunk Group Form (Page 2)**

### Implementation Notes

---

The Long Holding Time (hours), Short Holding Time (seconds), and Short Holding Threshold fields are displayed when ACA Assignment is "y."

The Shuttle field is displayed when the Country Code is "15" and the Outgoing Dial Type is "rotary."

**WATS Trunk Group Administrable Timers Form**

| TRUNK GROUP                       |                                            | Page Y of X                              |
|-----------------------------------|--------------------------------------------|------------------------------------------|
| ADMINISTRABLE TIMERS              |                                            |                                          |
| Incoming Disconnect(msec): 500    | Outgoing Disconnect (msec): 500            |                                          |
|                                   | Outgoing Dial Guard(msec): 1600            |                                          |
| Incoming Glare Guard(msec): 1500  | Outgoing Glare Guard(msec): 1500           |                                          |
|                                   | Outgoing Rotary Dial Interdigit(msec): 800 |                                          |
| Ringing Monitor(msec): 5200       | Incoming Seizure(msec): 500                |                                          |
| Outgoing End of Dial(sec): 10     | Outgoing Seizure Response(sec): 5          |                                          |
| Programmed Dial Pause(msec): 1500 | Disconnect Signal Error(sec): 240          |                                          |
| Flash Length(msec): 540           |                                            |                                          |
| END TO END SIGNALING              |                                            |                                          |
| Tone (msec): 350                  | Pause (msec): 150                          |                                          |
| OUTPULSING INFORMATION            |                                            |                                          |
| PPS: 10                           | Make(msec): 40                             | Break(msec): 60 PPM? y Frequency: 50/12k |

**Screen 4-105. Administrable Timers Form for Ground Start WATS Trunk Group (two-way) with PPM****Implementation Note**

---

The Frequency field is only displayed when PPM is 'y.'

| TRUNK GROUP                       |                                            | Page Y of X            |
|-----------------------------------|--------------------------------------------|------------------------|
| ADMINISTRABLE TIMERS              |                                            |                        |
| Incoming Disconnect(msec): 500    | Outgoing Disconnect(msec): 500             |                        |
|                                   | Outgoing Dial Guard(msec): 1600            |                        |
| Incoming Glare Guard(msec): 1500  | Outgoing Glare Guard(msec): 1500           |                        |
|                                   | Outgoing Rotary Dial Interdigit(msec): 800 |                        |
| Ringing Monitor(msec): 5200       | Incoming Seizure(msec): 500                |                        |
| Outgoing End of Dial(sec): 10     | Outgoing Seizure Response(sec): 5          |                        |
| Programmed Dial Pause(msec): 1500 |                                            |                        |
| Flash Length(msec): 540           |                                            |                        |
| END TO END SIGNALING              |                                            |                        |
| Tone (msec): 350                  | Pause: (msec): 150                         |                        |
| OUTPULSING INFORMATION            |                                            |                        |
| PPS: 10                           | Make(msec): 40                             | Break(msec): 60 PPM? n |

**Screen 4-106. Administrable Timers Form for Loop Start WATS Trunk Group (two-way)**

### Implementation Notes

The Outgoing End of Dial field is only displayed if the Receive Answer Supervision field is "n."

Outgoing Disconnect field is displayed if Direction is "outgoing" or "two-way" and Trunk Type is "ground-start" or "loop-start."

Outgoing Disconnect field is also displayed if Direction is "outgoing" or "two-way," Country Code is "15," and Trunk Type is "2-wire-ac," "2-wire-dc," or "3-wire."

### WATS Trunk Group ATMS Thresholds Form

Page Y of X

ATMS THRESHOLDS

TTL Type: 105-w-rl \_\_\_\_\_ Far End Test No: \_\_\_\_\_  
 TTL Vendor: \_\_\_\_\_ TTL Contact: \_\_\_\_\_  
 Trunk Vendor: \_\_\_\_\_ Trunk Contact: \_\_\_\_\_  
 Trunk Length: \_\_\_\_\_

|                          | MARGINAL |      | UNACCEPTABLE |      |
|--------------------------|----------|------|--------------|------|
|                          | Min      | Max  | Min          | Max  |
| 1004 Hz Loss:            | -2       | 21   | -2           | 21   |
|                          | -Dev     | +Dev | -Dev         | +Dev |
| 404 Hz Loss:             | 9        | 9    | 9            | 9    |
| 2804 Hz Loss:            | 9        | 9    | 9            | 9    |
| Maximum C Message Noise: | 55       |      | 55           |      |
| Maximum C Notched Noise: | 74       |      | 74           |      |
| Minimum SRL-HI:          | 0_       |      | 0_           |      |
| Minimum SRL-LO:          | 0_       |      | 0_           |      |
| Minimum ERL:             | 0_       |      | 0_           |      |

Allow ATMS Busyout, Error Logging and Alarming? y

Maximum Percentage of Trunks Which Can Be Removed from Service by ATMS: 0\_

**Screen 4-107. WATS Trunk Group ATMS Thresholds Form**

**WATS Trunk Group Member Assignments Form**

|       |        | TRUNK GROUP                            |     | Page Y of X |                           |
|-------|--------|----------------------------------------|-----|-------------|---------------------------|
|       |        | Administered Members(min/max): xxx/yyy |     |             |                           |
|       |        | Total Administered Members: xxx        |     |             |                           |
| GROUP | MEMBER | ASSIGNMENTS                            |     |             |                           |
|       | Port   | Code                                   | Sfx | Name        | Night Mode Type Ans Delay |
| 1:    | _____  | _____                                  | -   | _____       | _____                     |
| 2:    | _____  | _____                                  | -   | _____       | _____                     |
| 3:    | _____  | _____                                  | -   | _____       | _____                     |
| 4:    | _____  | _____                                  | -   | _____       | _____                     |
| 5:    | _____  | _____                                  | -   | _____       | _____                     |
| 6:    | _____  | _____                                  | -   | _____       | _____                     |
| 7:    | _____  | _____                                  | -   | _____       | _____                     |
| 8:    | _____  | _____                                  | -   | _____       | _____                     |
| 9:    | _____  | _____                                  | -   | _____       | _____                     |
| 10:   | _____  | _____                                  | -   | _____       | _____                     |
| 11:   | _____  | _____                                  | -   | _____       | _____                     |
| 12:   | _____  | _____                                  | -   | _____       | _____                     |
| 13:   | _____  | _____                                  | -   | _____       | _____                     |
| 14:   | _____  | _____                                  | -   | _____       | _____                     |
| 15:   | _____  | _____                                  | -   | _____       | _____                     |

**Screen 4-108. WATS Trunk Group Member Assignments Form**



## Uniform Dial Plan

---

This form is used to administer the Uniform Dial Plan (UDP). UDP is distinct from the local dial plan form. A PBX code match chooses an RNX and PBX-ID, and such a match can choose one of five different types of treatment which identify the RNX and PBX-ID in different ways. Additionally, each extension is matched first against the local extension translation and then against the UDP, so if an extension is administered to be on the local node, even though a matching UDP pattern exists, dialing it reaches the local extension and the call is not routed off the node.

The UDP consists of patterns that may match all the digits of the dialed extension.

 **NOTE:**

The Total number of patterns will vary depending on System configuration. Refer to Table C-1 in Appendix C, "System Capacity Limits" for more information.

These patterns consist of digits and a trailing wildcard "x" pattern, thus entries can be conserved by using wildcards. For example, "20xxx" would match and route all extensions beginning with "20." More exact matches take precedence over less, so the extension 20100 would match the entry "201xx" before it matched "20xxx."

Once a pattern is matched, one of five different routing treatments can be applied.

1. **Local** (Local) — Intercept treatment is given to the caller. The call is not routed anywhere.
2. **Reorder treatment** (TempOOS) — Used on the old home of a station while it is being moved.
3. **AAR Location Code** (AARCode) — This code is prefixed to the last 4 digits of the extension and the resulting digit string is given to AAR. AAR performs digit conversion and/or analysis. There are two tables: the aar digit conversion and aar digit analysis tables. The best match may be in either one. Conversion matches take precedence over analysis matches only to break a tie (identical matching digits). Conversion matches can form a new number and send the digit string to ARS, through AAR again, or back to UDP. Eventually, analysis is used to route the call.
4. **UDP Code** (UDPCode) — Most likely used in a DCS network. This is identical to AARCode, ***except that no digit conversion is ever performed*** (the call must route via AAR).
5. **ENP Node** (ENPNode) — Most likely used in a DCS network. This node number is the PBX-ID for DCS. The node-number-routing form maps this node number into a routing pattern for routing the call. The

enp-number-plan form provides the information to convert the extension into a 7-digit number, in a manner similar to the UDPCode. A difference here is that the AAR analysis table is never used in this form of routing.

6. **Non-Local** (non-Local) — When the command “add station xyz” (where xyz is a valid unused extension number) is executed, the system does not block the command if the specified extension is defined as “non-Local” in the UDP tables (defined as AARCode, ENPNode, TemoOOS, or UDPCode). This facilitates the process of moving an extension from one PBX to another.

If an extension is added via the “add station next” or “duplicate station x count n” commands, only extensions that are either *not* defined in the UDP tables or defined as “Local” in the UDP tables are selected by the switch.

Using this example, Table 4-10 shows the information required for the various forms on node 1 of the DCS network.

UDPCode routing is used to node 2, while Node Number routing will be used to reach nodes 3 and 4.

**Table 4-10. Uniform Dial Plan**

| Extension Codes | Type    | Node Number/Location | Code |
|-----------------|---------|----------------------|------|
| 20xxx           | TempOOS |                      |      |
| 21xxx           | TempOOS |                      |      |
| 22xxx           | TempOOS |                      |      |
| 30xxx           | UDPCode |                      | 630  |
| 31xxx           | UDPCode |                      | 631  |
| 32xxx           | UDPCode |                      | 632  |
| 40xxx           | ENPNode | 003                  |      |
| 41xxx           | ENPNode | 003                  |      |
| 42xxx           | ENPNode | 003                  |      |
| 50xxx           | ENPNode | 004                  |      |
| 51xxx           | ENPNode | 004                  |      |
| 52xxx           | ENPNode | 004                  |      |

Once the UDPCode is determined from the UDP table, Table 4-11 (one per PGN) is used to route the call and/or identify the node number (PBX-ID). In this

example, routing pattern number 100 is used to identify the trunk group over which the call should be routed.

**Table 4-11. AAR Digit Analysis**

| <b>Dialed String</b> | <b>Total</b> |            | <b>Route Pat</b> | <b>Call Type</b> | <b>Node Number</b> |
|----------------------|--------------|------------|------------------|------------------|--------------------|
|                      | <b>Min</b>   | <b>Max</b> |                  |                  |                    |
| 630                  | 7            | 7          | 100              | aar              | 2                  |
| 631                  | 7            | 7          | 100              | aar              | 2                  |
| 632                  | 7            | 7          | 100              | aar              | 2                  |

For ENPNode routing, the routing pattern used to route the call is identified by Table 4-12 (one per PGN).

**Table 4-12. Node Number Routing**

| <b>Node Number</b> | <b>Route Pattern</b> |
|--------------------|----------------------|
| 3                  | 101                  |
| 4                  | 102                  |

For ENPNode routing, the 7-digit number is formed with information from Table 4-13.

**Table 4-13. Extension Number Portability Numbering Plan**

| <b>Pattern</b> | <b>ENP Code</b> |
|----------------|-----------------|
| 40             | 640             |
| 41             | 641             |
| 42             | 642             |
| 50             | 650             |
| 51             | 651             |
| 52             | 652             |

Because 7-digit numbers are used throughout this network, when they arrive at a node, they must be converted back into an extension to identify a station or route further. These 7-digit numbers can arrive from neighbor nodes with the AAR access code prepended (performed in routing pattern of neighbor node) or the AAR access code can be prepended by the local node (performed by digit

insertion by the trunk group). Table 4-14 is then used to convert the 7-digit numbers.

**Table 4-14. AAR Digit Conversion**

| Matching Pattern | Min | Max | Del | Replacement String | Net | Conv |
|------------------|-----|-----|-----|--------------------|-----|------|
| 620              | 7   | 7   | 3   | 2                  | ext | n    |
| 621              | 7   | 7   | 3   | 2                  | ext | n    |
| 622              | 7   | 7   | 3   | 2                  | ext | n    |

If the neighbor nodes only send 5-digit extensions, with no AAR access code prepending, then Table 4-14 need not be used. The 5-digit extensions are interpreted directly as if they were dialed on the local node. Sending 5-digit extensions requires the neighbor nodes to use the routing pattern to replace the UDP (or ENP) codes with the appropriate digit (such as 621 with 2 for node 1).

## **Administration Commands**

---

Use the following administration commands to administer the Uniform Dial Plan form.

| Action  | Object | Qualifier <sup>1</sup>                                                                   |
|---------|--------|------------------------------------------------------------------------------------------|
| change  | udp    | Enter 1-MAX digits between 0-9, 'x' or 'X'                                               |
| display | udp    | Enter 1-MAX digits between 0-9, 'x' or 'X' ['print' or 'schedule']                       |
| list    | udp    | Enter ['ext' x]['to-ext' x][ 'type' x [['dest' x][to-dest' x]] ] ['print' or 'schedule'] |

- 
1. Brackets [ ] indicate the qualifier is optional. Single quotes ( ' ') indicate the text inside the quote must be entered exactly as shown or an abbreviated form of the word may be entered. MAX is the maximum number available in your system configuration. Refer to Table C-1 in Appendix C, "System Capacity Limits".

## **Form Instructions**

---

Make assignments as required for the following fields on each page of the form:

- **Ext Codes** — Displays a string of digits, "x", and "dd." The position of the dd shows which digit positions of the Ext Codes are being administered. For example, "512dd" means that the last two digits of the Ext Codes, for the leading digits 512, are being administered on the form. The string,

5ddxx, shows that the second and third digits of the Ext Codes, for the leading digit 5, are being administered on the form (these entries would all be wildcard entries).

- **Ext Code, Type** (and associated data) — Displays what rules apply if the entries on the form are not administered. For example, shows a form for Ext Codes starting with 512. If these entries are not administered, the entry for Ext Code 51xxx applies to these entries, and if Ext Code 51xxx is not administered, the entry for Ext Code 5xxxx applies to these entries. In a 5-digit UDP, these read-only fields are displayed only if at least 3 digits are specified in the command-line key, although one set (the set on the left) of these fields would still be displayed if 2 digits are specified in the command-line key. If only 1 digit is specified or if 'x' or 'X' is specified in the command-line key, then neither of these sets of fields is displayed, since there is no Ext Code more general than those listed on the form.
- **dd** — Displays the two digits (or x's) representing the extension or group of extensions to be administered. For this field, "xx:" is repeated on both pages, since it is the default for all other entries on both pages. Changing the type associated with this field on one page changes it on both pages.
- **Type** — Specify the type of treatment for the extension ("AARCode," "ENPNode," "Local," "TempOOS," "UDPCode," or blank). That is, specify whether the extension should receive intercept treatment, be converted to AAR, or be converted via ENP. The difference between AAR Location Codes and UDP Location Codes is that 7-digit AAR Numbers created from AAR Location Codes may be changed during AAR analysis by AAR digit conversion before being routed. Seven-digit AAR Numbers created from UDP Location Codes are not subject to digit conversion before being routed with AAR digit analysis.

When an extension code that is displayed on the UDP form is not administrable because it conflicts with the translations in the first and/or second digit tables, then the type field for that extension code displays "NotInDP."

The entry "TempOOS" indicates an extension is temporarily out-of-service. Calls to these extensions receive reorder.

A blank entry indicates this Ext code is not administered. If no matching code can be found, then the call receives intercept treatment.

- **Location Code** — Specify the 3-digit location code for Ext Codes administered with a type of AARCode or UDPCode. This field pops up if AARCode or UDPCode is entered as the type.
- **Node Number** — Specify the node number for Ext Codes administered with a type of ENPNode. This field pops up if ENPNode is entered as the type.



**NOTE:**

This node number must not be the same as the local node number on the dial plan form.

Page 1 of 2

UNIFORM DIALING PLAN  
Ext Codes: \_\_\_\_\_  
Ext Code: \_\_\_\_\_ Type: \_\_\_\_\_

| dd  | Type  | dd  | Type  | dd  | Type  | dd  | Type  | dd  | Type  |
|-----|-------|-----|-------|-----|-------|-----|-------|-----|-------|
| 0x: | _____ | 1x: | _____ | 2x: | _____ | 3x: | _____ | 4x: | _____ |
| 00: | _____ | 10: | _____ | 20: | _____ | 30: | _____ | 40: | _____ |
| 01: | _____ | 11: | _____ | 21: | _____ | 31: | _____ | 41: | _____ |
| 02: | _____ | 12: | _____ | 22: | _____ | 32: | _____ | 42: | _____ |
| 03: | _____ | 13: | _____ | 23: | _____ | 33: | _____ | 43: | _____ |
| 04: | _____ | 14: | _____ | 24: | _____ | 34: | _____ | 44: | _____ |
| 05: | _____ | 15: | _____ | 25: | _____ | 35: | _____ | 45: | _____ |
| 06: | _____ | 16: | _____ | 26: | _____ | 36: | _____ | 46: | _____ |
| 07: | _____ | 17: | _____ | 27: | _____ | 37: | _____ | 47: | _____ |
| 08: | _____ | 18: | _____ | 28: | _____ | 38: | _____ | 48: | _____ |
| 09: | _____ | 19: | _____ | 29: | _____ | 39: | _____ | 49: | _____ |

**Screen 4-109. Uniform Dial Plan Form (Page 1 of 2)**

Page 2 of 2

UNIFORM DIALING PLAN  
Ext Codes: \_\_\_\_\_  
Ext Code: \_\_\_\_\_ Type: \_\_\_\_\_

| dd  | Type  | dd  | Type  | dd  | Type  | dd  | Type  | dd  | Type  |
|-----|-------|-----|-------|-----|-------|-----|-------|-----|-------|
| 5x: | _____ | 6x: | _____ | 7x: | _____ | 8x: | _____ | 9x: | _____ |
| 50: | _____ | 60: | _____ | 70: | _____ | 80: | _____ | 90: | _____ |
| 51: | _____ | 61: | _____ | 71: | _____ | 81: | _____ | 91: | _____ |
| 52: | _____ | 62: | _____ | 72: | _____ | 82: | _____ | 92: | _____ |
| 53: | _____ | 63: | _____ | 73: | _____ | 83: | _____ | 93: | _____ |
| 54: | _____ | 64: | _____ | 74: | _____ | 84: | _____ | 94: | _____ |
| 55: | _____ | 65: | _____ | 75: | _____ | 85: | _____ | 95: | _____ |
| 56: | _____ | 66: | _____ | 76: | _____ | 86: | _____ | 96: | _____ |
| 57: | _____ | 67: | _____ | 77: | _____ | 87: | _____ | 97: | _____ |
| 58: | _____ | 68: | _____ | 78: | _____ | 88: | _____ | 98: | _____ |
| 59: | _____ | 69: | _____ | 79: | _____ | 89: | _____ | 99: | _____ |

**Screen 4-110. Uniform Dial Plan Form (Page 2 of 2)**

## User Defined Adjunct Names

---

This form is used to name the AUDIX and Message Server adjuncts.

**NOTE:**

This form applies to R5r configurations only.

### Administration Commands

---

Use the following administration commands to administer the User Defined Adjunct Names form.

| Action  | Object        |
|---------|---------------|
| change  | adjunct-names |
| display | adjunct-names |

### Form Instructions

---

Make assignments as required in the following fields.

- **AUDIX Names** — Enter the names of the AUDIX adjuncts here. Entries can be alphanumeric and up to 7 characters long.
- **Messaging Server Names** — Enter the names of the Messaging Server adjuncts here. Entries can be alphanumeric and up to 7 characters long

Page 1 of 1

USER DEFINED ADJUNCT NAMES

AUDIX NAMES

1: \_\_\_\_\_

2: \_\_\_\_\_

3: \_\_\_\_\_

4: \_\_\_\_\_

5: \_\_\_\_\_

6: \_\_\_\_\_

7: \_\_\_\_\_

8: \_\_\_\_\_

MESSAGING SERVER NAMES

1: \_\_\_\_\_

2: \_\_\_\_\_

3: \_\_\_\_\_

4: \_\_\_\_\_

5: \_\_\_\_\_

6: \_\_\_\_\_

7: \_\_\_\_\_

**Screen 4-111. User Defined Adjunct Names Form**





---

## Forms for System Features and Services

# 5

---

This chapter contains the forms and associated instructions required to implement the system's voice management, data management, call management, and hospitality features, functions, and services.

The forms included in this chapter are dedicated primarily for non-network type features such as voice management and data management. Chapter 4 contains the forms dedicated to networking such as Automatic Alternate Routing, Automatic Route Selection, Centralized Attendant Service, Distributed Communications Service, DS1 Tie Trunk Service, Integrated Services Digital Network, and trunk groups. Multiuse forms such as the Dial Plan and Feature Access Codes that support both network, voice management, data management, and so on, are covered in this chapter.

The forms are accurate representations of the screens that will be displayed on the system's administration terminal. Default data that is shown when the form is displayed is provided on the forms. In addition, administration commands required to access the forms is provided along with each form's coverage. In some cases, just the most commonly used commands are given. Chapter 2 provides a complete listing of the system's administration commands and describes the "make-up" of the command line. Specifically, the "action", "object", and "qualifier" command words are described in detail.

Blank forms (without default data) are provided in the Blank Forms Package and may be reproduced as required. The copies are to be used as worksheets when using this manual to assign features and services. The completed forms are later used with administration commands contained in of Implementation. The hard-copy forms should then be retained as part of the system's hard-copy records.

## **Abbreviated Dialing — Enhanced List**

---

This form is used to implement an Enhanced Abbreviated Dialing List. The Enhanced List can consist of ten separate forms numbered from 0 through 9 that allow up to 1000 numbers to be assigned or the Enhanced List can consist of 100 separate forms numbered 0 through 99 that allow up to 10,000 members to be assigned. These two options are discussed below. Regardless of the option you select, the Enhanced List can be accessed by users to place local, long-distance, and international calls; to activate/deactivate features; or to access remote computer equipment.

**NOTE:**

The Abbreviated Dialing Enhanced List option must be enabled on the System-Parameters Customer-Options form before an Enhanced List can be administered.

Form 0 is used to assign dial code list entries 000 to 099, Form 1 — 100 to 199, Form 2 — 200 to 299, Form 3 — 300 to 399, Form 4 — 400 to 499, Form 5 — 500 to 599, Form 6 — 600 to 699, Form 7 — 700 to 799, Form 8 — 800 to 899, and Form 9 — 900 to 999 (the Form number indicates the first digit of the dial code).

Only one Enhanced Abbreviated Dialing List can be assigned in the system. The list is controlled by the System Administrator.

For attendants with abbreviated dialing, the Console Parameters form must also be administered.

### **Administration Commands**

---

Use the following administration commands to administer the Abbreviated Dialing — Enhanced List form.

| <b>Action</b> | <b>Object</b>                | <b>Qualifier<sup>1</sup></b> |
|---------------|------------------------------|------------------------------|
| add           | abbreviated-dialing enhanced | Enter form number            |
| change        | abbreviated-dialing enhanced | Enter form number            |
| display       | abbreviated-dialing enhanced | Enter form number            |
| remove        | abbreviated-dialing enhanced | Enter form number            |

- 
1. If the Enhanced Abbreviated Dial Length field on the Feature-Related System-Parameters form is set to 3, enter form number 0 through 9; if the field is set to 4, enter form number 0 through 9.

## Form Instructions

---

Make assignments as required for the following fields on each page of the form. The example screen form shows only Form 0.

### Page 1 of the Form

- **Size (multiple of 5)** — Enter the number of dial code list entries that will be entered on the form. Up to 100 entries per form are allowed. The size must be entered in multiples of 5 up to 100. Default is “5”.
- **Privileged** — Enter “y” or “n”. If “y” is entered, the originating party’s class of restriction (COR) is never checked and any number in the list will be dialed. If “n” is entered, the COR is checked to determine if the number can be dialed. Default is “n”.

### Pages 1 through 4 of the Form

- **DIAL CODE** — Enter the numbers you want to assign to each dial code.



**NOTE:**

A Vector Directory Number extension may also be assigned.

Up to 24 characters can be used for each entry.

Valid entries for each dial code are:

- Digits 0-9
- \* (star) used for a feature activation or deactivation code
- # (pound) used for a feature deactivation code
- Special characters (count as two characters each):
  - ~p (1.5 second pause between digits)
  - ~w (wait for dial tone)
  - ~m (change to output pulse DTMF digits at the end-to-end rate)
  - ~s (start suppressing display of the digits being outputted)
  - ~W (indefinite wait)



**NOTE:**

If W is used, the switch waits indefinitely for dial tone. This should be used only where network response time is more than 30 seconds.



**NOTE:**

While the system is waiting, a call progress tone receiver is tied up, and, since there are a limited number of receivers in the system, outgoing calling capability may be impaired.

See “Abbreviated Dialing” in *DEFINITY Enterprise Communications Server Release 5 Feature Description* for a detailed description of the special characters.

|                          |                         |               |
|--------------------------|-------------------------|---------------|
| ABBREVIATED DIALING LIST |                         | Page 1 of 4   |
| Enhanced List            |                         |               |
| DIAL CODE                | Size (multiple of 5): 5 | Privileged? n |
| 100:                     | _____                   |               |
| 101:                     | _____                   |               |
| 102:                     | _____                   |               |
| 103:                     | _____                   |               |
| 104:                     | _____                   |               |
| 105:                     | _____                   |               |

**Screen 5-1. Abbreviated Dialing Enhanced List —  
Form 1 (Page 1 of 4)**

### **Implementation Notes**

---

The default value for the Size field is 5. Therefore, only DIAL CODEs 100 through 104 will be displayed initially.

To reduce repetition, Pages 2 through 4 of Form 0 (and all pages of Forms 1 through 9) are not shown. For a complete set of blank forms, refer to the “Blank Forms Package.”

## Abbreviated Dialing — Group List

---

This form is used to implement the Abbreviated Dialing Group List. The Group Lists are controlled by the System Administrator. Up to 100 numbers can be entered per group list that can be accessed by users to place local, long-distance, and international calls; to activate/deactivate features; or to access remote computer equipment.

### Administration Commands

---

Use the following administration commands to administer the Abbreviated Dialing Group List form.

| Action  | Object                    | Qualifier <sup>1</sup>                                            |
|---------|---------------------------|-------------------------------------------------------------------|
| add     | abbreviated-dialing group | 1-MAX (or 'next')                                                 |
| change  | abbreviated-dialing group | 1-MAX                                                             |
| display | abbreviated-dialing group | 1-MAX ['print' or 'schedule']                                     |
| list    | abbreviated-dialing group | [xx]['number' x]['to-number' x]['count' n]['print' or 'schedule'] |
| remove  | abbreviated-dialing group | 1-MAX                                                             |

1. Brackets [ ] indicate the qualifier is optional. Single quotes ( ' ') indicate the text inside the quote must be entered exactly as shown or an abbreviated form of the word may be entered. MAX is the maximum number available in your system configuration.

### Form Instructions

---

Make assignments, as required, for the following fields on each page of the form.

#### Page 1 of the Form

- **Group List** — Enter a group number when completing a paper form. This is a display-only field when the form is accessed using an administration command such as *add* or *change*.
- **Size (multiple of 5)** — Enter the number of abbreviated dialing codes you want to assign. The number must be entered in multiples of five. Default is "5".
- **Program Ext** — Enter the extension that has permission to program the Group List.
- **Privileged** — Enter "y" or "n". If "y" is entered, the calling voice terminal's class of restriction (COR) is never checked and any number in the group list will be dialed. If "n" is entered, the calling voice terminal's COR is checked to determine if the number can be dialed. Default is "n".

### Pages 1 through 3 of the Form

- **DIAL CODE** — Enter the numbers you want to assign to each dial code.



**NOTE:**

A Vector Directory Number extension may also be assigned.

Up to 24 characters can be used for each entry.

Valid entries for each dial code are:

- Digits 0-9
- \* (star) used for a feature activation or deactivation code
- # (pound) used for a feature deactivation code
- Special characters (count as two characters each):
  - ~p (1.5 second pause between digits)
  - ~w (wait for dial tone)
  - ~m (change to output pulse DTMF digits at the end-to-end rate)
  - ~s (start suppressing display of the digits being outputted)
  - ~W (indefinite wait)



**NOTE:**

If W is used, the switch waits indefinitely for dial tone. This should be used only where network response time is more than 30 seconds.



**NOTE:**

While the system is waiting, a call progress tone receiver is tied up, and, since there are a limited number receivers in the system, outgoing calling capability may be impaired.

See "Abbreviated Dialing" in *DEFINITY Enterprise Communications Server Release 5 Feature Description* for a detailed description of special characters.

Page 1 of X

ABBREVIATED DIALING LIST

Group List: \_\_\_\_\_

Size (multiple of 5): 5   Program Ext: \_\_\_\_\_   Privileged? n

DIAL CODE

01: \_\_\_\_\_

02: \_\_\_\_\_

03: \_\_\_\_\_

04: \_\_\_\_\_

05: \_\_\_\_\_

**Screen 5-2. Abbreviated Dialing Group List Form (Page 1 of X)**

### **Implementation Notes**

The default value for the Size field is 5. Therefore, only DIAL CODEs 01 through 05 will be displayed initially. This form becomes two pages for Size field entries of 31 through 60, three pages for entries of 61 through 90, and four pages for entries 91 through 00.

To reduce repetition, Pages 2, 3, and 4 are not shown. For a complete set of blank forms, refer to the “Blank Forms Package.”

## Abbreviated Dialing — Personal List

---

This form is used to establish a personal dialing list for voice terminal/data module users. The personal list must first be assigned to the voice terminal by the System Administrator before the voice terminal user can add entries in the list. The lists can be accessed by users to place local, long-distance, and international calls; to activate/deactivate features; or to access remote computer equipment.

### Administration Commands

---

Use the following administration commands to administer the Abbreviated Dialing — Personal List form.

| Action  | Object                       | Qualifier <sup>1</sup>                                                                 |
|---------|------------------------------|----------------------------------------------------------------------------------------|
| change  | abbreviated-dialing personal | xxxx (extension number of assigned personal list) and List 1-3                         |
| display | abbreviated-dialing personal | xxxx (extension number of assigned personal list) and List 1-3 ['print' or 'schedule'] |
| list    | abbreviated-dialing personal | [xxxx (extension)]['ext' x]['to-ext' x]['count' n] ['print' or 'schedule']             |

1. Brackets [] indicate the qualifier is optional. Single quotes ( ' ') indicate the text inside the quote must be entered exactly as shown or an abbreviated form of the word may be entered. MAX is the maximum number available in your system configuration.

### Form Instructions

---

Make assignments, as required, for the following fields on the form.

- **Personal List** — Enter the extension number of the voice terminal that will use this list.
- **List Number** — Enter a number from 1 to 3. This number identifies each of the three personal lists that can be assigned to the voice terminal.
- **Size (multiple of 5)** — Enter the number of abbreviated dialing numbers to be assigned. This number must be entered in multiples of 5, up to 100. Default is “5”.
- **DIAL CODE** — Enter the numbers you want to assign to each dial code.



**NOTE:**

A Vector Directory Number extension may also be assigned.



Up to 24 characters can be used for each entry.

Valid entries for each dial code are:

- Digits 0-9
- \* (star) used for a feature activation or deactivation code
- # (pound) used for a feature deactivation code
- Special characters (count as two characters each):
  - ~p (1.5 second pause between digits)
  - ~w (wait for dial tone)
  - ~m (change to output pulse DTMF digits at the end-to-end rate)
  - ~s (start suppressing display of the digits being outputted)
  - ~W (indefinite wait)



**NOTE:**

If W is used, the switch waits indefinitely for dial tone. This should be used only where network response time is more than 30 seconds.



**NOTE:**

While the system is waiting, a call progress tone receiver is tied up, and, since there are a limited number of receivers in the system, outgoing calling capability may be impaired.

See “Abbreviated Dialing” in *DEFINITY Enterprise Communications Server Release 5 Feature Description* for a detailed description of special characters.

Page 1 of 4

ABBREVIATED DIALING LIST

Personal List: \_\_\_\_\_
List Number: \_\_\_\_

Size (multiple of 5): 5

| DIAL CODE |       |
|-----------|-------|
| 01:       | _____ |
| 02:       | _____ |
| 03:       | _____ |
| 04:       | _____ |
| 05:       | _____ |
| 06:       | _____ |
| 07:       | _____ |
| 08:       | _____ |
| 09:       | _____ |
| 00:       | _____ |

**Screen 5-3. Abbreviated Dialing Personal List Form  
(Page 1 of 1)**

### **Implementation Note**

---

The default value for Size is 5. Therefore, only DIAL CODEs 1 through 5 will be displayed initially. DIAL CODEs 6 through 0 will also be displayed if the Size field is "10". DEFINITY ECS allows up to 100 DIAL CODEs.

## Abbreviated Dialing — System List

---

This form is used to implement a system abbreviated dialing list. Only one system list can be assigned and is administered by the System Administrator. The list can be accessed by users to place local, long-distance, and international calls; to activate/deactivate features; or to access remote computer equipment.

### Administration Commands

---

Use the following administration commands to administer the Abbreviated Dialing System List form.

| Action  | Object                     | Qualifier <sup>1</sup>  |
|---------|----------------------------|-------------------------|
| add     | abbreviated-dialing system | —                       |
| change  | abbreviated-dialing system | —                       |
| display | abbreviated-dialing system | ['print' or 'schedule'] |
| remove  | abbreviated-dialing system | —                       |

1. Brackets [] indicate the qualifier is optional.

### Form Instructions

---

Make assignments, as required, for the following fields on each page of the form.

#### Page 1 of 4 of the Form

- **Size (multiple of 5)** — Enter the number of abbreviated dialing numbers to be assigned. This number must be entered in multiples of 5, up to 100. Default is “5”.
- **Privileged** — Enter “y” if the originating party's class of restriction (COR) is never checked and any number in the list can be dialed. Enter “n” if the COR is to be checked to determine if the number can be dialed. Default is “n”.

#### Pages 1 through 3 of the Form

- **DIAL CODE** — Enter the numbers you want to assign to each dial code.

**NOTE:**

A Vector Directory Number extension may also be assigned.

Up to 24 characters can be used for each entry.

Valid entries for each dial code are:

- Digits 0-9
- \* (star) used for a feature activation or deactivation code
- # (pound) used for a feature deactivation code
- Special characters (count as two characters each):
  - ~p (1.5 second pause between digits)
  - ~w (wait for dial tone)
  - ~m (change to output pulse DTMF digits at the end-to-end rate)
  - ~s (start suppressing display of the digits being outputted)
  - ~W (indefinite wait)



**NOTE:**

If W is used, the switch waits indefinitely for dial tone. This should be used only where network response time is more than 30 seconds.



**NOTE:**

While the system is waiting, a call progress tone receiver is tied up, and, since there are a limited number of receivers in the system, outgoing calling capability may be impaired.

See “Abbreviated Dialing” in *DEFINITY Enterprise Communications Server Release 5 Feature Description* for a detailed description of special characters.

Page 1 of X

ABBREVIATED DIALING LIST  
 System List

| DIAL CODE | Size (multiple of 5): 5 | Privileged? n |
|-----------|-------------------------|---------------|
| 01:       | _____                   |               |
| 02:       | _____                   |               |
| 03:       | _____                   |               |
| 04:       | _____                   |               |
| 05:       | _____                   |               |
| 06:       | _____                   |               |
| 07:       | _____                   |               |
| 08:       | _____                   |               |
| 09:       | _____                   |               |
| 10:       | _____                   |               |
| 11:       | _____                   |               |
| 12:       | _____                   |               |
| 13:       | _____                   |               |
| 14:       | _____                   |               |
| 15:       | _____                   |               |

**Screen 5-4. Abbreviated Dialing System List Form  
(Page 1 of X)**

### **Implementation Notes**

---

The default value for the Size field is 5. Therefore, only DIAL CODEs 01 through 05 will be displayed initially. This form becomes two pages for Size field entries of 31 through 60, three pages for entries of 61 through 90, and four pages for field entries 90 through 00.

To reduce repetition, Pages 2, 3 and 4 are not shown. For a complete set of blank forms, refer to the "Blank Forms Package."

## **Abbreviated Dialing — 7103A List**

---

This form is used to assign abbreviated dialing numbers to the 7103A voice terminal buttons. The entries can then be accessed by 7103A voice terminal users to place local, long-distance, and international calls; activate/deactivate features; or to access remote computer equipment. This form applies only to 7103A fixed feature voice terminals. Only one 7103A abbreviated dialing list can be implemented in the system and it applies to all 7103A fixed feature voice terminals in the system. This list is controlled by the System Administrator.

### **Administration Commands**

---

Use the following administration commands to administer the Abbreviated Dialing — 7103A List form.

| Action  | Object                            | Qualifier               |
|---------|-----------------------------------|-------------------------|
| add     | abbreviated-dialing 7103A-buttons | —                       |
| change  | abbreviated-dialing 7103A-buttons | —                       |
| display | abbreviated-dialing 7103A-buttons | ['print' or 'schedule'] |
| remove  | abbreviated-dialing 7103A-buttons | —                       |

### **Form Instructions**

---

Make assignments, as required, for the following fields on each page of the form.

(In the following, the dial code numbers 1 through 98 as shown on the form relate to the buttons on the 7103A voice terminal.)

#### **Pages 1 through 4 of the Form**

- **DIAL CODE FOR THE 7103a STATION BUTTONS** — Enter the number you want to assign to each dial code (button). Any additions or changes apply to all 7103A fixed feature voice terminals.

**NOTE:**

A Vector Directory Number extension may also be assigned.

Up to 24 characters can be used for each entry.

Valid entries for each dial code are:

- Digits 0-9
- \* (star) used for a feature activation or deactivation code
- # (pound) used for a feature deactivation code
- Special characters (count as two characters each):

- ~p (pause)
- ~w (wait)
- ~m (mark)
- ~s (suppress)
- ~W (indefinite wait)



**NOTE:**

If ~W is used, the switch waits indefinitely for dial tone. This should be used only where network response time is more than 30 seconds.

While the system is waiting, a call progress tone receiver is tied up, and, since there are only two receivers per tone decoder, outgoing calling capability may be impaired.

See "Abbreviated Dialing" in *DEFINITY Enterprise Communications Server Release 5 Feature Description* for a detailed description of the special characters.

Page 1 of 1

ABBREVIATED DIALING LIST  
7103A Button List

DIAL CODE (FOR THE 7103A STATION BUTTONS)

|          |          |
|----------|----------|
| 1: _____ | 5. _____ |
| 2: _____ | 6. _____ |
| 3: _____ | 7. _____ |
| 4: _____ | 8. _____ |

## Access Endpoint

---

This form is used to administer Access Endpoints and Wideband Access endpoints.

**⇒ NOTE:**

Wideband Access Endpoints may be administered only if the Wideband Switching feature has been enabled on the System-Parameters Customer-Options form.

An Access Endpoint is a nonsignaling trunk that neither responds to signaling nor generates signaling. Access Endpoints eliminate the need to dedicate an entire trunk group for the access of a single trunk by providing the capability to assign an extension number to a single trunk. An Access Endpoint can be specified as the Originator or Destination endpoint of an administered connection.

A Wideband Access Endpoint (WAE) is an endpoint application connected to line-side non-ISDN T1 or E1 facilities and, like Access Endpoints, have no signaling interface with the system. For information on endpoint applications connected to line-side ISDN-PRI facilities, refer to "PRI Endpoints" in this chapter.

The WAE is defined by a starting port (DS0) and a width specifying the number of adjacent nonsignaling DS0s (positioned within a DS1 facility) that make up the endpoint. This width may be between 2 and 31 adjacent DS0s.

**⇒ NOTE:**

Access Endpoints and Wideband Access Endpoints consume the same resources that trunks use. Thus, the sum of Access Endpoints and trunks cannot exceed the maximum number of trunks available in your system configuration.

Refer to "Administered Connection/Access Endpoint" or "Wideband Switching" in Chapter 3 for additional information.

## Administration Commands

---

Use the following administration commands to administer the Access Endpoint form.

| Action  | Object          | Qualifier <sup>1</sup>                        |
|---------|-----------------|-----------------------------------------------|
| add     | access-endpoint | xxxx (ext. or 'next')                         |
| change  | access-endpoint | xxxx (ext. or 'next')                         |
| display | access-endpoint | xxxx (ext. or 'next') ['print' or 'schedule'] |

*Continued on next page*



| Action    | Object          | Qualifier <sup>1</sup>                       |
|-----------|-----------------|----------------------------------------------|
| duplicate | access-endpoint | xxxx (ext. or 'next')                        |
| remove    | access-endpoint | xxxx (ext. or 'next')                        |
| list      | access-endpoint | xxxx ['count' 1-MAX] ['print' or 'schedule'] |

1. Brackets [ ] indicate the qualifier is optional. Single quotes ( ' ') indicate the text inside the quote must be entered exactly as shown or an abbreviated form of the word may be entered. MAX is the maximum number available in your system configuration.

### Form Instructions

---

Make assignments as required for the following fields on the form:

- **Extension** — Display-only field. Shows the extension number as specified in the command line, or the next available extension number is "next" was entered on the command line. This is the extension number assigned to the nonsignaling trunk and used to access the trunk endpoint.
- **(Starting) Port** — Enter seven characters.

The entry breaks down as follows:

| Characters | Meaning        | Value                               |
|------------|----------------|-------------------------------------|
| 1-2        | Cabinet Number | 01 through 44 (R5r)                 |
|            |                | 01 through 03 (R5si)                |
|            |                | 01 (R5vs)                           |
| 3          | Carrier        | A through E                         |
| 4-5        | Slot Number    | 01 through 20                       |
| 6-7        | Circuit Number | 01 through 04 (Analog TIE trunks)   |
|            |                | 01 through 31 (DS1 Interface ports) |

#### **NOTE:**

For Wideband Access Endpoints, Analog TIE trunks cannot be used and the TN464C (or greater) DS1 circuit pack must be used.

The DS1 circuit number corresponds to the channel that will carry the data traffic. Channels 1 through 31 (TN464 only) or channels 1 through 24 (TN722, TN767, or TN464) may be used when the DS1 Signaling Type is "robbed-bit" or "isdn-ext". For Common Channel or ISDN-PRI signaling, channel use is limited to channels 1 through 30 (TN464 only) or channels 1 through 23 (TN767, or TN464). A channel can be administered as an access endpoint regardless of the DS1 signaling type.

- **Communication Type** — For an analog tie trunk access endpoint, enter "voice-grade-data". For a DS1 access endpoint, enter either "56k-data", "64k-data", or "voice-grade-data" as appropriate (64k-data is not allowed for robbed-bit trunks). For a Wideband access endpoint, enter "wideband". Default is "voice-grade-data".
- **Name** — Enter up to 27 alphanumeric characters to identify the endpoint. Default is blank.
- **Width** — Only displayed if the Communication Type field is "wideband". Enter the number of adjacent DS0 ports (2 to 31), beginning with the specified Starting Port, that make up the WAE. A width of "6" (default) defines a 384 kbps WAE. This field cannot be blank.
- **COR** — Enter the appropriate class of restriction (COR) number in the range from 0 to 95. The COR is administered (see COR form instructions) so that only an administered connection (AC) endpoint can be connected to another AC endpoint. Default is "1".
- **COS** — Enter the appropriate COS number in the range from 0 to 15. The COS is administered (see COS form instructions) so that the use of the Call Forwarding All Calls feature for access endpoints is prohibited. Default is "1".
- **TN** — Enter the Tenant Partition number. Default is 1.
- **ITC (Information Transfer Capability)** — Displayed when the Comm Type field is "56k-data", "64k-data", or Wideband". Valid entries are "restricted" (default) or "unrestricted". This field is used to determine the type of transmission facilities to be used for ISDN calls originated from this endpoint.

When "unrestricted", only unrestricted transmission facilities will be used to complete the call. An unrestricted facility is a transmission facility that does not enforce 1's density digital transmission (that is, digital information is sent exactly as is).

When "restricted", either restricted or unrestricted transmission facilities will be used to complete the call. A restricted facility is a transmission facility that enforces 1's density digital transmission (that is, a sequence of eight digital zeros will be converted to a sequence of seven zeros and a digital one).



**NOTE:**

For Wideband Access Endpoints, enter "unrestricted".

When adding an access endpoint with the ITC administered as unrestricted its associated port has to be a channel of a DS1 circuit pack with the Zero Code Suppression field administered as B8ZS. If the port is not a channel of a DS1 circuit pack with its Zero Code Suppression field

administered as B8ZS, the end validation fails and the form submission is rejected. The cursor is moved to the ITC field with the following error message:

An unrestricted access endpoint can only be from B8ZS DS1 circuit pack

When adding an access endpoint with the ITC administered as restricted, its associated port can be a channel from a DS1 circuit pack with the Zero Code Suppression field administered as ZCS or B8ZS.

For an existing access endpoint, the ITC field can only be changed from restricted to unrestricted if its associated port is a channel of a DS1 circuit pack with its Zero Code Suppression field administered as B8ZS. If the port is not a channel of a DS1 circuit pack with its Zero Code Suppression field administered as B8ZS, the end validation fails and the form submission is rejected. The cursor is moved to the ITC field with the following error message.

An unrestricted access endpoint can only be from B8ZS DS1 circuit pack

Without this end validation, a user could administer an access endpoint as unrestricted when in fact it is restricted, that is its associated port is a member of a DS1 circuit pack that uses ZCS data transmission.

add access-endpoint next

Page 1 of 1

ACCESS ENDPOINT

Extension: 30001

(Starting) Port:

Communication Type: voice-grade-data

Name: 27 character name ext 30001

COR: 1

COS: 1

TN: 1

ITC: restricted

**Screen 5-5. Access Endpoint Form**

### **Implementation Notes**

---

The Width field is only displayed if the Communication Type is "wideband."

The ITC field is not displayed if the Communication Type is voice grade-data.

## Administered Connection

---

This form is used to assign an end-to-end Administered Connection (AC) between two access endpoints or data endpoints. The AC is automatically established by the system whenever the system is restarted or the AC is due to be active. Refer to "Administered Connection/Access Endpoint" in Chapter 3 for additional information.

## Administration Commands

---

Use the following administration commands to administer the Administered Connection form.

| Action    | Object                  | Qualifier <sup>1</sup>                        |
|-----------|-------------------------|-----------------------------------------------|
| add       | administered-connection | 1-MAX (or 'next')                             |
| change    | administered-connection | 1-MAX (or 'next')                             |
| display   | administered-connection | 1-MAX (or 'next') ['print' or 'schedule']     |
| duplicate | administered-connection | 1-MAX (or 'next')                             |
| remove    | administered-connection | 1-MAX (or 'next')                             |
| list      | administered-connection | 1-MAX ['count' 1-MAX] ['print' or 'schedule'] |

- 
1. Brackets [ ] indicate the qualifier is optional. Single quotes ( ' ' ) indicate the text inside the quote must be entered exactly as shown or an abbreviated form of the word may be entered. MAX is the maximum number available in your system configuration. Refer to Table C-1 in Appendix C, "System Capacity Limits".

## Form Instructions

---

Make assignments as required for the following fields on the form:

- **Connection Number** — This is a display-only field when the form is accessed using an administration command such as *change* or *display*. Enter an unassigned AC number.
- **Enable** — Enter "y" to indicate that an attempt will be made to establish the AC when the AC is due to be active. Default is "y".
- **Originator** — Enter the assigned extension of the originating access endpoint or data endpoint. The endpoint must be local to the switch on which the AC is administered. Endpoints may be:
  - Nonsignaling DS1 trunk or analog tie trunk
  - TN726 Data Line Circuit Pack
    - Asynchronous EIA 232C compatible equipment

— TN754 Digital Line Circuit Pack connections, including:

- MPDM (700D), MTDM (700B, 700C, 700E), 7400D Data Module
- 7400A, 7400B, 7400C HSL, 8400B Data Module
- 7401D Voice Terminal with 7400B or 8400B Data Module
- 7403D/7405D/7407D/7410D/7434D Voice Terminal with DTDM or 7400B or 8400B Data Module
- 7404D or 7406D Voice Terminal
- 510D Personal Terminal
- 515 BCT, 615 BCT, or 715 BCT Terminal
- PC/PBX Connection

— TN556 ISDN-BRI Line Circuit Pack connections, including:

- 7500 Data Module
- 7505D/7506D/7507D Voice Terminal with ADM

Default is blank.

- **Destination** — Used to route the AC to a desired endpoint. Enter the address of the destination access or data endpoint. This endpoint is the terminating party of the AC and need not be local to the switch on which the AC is assigned. Valid entries are the digits 0 through 9, \*, #, and special characters "~m" (mark), "~s" (suppress), "~p" (pause), "~w" (wait), "~W" (indefinite wait). The entry must be consistent with the local switch's dial plan (that is, the first digits are assigned as an extension, feature access code, or trunk access code, or DDD Number). If a local extension is entered, it must be assigned to either an access or data endpoint. Up to 36 characters may be entered. Special characters count as two characters. Abbreviated Dialing entries may be used in this field. Default is blank.

 **NOTE:**

If ~W is used, the switch waits indefinitely for dial tone. This should be used only where network response time is more than 30 seconds.

While the system is waiting, a call progress tone receiver is tied up, and, since there are only two receivers per tone decoder, outgoing calling capability may be impaired.

- **Name** — Enter a short identification of the AC. This entry is optional. Up to 27 printable alphanumeric characters may be entered. Default is blank.
- **Continuous** — Enter "y" to indicate that the AC is continuous (that is, not scheduled to be active at a certain time). If "y" is entered, the seven Start Days and associated Duration fields **are not** displayed. Default is "y".

- **Start Days (Sun through Sat)** — Only displayed if the Continuous field entry is "n". Enter a "y" in each of the required days of the week fields to indicate that an attempt will be made to establish the AC. Default is "n".

⇒ **NOTE:**

These fields indicate only the days on which an attempt will be made to establish the AC and not necessarily the days on which the AC is active. A scheduled AC may be active over a number of days, and, in this situation, these fields should be used only to specify the days on which the AC starts and not other days on which the AC may be active.

- **Start Time** — Only displayed if the Continuous field entry is "n". Enter the time of the day when an attempt should begin to establish a scheduled AC. The time is specified in two fields separated by a colon. Valid entries are in the range 00:00 through 23:59 Default is "00:00".
- **Duration** — Only displayed if the Continuous field entry is "n". Enter the period of time that the scheduled AC should remain active. This period is specified in two fields separated by a colon. The maximum duration is 167 hours and 59 minutes (that is, 1 minute less than 1 week). Valid entries are 000 through 167 for the hour field and 00 through 59 for the minute field. Default is "000:00".
- **Alarm Type** — Enter the type of alarm to be generated if the AC cannot be initially established, or fails and cannot be reestablished, and the number of consecutive failures equals the alarm threshold. The alarm notification may be disabled for this AC by entering "none" in this field. Valid entries are "major", "minor", "warning", or "none". Default is "warning".

⇒ **NOTE:**

All AC alarms and the errors that caused the alarms are recorded in the system's alarm and error log. In addition, a status lamp associated with an attendant console or voice terminal feature button (ac-alarm) may be used to indicate the AC alarm.

- **Alarm Threshold** — Only displayed if an entry of other than "none" is entered in the Alarm Type field. Enter the number of times an attempt to establish or reestablish an AC must fail consecutively before an AC alarm will be generated. An alarm will be generated on the first failure if a "1" is entered in this field. Valid entries are 1 through 10. Default is 5 (an alarm will be generated after the fourth retry has failed, thus, with the default retry interval of 2 minutes, an alarm will be generated approximately 8 minutes after the first failure occurred).
- **Retry Interval** — Enter the number of minutes between attempts to establish or reestablish the AC. Valid entries are 1 through 60. Default is 2.

- **Auto Restoration** — Enter "y" to indicate that an attempt is to be made to reestablish an AC that has failed. Auto Restoration is only available for an AC that is established over an ISDN-PRI Software Defined Data Network (SDDN) trunk group. A "y" entered in this field is ignored in all other situations. Default is "y".
- **Priority** — Enter a number in the range from 1 through 8 that is to be used to determine the order in which ACs are to be established (1 is the highest and 8 the lowest priority). Default is "5".

Page 1 of 1

ADMINISTERED CONNECTION

Enable? y

Connection Number: 1

Originator: \_\_\_\_\_

Destination: \_\_\_\_\_

Name: \_\_\_\_\_

AUTHORIZED TIME OF DAY

Continuous? n

Sun? n Mon? n Tue? n Wed? n Thu? n Fri? n Sat? n

Start Time: 00:00

Duration: 000:00

MISENTRYANEOUS PARAMETERS

Alarm Type: warning

Alarm Threshold: 5

Retry Interval: 2

Auto Restoration? y

Priority: 5

**Screen 5-6. Administered Connection Form (Page 1 of 1)**

### **Implementation Notes**

---

Sun-Sat, Start Time and Duration fields only displayed when the Continuous field entry is "n."

Alarm Threshold field only displayed if the Alarm Type field entry is other than "none."

## Agent LoginID

---

This form is used to administer Agent LoginIDs for the Expert Agent Selection feature.

### Administration Commands

---

Use the following administration commands to administer the Agent LoginID form.

| Action  | Object        | Qualifier <sup>1</sup>                        |
|---------|---------------|-----------------------------------------------|
| add     | agent-loginid | xxxxx (extension) or 'next'                   |
| change  | agent-loginid | xxxxx (extension)                             |
| display | agent-loginid | xxxxx (extension) ['print' or 'schedule']     |
| remove  | agent-loginid | xxxxx (extension)                             |
| list    | agent-loginid | ['staffed' 'unstaffed' ['name' x]['aas' y/n]] |

1. Brackets [ ] indicate the qualifier is optional. Single quotes ( ' ' ) indicate the text inside the quote must be entered exactly as shown or an abbreviated form of the word may be entered.

### Form Instructions

---

Make assignments as required for the following fields on the form:

- **Login ID** — Display-only field. Contains the identifier for the Logical Agent as entered on the command line.
- **Name** — Enter up to a 27-character string naming the agent. Any alpha-numeric character is valid. Default is blank.
- **Coverage Path** — Enter the number of the Coverage Path used by calls to the LoginID or leave blank (default). This is used when the agent is logged out, busy, or does not answer.
- **TN** — Enter the Tenant Partition number. Default is "1."
- **COR** — Enter the Class of Restriction (from 0 to 95) for the agent. Default is 1.
- **Security Code** — Enter the 4-digit security code (password) for the Demand Print messages feature. This field may be blank (default).
- **LWC Reception** — Enter where LWC messages will be stored for this Agent LoginID. For R5r configurations, valid entries are "audix", "msa" "spe" (default), and "none". For R5si configurations, valid entries are "audix", "msa-spe" (default), and "none."



- **AAS** — Enter “y” if this extension will be used as a port for an Auto Available Split/Skill. Default is “n.”



**WARNING:**

*Entering “y” in the AAS field clears the password and requires execution of the “remove agent-loginid” command. To set AAS to “n”, this logical agent must be removed then re-added.*



**WARNING:**

*This option is intended for switch adjunct equipment ports only, not human agents.*

- **AUDIX** — Enter “y” if this extension will be used as a port for an AUDIX. Default is “n.”



**NOTE:**

The AAS and AUDIX fields cannot both be “y”.

- **Direct Agent Skill** — Enter the number of the skill that is used to handle Direct Agent calls.
- **Port Extension** — Only displayed if either the AAS or AUDIX field is “y”. Enter the assigned extension for the AAS or AUDIX port. This extension cannot be a VDN or an Agent LoginID.
- **AUDIX Name for Messaging** — Only applicable to R5r configurations. Enter the name of the AUDIX used for LWC Reception and/or the name of the AUDIX that provides coverage for this Agent LoginID or leave blank (default).
- **Messaging Server Name for Messaging** — Only applicable to R5r configurations. Enter the name of the Messaging Server used for LWC Reception and/or the name of the Messaging Server that provides coverage for this Agent LoginID or leave blank (default).
- **Call Handling Preference** — Choices are “skill-level” and “greatest-need.” When calls are in queue and an agent becomes available, “skill-level” delivers the highest priority oldest call waiting for the agent’s highest level skill. “Greatest-need” delivers the highest priority oldest call waiting for any of the agent’s skills.
- **LoginID for ISDN Display** — Enter “y” if the Agent LoginID Name field is to be included in ISDN messaging over network facilities. Default is “n.”

- **Password** — Only displayed if both the AAS and AUDIX fields are “n”. Enter up to nine digits as the password the Agent must enter upon login. Valid entries are the digits 0 through 9. The minimum number of digits that must be entered in this field is specified in the Minimum Agent-LoginID Password Length field on the Feature-Related System Parameters form.

**⇒ NOTE:**

Values entered into this field will not be echoed to the screen.

- **Password (enter again)** — Only displayed if both the AAS and AUDIX fields are “n.” Reenter the same password exactly as it was entered in the Password field.

**⇒ NOTE:**

Values entered into this field will not be echoed to the screen.

- **Skill** — Enter the Skill Hunt Group(s) that this agent handles. The same skill may not be entered twice. If EAS-PHD is not optioned, up to four skills can be entered. If EAS-PHD is optioned, up to twenty skills can be entered.
- **Level** — Enter the priority level that each skill has for this particular agent. If EAS-PHD is not optioned, two priority levels are available. If EAS-PHD is optioned, sixteen priority levels are available. In previous releases, level 1 was the primary skill and level 2 was the secondary skill.

```
add agent-loginID 9011
```

| AGENT LOGINID                                                     |          |             |           |             |                                            |             |  |             |  |
|-------------------------------------------------------------------|----------|-------------|-----------|-------------|--------------------------------------------|-------------|--|-------------|--|
| Login ID: 9011_                                                   |          |             |           |             | TN: 1_                                     |             |  |             |  |
| Name: _____                                                       |          |             |           |             | COR: 1                                     |             |  |             |  |
| Coverage Path: _____                                              |          |             |           |             | Security Code: _____                       |             |  |             |  |
| LWC Reception: msa-spe                                            |          |             |           |             | AUDIX Name for Messaging: _____            |             |  |             |  |
| AAS? n                                                            |          |             |           |             | Messaging Server Name for Messaging: _____ |             |  |             |  |
| AUDIX? n                                                          |          |             |           |             | LoginID for ISDN Display? n                |             |  |             |  |
| Direct Agent Skill: _____                                         |          |             |           |             | Call Handling Preference: skill-level      |             |  |             |  |
| Password: _____                                                   |          |             |           |             | Password (enter again): _____              |             |  |             |  |
| Skill Level                                                       |          | Skill Level |           | Skill Level |                                            | Skill Level |  | Skill Level |  |
| 1: _____                                                          | 5: _____ | 9: _____    | 13: _____ | 17: _____   |                                            |             |  |             |  |
| 2: _____                                                          | 6: _____ | 10: _____   | 14: _____ | 18: _____   |                                            |             |  |             |  |
| 3: _____                                                          | 7: _____ | 11: _____   | 15: _____ | 19: _____   |                                            |             |  |             |  |
| 4: _____                                                          | 8: _____ | 12: _____   | 16: _____ | 20: _____   |                                            |             |  |             |  |
| WARNING: Agent must log in again before skill changes take effect |          |             |           |             |                                            |             |  |             |  |

**Screen 5-7. Agent LoginID Form**

### **Implementation Notes**

---

The Port Extension field is only displayed if either the AAS or AUDIX field is “y”.

The AUDIX Name for Messaging and Messaging Server Name for Messaging fields are only displayed for R5r configurations.

The Password and Password (enter again) fields are only displayed when both the AAS and AUDIX fields are “n”.

## Alias Station

---

This form is used to administer new voice terminal types that are not supported by system software. The Alias Station form allows the mapping of new terminal types to the supported terminal types. This mapping does not guarantee compatibility, but allows nonsupported terminals to be administered and tracked by their own names.

System Administration must refer to customer voice terminal documentation for supported types and associated manuals for non-supported types to avoid type mismatches between the new terminal and the supported terminal.

 **NOTE:**

Data Communication Protocol (DCP) terminal types must be mapped (aliased) to DCP terminal types, hybrid types to hybrid types, and analog to analog types.

Refer to the "Enhanced Terminal Administration" feature in Chapter 3 for additional information.

## Administration Commands

---

Use the following administration commands to administer the Alias Station form.

| Action  | Object        | Qualifier <sup>1</sup>  |
|---------|---------------|-------------------------|
| change  | alias station | —                       |
| display | alias station | ['print' or 'schedule'] |

---

1. Brackets [ ] indicate the qualifier is optional.

## Form Instructions

---

Make assignments as required for the following fields on the form:

- **Alias Set Type** — Enter a nonsupported voice terminal type that is to be aliased to a similar supported voice terminal type. Up to five characters (all printable characters except blank characters) are allowed.

 **NOTE:**

A duplicate nonsupported type entry is not allowed on the form (that is, SET20 and Set20 are considered as duplicates).

- **Supported Set Type** — Enter a supported voice terminal type that is to be mapped or aliased to the nonsupported type entered immediately to the left in the "Alias Set Type" field. Up to five characters (all printable

characters except blank characters) are allowed. Supported voice terminal types are summarized in the "Voice Terminals — General" information provided later in this chapter.

Page 1 of 1

| ALIAS STATION  |                    |
|----------------|--------------------|
| Alias Set Type | Supported Set Type |
| _____          | _____              |
| _____          | _____              |
| _____          | _____              |
| _____          | _____              |
| _____          | _____              |
| _____          | _____              |
| _____          | _____              |
| _____          | _____              |
| _____          | _____              |

'#' indicates previously aliased set type is now native

**Screen 5-8. Alias Station Form (Page 1 of 1)**

### **Implementation Notes**

---

When a system containing an alias set type is upgraded to a new release that supports the previously aliased set type as a native set type, the last character of the aliased set type will be changed to a "#."

This indicates that it is no longer necessary to alias the set type to another supported type. It is recommended (though not required) that stations using the alias set type be changed to use the newly supported set type, and the alias set type be removed from the Alias Station form.

## Alphanumeric Dialing Table

---

This form is used to associate alpha-names to dialed digit strings. This allows terminal users to place a *data call* by simply typing the alpha-name. Users need only remember far-end alpha-names instead of the actual digit strings.

The form consists of paired Alpha-name/Mapped String fields. Entries may be made in any order on the form. However, before the form is displayed for changing or reviewing, the entries in the table are sorted alphanumerically by the alpha-name. All entries will be moved to the beginning of the table, leaving all blank entries at the end.

### Administration Commands

---

Use the following administration commands to administer the Alphanumeric Dialing Table form.

| Action  | Object                  | Qualifier <sup>1</sup> |
|---------|-------------------------|------------------------|
| change  | alphanumeric-dial-table | —                      |
| display | alphanumeric-dial-table | [print]                |

---

1. Brackets [ ] indicate the qualifier is optional.

### Form Instructions

---

Make assignments as required for the following fields on the form:

- **Alpha-name** — Enter from one to eight alphanumeric characters. The entry must start with an alphabetic character and may not have blank spaces between characters. All alpha-names in the table must be unique and cannot be referenced in their own "Mapped String". The alpha-names can be used in any other "Mapped String" and multiple times in a "Mapped String". Default is blank.
- **Mapped String** — Enter from 1 to 24 characters that may contain alphanumeric, readability, delimiters, and/or special characters. The entry is used to generate the final dialing string and can include Facility Access Codes. The following characters are allowed:

**Numeric** — Digits 0 through 9.

**Alpha** — A through Z, a through z (note uppercase entries are mapped to lowercase).

**NOTE:**  
A Mapped String may not contain an Alpha-Name whose Mapped String also contains an Alpha-Name.

- Delimiters can consist of both readability and special characters and are used to separate tokens of "alpha-names" or numeric sub-strings. For example, "(205) mt-1234+0000".

[illegible]

### **Implementation Notes**

---

To reduce repetition, Page 2 is not shown. For a complete set of blank forms, refer to the "Blank Forms Package."



## **Alternate Facility Restriction Level**

---

The Alternate Facility Restriction Level (AFRL) form is used to map FRLs for all originating devices and Authorization codes to a new value. For example, all FRLs less than 3 are assigned a value of 3 and FRLs greater than 3 are assigned a value of 7. The control of whether the original FRL value or the AFRL value is used is controlled through any attendant or station with console permissions that has an AFRL feature button. By depressing the button, the user can control whether calls in the switch that require FRLs for determining access will be using FRLs or AFRLs.

### **Administration Commands**

---

Use the following administration commands to administer the Alternate Facility Restriction Level form.

| Action  | Object        | Qualifier |
|---------|---------------|-----------|
| change  | alternate-frl |           |
| display | alternate-frl |           |

### **Form Instructions**

---

Make assignments as required for the following fields on the form:

- **Current Status** — Enter "active" to enable or "inactive" to disable AFRLs.
- **AFRL** — Enter an alternate FRL for each of the original FRLs.

Page 1 of 1

ALTERNATE FACILITY RESTRICTION LEVEL

Current Status: \_\_\_\_\_

| Original<br>FRL | Alternate<br>FRL |
|-----------------|------------------|
| 0               | —                |
| 1               | —                |
| 2               | —                |
| 3               | —                |
| 4               | —                |
| 5               | —                |
| 6               | —                |
| 7               | —                |

**Screen 5-10. Alternate Facility Restriction Level  
Form (Page 1 of 1)**

## Attendant Console

---

This form is used to assign an Attendant Console to the system.

### Administration Commands

---

Use the following administration commands to administer the Attendant Console form.

| Action  | Object    | Qualifier <sup>1</sup>        |
|---------|-----------|-------------------------------|
| add     | attendant | 1-MAX                         |
| change  | attendant | 1-MAX                         |
| display | attendant | 1-MAX ['print' or 'schedule'] |
| remove  | attendant | 1-MAX                         |

1. Brackets [ ] indicate the qualifier is optional. MAX is the maximum number available in your system configuration.

### Form Instructions

---

Make assignments as required for the following fields on each page of the form:

#### Page 1 of the Form

- **Attendant Console x** — Enter the console number when completing a paper form. This is a display-only field when the form is accessed using an administration command such as *add* or *change*.
- **Type** — Indicates the type of attendant console being administered. Valid options are: "console" (default) and "302B1."
- **Extension** (Optional) — Enter the extension for the individual attendant console. If an extension is not assigned, the attendant can only be addressed as a member of the attendant group. If the attendant has a data module, the extension field cannot be blank. Default is blank. Once administered, the individual attendant extension can also be entered in any of the following:
  - Any coverage point in a call coverage path (Call Coverage Paths form)
  - CAS Backup Extension (Console Parameters form)
  - Hunt Group Supervisor Extension (Hunt Group form)
  - LDN Night Extension (Listed Directory Numbers form)

- Stations with system-wide Message Retrieval Permission (Feature-Related System Parameters form)
- Member of a Hunt Group (Hunt Group form)
- Incoming Destination for a Trunk Group (Trunk Group forms)
- Night Service Destination for a Hunt Group (Hunt Group form)
- **Console Type** — Enter this console's intended use. Valid entries are "principal," "day-only," "night-only," or "day/night." Default is blank. There can only be one night-only or one day/night console in the system unless Tenant Partitioning is administered. Night Service is activated from the principal console or from the one station set per-system that has a nite-serv button.
- **Port** — Enter seven characters.  
The entry breaks down as follows:

| Characters | Meaning        | Value                                     |
|------------|----------------|-------------------------------------------|
| 1-2        | Cabinet Number | 01 through 44 (R5r)                       |
|            |                | 01 through 03 (R5si)                      |
|            |                | 01 (R5vs)                                 |
| 3          | Carrier        | A through E                               |
| 4-5        | Slot Number    | 01 through 20                             |
| 6-7        | Circuit Number | 01 through 08 (Digital Line circuit pack) |

**NOTE:**

When using the Administration Without Hardware feature, place an "X" in this field to indicate that there is no hardware associated with this port assignment. An individual attendant extension must be assigned in the Extension field.

Each attendant console requires a port on a digital line circuit pack. For reliability, the attendant consoles should not be assigned to ports on the same digital line circuit pack. For example, if three attendant consoles are to be provided, assign each console to a port on three different digital line circuit pack, if possible. However, if required, all attendant consoles can be assigned to ports on the same digital line circuit pack.

- **Name** — Enter the name of this console (up to 27 alphanumeric characters). Any entry is accepted, default is blank.
- **Group** — Enter the Attendant Group number. Default is 1.
- **TN** — Enter the Tenant Partition number. Default is 1.
- **COS** — Enter the class of service (COS) for this attendant console (0 through 15). Default is "1."

- **COR** — Enter the class of restriction (0 through 95) that reflects the desired restriction. Default is “1.”
- **Auto Answer** — Entering “all” for Auto Answer indicates that an incoming call to an idle attendant will be automatically answered without any action (no button presses required) by the attendant. Entering “acd” for Auto Answer indicates that only ACD split/skill calls and direct agent calls can auto answer. Non-ACD calls terminated to an attendant console with Auto Answer set to “acd” ring audibly. Entering “none” causes all calls terminated to this attendant console to receive some sort of audible ringing treatment. Default is “none.”
- **Data Module** — Enter “y” if the console is to be connected to a data terminal via 7400B or 8400 Data Module. If “y” is entered, the Data Module form (Page 4) must be completed. Default is “n.”
- **Disp Client Redir** — This field is only administrable if the Hospitality feature has been enabled on the System-Parameters Customer-Options form. This field affects the station's display on calls that originated from a station with Client Room Class of Service. When the field is “n” (default), then for all calls originating from a Client Room (even redirected calls) that terminate to this station, this station's display will not show the redirection information. Only the client name and extension (or room, depending on what is administered on the System-Parameters Hospitality form) will be displayed. When the field is set to “y,” the redirection information for a call originating from a Client Room and terminating to this station will be displayed.

 **NOTE:**

For stations with an “audix” station type, AUDIX Voice Power ports, or ports for any other type of messaging that needs display information, this field must be “y.”

- **Display Language** — Enter the language in which you want console messages displayed. English, French, Italian, Spanish, and “user-defined” are acceptable entries. English is the default.
- **DIRECT TRUNK GROUP SELECT BUTTON ASSIGNMENTS (Trunk Access Codes)** — Enter the trunk access codes (TACs) for local and remote PBXs. (There are fields for one local TAC and one remote TAC per button labeled *Local* and *Remote*.) The local TAC (1 to 4 digits) refers to a trunk group or Loudspeaker Paging zone on this PBX. Remote TACs are only useful in a private network (including DCS) network. The remote TAC (1 to 3 digits) refers to a trunk group on the remote PBX. If a remote TAC is given, then the local TAC must refer to a trunk group that connects directly to the remote PBX and is also limited to 1 to 3 digits.

It is recommended that a DCS trunk be specified as the local TAC between the local and remote switches. If the TAC specified as local between the local and remote switches is not a DCS trunk, the remote trunk cannot be monitored by the local switch.

- **HUNDREDS SELECT BUTTON ASSIGNMENTS** — Enter in the appropriate field (1 through 20), the hundreds group to be associated with a Hundreds Group Select button located on an optional selector console. Fields 1 through 8 are used when the selector console is a 24A-type console (See Figure 5-3) and fields 1 through 20 are used when the console is a 26A-type console (See Figure 5-3). The hundreds group number entered in the field represents all but the last two digits of an extension number (for example, the Hundreds Select Button — on the selector console — for extension 3822 would be “38”; the Hundreds Select Button for extension 27105 would be “271”). The last two digits of an extension number are obtained (after pressing a Hundreds Group Select button) by pressing the appropriate extension button (00 through 99) on the console.

## Page 2 of the Form

This page is only displayed if the Data Module field on Page 1 is “y.” Complete the Data Module form as follows:

- **Data Extension** — Enter the extension number assigned to the data module. A data extension can be a 1- to 5-digit number and must agree with the system's Dial Plan.
- **BCC** — Display-only field. Only displayed when the ISDN-PRI option is enabled on the System-Parameters Customer-Options form.



### NOTE:

Refer to “Generalized Route Selection” in *DEFINITY Enterprise Communications Server Release 5 Feature Description*, for a detailed description of Bearer Capability Classes (BCCs) and their use to provide specialized routing for various types of voice and data calls. The BCC value is used to determine compatibility when non-ISDN-PRI facilities are connected to ISDN facilities (ISDN-PRI Interworking feature).

- **ITC** — Enter “restricted” or “unrestricted.”
- **Name** — Enter the name of the user associated with the data module. The name is optional, it can be left blank.
- **COR** — Enter the desired class of restriction (COR) number from 0 through 95. Default is “1.”
- **TN** — Enter the Tenant Partitioning number. Default is “1.”
- **COS** — Enter the desired (COS) number from 0 through 15 to designate allowed features. Refer to “Class of Service” form for additional information on the allowed features. Default is “1.”
- **ABBREVIATED DIALING List1:** — Enter “W” (system), “g” (group), or “e” (enhanced). If “g” or “p” is entered, a group number or personal list number is also required.

- **SPECIAL DIALING OPTION** — Enter one of three dialing options that are available. This identifies the destination of all call when this data module originates calls. Valid entries are "hot-line," "default," or leave blank.
- **HOT LINE DESTINATION — Abbreviated Dialing Dial Code** — Only displayed when the SPECIAL DIALING OPTION field is "hot-line." Enter a dial code within the range of the abbreviated dialing list type. The associated AD number is dialed when the user goes off-hook on a Data Hot Line call.
- **DEFAULT DIALING Abbreviated Dialing Dial Code** — Only displayed when the Special Dialing Option field is "default." Enter a dial code within the range of the abbreviated dialing list type. The associated AD number is dialed when the user goes off-hook and enters a carriage return following the "DIAL" prompt. The data call originator can also perform data terminal dialing by specifying a dial string that may or may not contain alphanumeric names.
- **Ext** — Display-only field. This is the extension number of a previously administered user who has an associated Data Extension button and who will share the use of the module.
- **Name** — Display-only field. Contains the name assigned to the above extension number.

**Page 3 of the Form (Page 2 if the Data Module form is not displayed)**

- **FEATURE BUTTON ASSIGNMENTS** — Enter the feature buttons from Basic Attendant Console Button Assignment table that you want to assign to the attendant console. The fixed buttons that cannot be changed (that is, split and forced release) are shown on the form. The hold, night-serv, and pos-busy buttons are shown in the system default locations. These buttons can be administered elsewhere on the form. The following provides descriptions of feature buttons that are unique to the attendant console. Refer to the Button Assignment Tables in this section and to the "Voice Terminals — General" section in this chapter for a description of the feature buttons.
  - Audible Tones On/Off
    - "cw-ringoff" — Call waiting ringer off; turns on/off the audible tone for call waiting on attendant console (1 per console).
    - "in-ringoff" — Incoming call ringer off; turns on/off the audible tone for incoming call ringer (1 per console).
    - "re-ringoff" — Timed reminder ringer off; turns on/off the audible tone for timer reminder ringer (1 per console).

- Alternate FRL ("alt-frl") — Alternate facility restriction level; allows the attendant to activate or deactivate the AFRL feature. When activated, this allows the originating device (lines or trunks) to use an alternate set of the facility restriction levels to originate a call (1 per console).
- Attendant Control of Trunk Group Access
  - "act-tr-grp" — Activate trunk group access; allows the attendant to control a trunk group. All calls going to the trunks are routed to the attendant (1 per console).
  - "deact-tr-g" — Deactivate trunk group access; allows the attendant to release control of a trunk group (1 per console).
- Display Class of Restriction ("class-rstr") — Display Class of Restriction; used to display the COR associated with a call (1 per console).
- Emergency Access to the Attendant ("em-acc-att") — Emergency access to attendant; the associated status lamp is flashed when there is one or more calls on the emergency attendant queue (1 per console).
- Hold ("hold") — When the hold button is pressed while the attendant is active on a loop, the party on the loop is put on hold and the "call type" button associated with the loop is lit (1 per console).
- Position Busy ("pos-busy") — When this button is pushed, the attendant is put into position busy mode, the "Pos Avail" light is turned off, and the light associated with the pos-busy button is lit. Pushing the pos-busy button a second time takes the console out of "position busy" mode, turns on the "Pos Avail" light and turns off the light associated with the pos-busy button.

If the pos-busy button is administered on a 2-LED button, the top LED flashes when the last attendant goes into 'Position Busy' mode. Otherwise, if the button has only one LED, the single LED associated with the pos-busy button flashes (1 per console).
- Serial Call ("serial-cal") — This button allows the attendant-extended calls to return to the same attendant if the trunk remains off-hook (1 per console).
- Attendant Override ("override") — This button enables the attendant to override diversion features such as, Call Forwarding, Call Coverage, and so on (1 per console).
- Call Offer ("intrusion") — Depression of this button allows the attendant to extend a call when the called party is active on another call (1 per console).
- Don't Split ("dont-split") — This button allows the attendant to not split away a call when dialing (1 per console).

- Visually Impaired Attendant Service ("vis") — This button activates visually impaired service for the attendant. When this service is activated, the attendant can listen to console status or messages by pressing buttons that have been translated as follows:
  - "con-stat" repeats the console status.
  - "display" calls out display contents.
  - "dtgs-stat" calls out the DTGS status.
  - "last-mess" repeats the last message.
  - "last-op" repeats the last operation.
- Trunk Group Select — In addition to the 12 Direct Trunk Group Selection (DTGS) Button Assignments on Page 1 of the form, up to 12 single lamp DTGS buttons can be administered on this page. The status lamp associated with the feature button is used to monitor the busy/idle status of the trunk. Trunk groups administered on these buttons cannot be controlled using Attendant Control of Trunk Group Select buttons. The single lamp DTGS buttons can be administered as follows:
  - "local-tgs" — Local trunk group select; allows the attendant to access trunk groups on the local PBX (combination of 12 local-tgs/remote-tgs per console).
  - "remote-tgs" — Remote trunk group select; allows the attendant to access trunk groups on a remote PBX (combination of 12 local-tgs/remote-tgs per console).
  - "hundrd-sel" — Hundreds group select; in addition to the fixed HGS buttons on Page 1 of the form, a user can administer hundreds group select feature buttons on this page. When a feature button is administered as "hundrd-sel," a subfield appears that must then be administered in the same manner as the fixed HGS button fields (a 1 to 3 digit hundreds group plus prefix, if needed). Administered "hundrd-sel" feature buttons operate in the same manner as fixed HGS buttons.

The total number of hundreds group select buttons (fixed and administered) allowed on a console is 20. Thus, if all 20 fixed HGS buttons have been administered, no "hundrd-sel" feature buttons can be administered.



**NOTE:**

If no fixed HGS buttons are administered, 19 "hundrd-sel" feature buttons are available. This is because 5 of the 24 feature buttons must be used for required feature buttons (hold, pos-busy, night-serv, forced-rel, and split).



- Group Display ("group-disp") — Allows the attendant to see a display of extensions currently being tracked on the DXS module.
- Group Select ("group-sel") — Allows the attendant to select a specific group of hundreds by dialing the first 2 or 3 digits of the hundreds group.
- Attendant Room Status
  - "occ-rooms" — Occupied rooms; allows the attendant to see which rooms are occupied.
  - "maid-stat" — Maid status; allows the attendant to see which rooms are in one of six specified states.
- VuStats ("vu-display") — This button allows users with display terminals and attendants to turn on the VuStats display. The limit to the number of VuStats feature buttons you can administer depends on how many feature buttons are available on the attendant console you are administering. The system is designed to allow you to set up a separate VuStats display format for each feature button. Therefore, agents can change the type of measurements on their display by selecting a different VuStats feature button.

When you enter "vu-display" for one of the feature button assignments, the display shows:

:vu-display Format: \_\_ID: \_\_\_\_\_

where "#" is the feature button number. These fields appear for each feature button to which you assign "vu-display." In the Format field, enter the number (from 1 to 25) of the format you want to display when a user presses this feature button. In the ID fi

eld, you can enter a split or trunk group number, or the agent extension, login ID, or vector directory number (VDN). This specifies the data that VuStats displays. The ID field is optional. If the ID is left blank, the user enters the ID on the key pad when activating the feature.

Note that these two fields are closely related to the Object Type that you specify on the Display Format form. For example, a Format "10" must have an associated Display Format "10." Additionally:

- The value for the ID on this form should be an agent extension or login ID if the Object Type on the associated Display Format form associated with the Format is "vu-agent-extension."
- The ID should be a split or skill number if the Object Type for the associated Display Format is "vu-split."
- The ID should be a trunk group number if the Object Type for the associated Display Format is "vu-trunk-group."

- The ID should be a VDN extension if the Object Type for the associated Display Format is "vu-vdn."
- The ID should be left blank if the Object Type for the associated Display Format is "vu-agent." Data for the currently staffed agent appears when the user activates the feature.



**NOTE:**

The specified agent, split, trunk group, or VDN can be unassigned when you administer the button.

- If 12 HGS buttons are assigned on page 2 of the form, it is recommended that the "night," "pos-busy," and "hold" buttons be reassigned to locations 20, 21, and 3, respectively. The HGS buttons should then be assigned to the right-most three columns, as required.

**Page 4 of the Form (Page 3 if the Data Module form is not displayed)**

- **DISPLAY MODULE BUTTON ASSIGNMENTS** — Enter the desired feature or functions from the Basic Console Feature Button Assignment table located in this section. Display-type buttons are used to obtain display functions on the associated alphanumeric display. These buttons are noted as "[display button]" in the Feature or Function column on the table. Also, several feature buttons can be administered so that their associated status lamps can be used to provide visual indications of the associated feature or function. In some cases, the button itself is not operational. These buttons are noted as "[status lamp]." If a Call Cover Msg Rt (cov-msg-rt) button is assigned, a Leave Word Calling Delete Msg (delete-msg) button and a Next (next) button must also be assigned.

Page 1 of 3

ATTENDANT CONSOLE 1

|                         |                                   |                           |
|-------------------------|-----------------------------------|---------------------------|
| Type: console           | Name: 27 character attd cons name |                           |
| Extension: 1000         | Group: 1                          | Auto Answer: none         |
| Console Type: principal | TN: 1                             | Data Module? n            |
| Port: 01C1106           | COR: 1                            | Disp Client Redir? n      |
|                         | COS: 1                            | Display Language: english |

DIRECT TRUNK GROUP SELECT BUTTON ASSIGNMENTS (Trunk Access Codes)

| Local Remote |  | Local Remote |  | Local Remote |  |
|--------------|--|--------------|--|--------------|--|
| 1: 9         |  | 5:           |  | 9:           |  |
| 2: 82        |  | 6:           |  | 10:          |  |
| 3:           |  | 7:           |  | 11:          |  |
| 4:           |  | 8:           |  | 12:          |  |

HUNDREDS SELECT BUTTON ASSIGNMENTS

|    |    |     |     |     |
|----|----|-----|-----|-----|
| 1: | 5: | 9:  | 13: | 17: |
| 2: | 6: | 10: | 14: | 18: |
| 3: | 7: | 11: | 15: | 19: |
| 4: | 8: | 12: | 16: | 20: |

**Screen 5-11. Attendant Console Form (Page 1 of X)**

Page 2 of 4

STATION

DATA MODULE

|                       |         |                 |
|-----------------------|---------|-----------------|
| Data Extension: _____ | BCC: 2  | ITC: restricted |
| Name: _____           | COR: 1_ | COS: 1_         |
|                       | TN: 1_  |                 |

ABBREVIATED DIALING

List1: \_\_\_\_\_

SPECIAL DIALING OPTION: default

DEFAULT DIALING

Abbreviated Dialing Dial Code (From above list): \_

ASSIGNED MEMBER ( Station with a data extension button for this data module )

| Ext | Name |
|-----|------|
| 1:  |      |

**Screen 5-12. Attendant Console Data Module Form (Page 2 of 4)**

### Implementation Notes

This page is only displayed if the Data Module field on Page 1 is "y."

The BCC field is only displayed if the ISDN-PRI option is enabled on the System-Parameters Customer-Options form.

HOT LINE DESTINATION is only displayed when the SPECIAL DIALING OPTION field is "hot-line."

DEFAULT DIALING is only displayed when the SPECIAL DIALING OPTION field is "default."

Abbreviated Dialing Dial Code only displayed when SPECIAL DIALING OPTION is "hot-line" or "default."

| FEATURE BUTTON ASSIGNMENTS |             | ATTENDANT CONSOLE |  | Page Y of X |
|----------------------------|-------------|-------------------|--|-------------|
| 1: split_____              |             | 13: _____         |  |             |
| 2: _____                   |             | 14: _____         |  |             |
| 3: _____                   |             | 15: _____         |  |             |
| 4: _____                   |             | 16: _____         |  |             |
| 5: _____                   |             | 17: _____         |  |             |
| 6: hold _____ *            |             | 18: _____         |  |             |
| 7: _____                   |             | 19: forced-rel    |  |             |
| 8: aux-work                | RC:    Grp: | 20: _____         |  |             |
| 9: _____                   |             | 21: _____         |  |             |
| 10: _____                  |             | 22: _____         |  |             |
| 11: _____                  |             | 23: night-serv *  |  |             |
| 12: _____                  |             | 24: pos-busy__ *  |  |             |

**Screen 5-13. Attendant Console Form (Page Y of X)**

### Implementation Note

---

- \* These buttons are shown here in their system default locations. However, you can administer these buttons in other locations on the form.

| DISPLAY MODULE BUTTON ASSIGNMENTS |  | ATTENDANT CONSOLE |  | Page Y of X |
|-----------------------------------|--|-------------------|--|-------------|
| 1: normal_____                    |  | 5: delete-msg     |  |             |
| 2: inspect_____                   |  | 6: call-disp_     |  |             |
| 3: cov-msg-rt                     |  | 7: date-time_     |  |             |
| 4: next_____                      |  | 8: timer_____     |  |             |

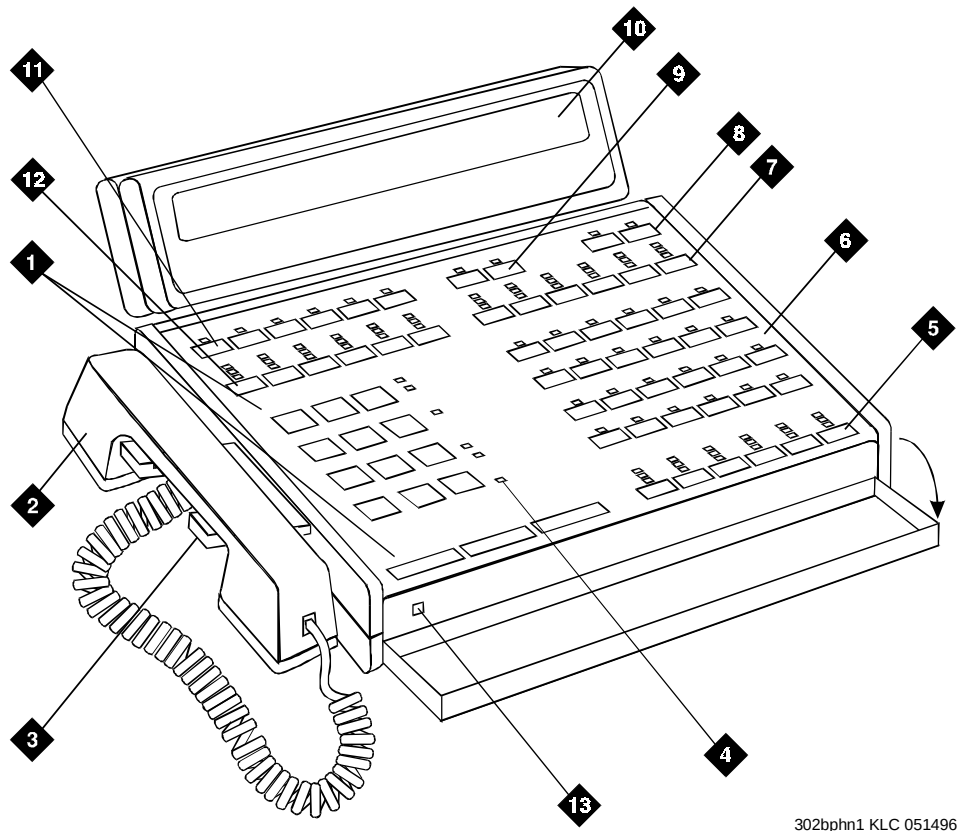
**Screen 5-14. Attendant Console Form (Page Y of X)**

### Implementation Note

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Default feature buttons shown above. Other display feature buttons as noted on Basic Console Feature Button Assignment table can be administered here, as required.

---

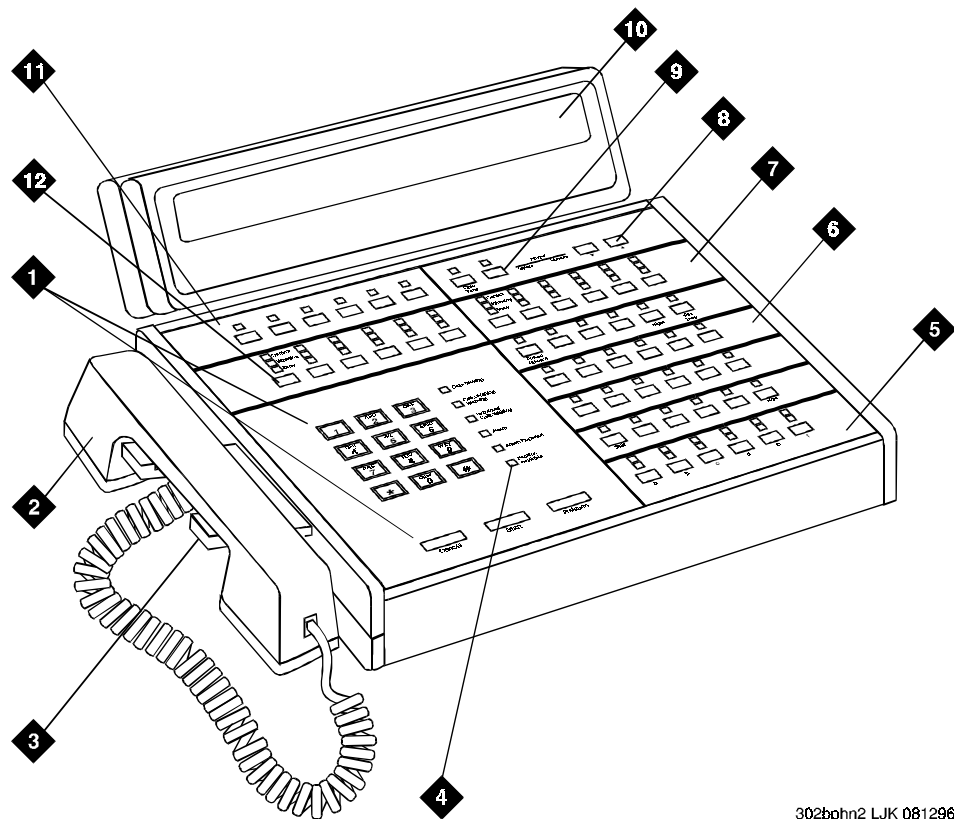


302bphn1 KLC 051496

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**Figure 5-1. 302A and 302B Attendant Console**

- |                                         |                                |
|-----------------------------------------|--------------------------------|
| 1. Call processing area                 | 8. Volume control buttons      |
| 2. Handset                              | 9. Display buttons             |
| 3. Handset cradle                       | 10. Console display panel      |
| 4. Warning lamps and call waiting lamps | 11. Display buttons            |
| 5. Call appearance buttons              | 12. Trunk group select buttons |
| 6. Feature area                         | 13. Lamp Test Switch           |
| 7. Trunk group select buttons           |                                |



302bphn2 LJK 081296

**Figure 5-2. 302C Attendant Console**

- |                                         |                                |
|-----------------------------------------|--------------------------------|
| 1. Call processing area                 | 7. Trunk group select buttons  |
| 2. Handset                              | 8. Volume control buttons      |
| 3. Handset cradle                       | 9. Display buttons             |
| 4. Warning lamps and call waiting lamps | 10. Console display panel      |
| 5. Call appearance buttons              | 11. Display buttons            |
| 6. Feature area                         | 12. Trunk group select buttons |

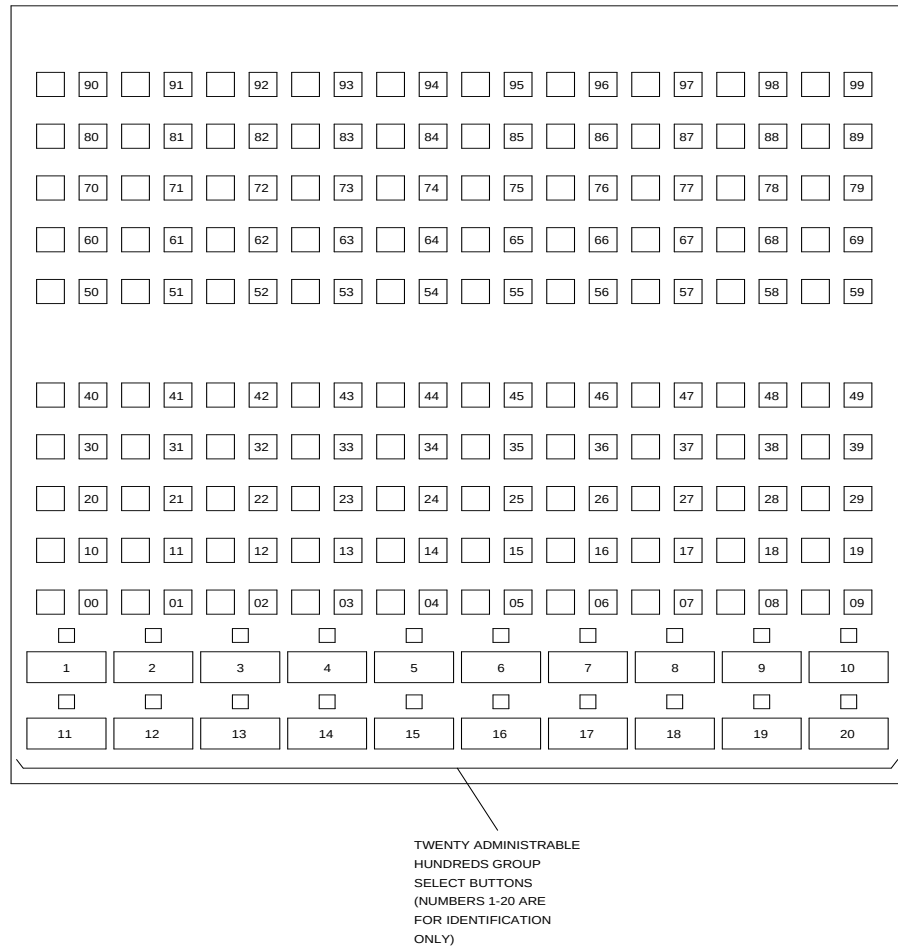


**Figure 5-3. Enhanced Selector Console (26A) Administrable Hundreds Group Select Buttons**

**Table 5-1. Attendant Console Feature Button Characteristics**

| <b>Feature or Function</b>                           | <b>Recommended Button Label</b> | <b>Name Entered on Station Form</b> | <b>Maximum Allowed</b> | <b>Notes</b> |
|------------------------------------------------------|---------------------------------|-------------------------------------|------------------------|--------------|
| Abbreviated Dialing                                  | AD                              | abrv-dial (List:___ DC:___)         | 1 per List/DC          | <sup>1</sup> |
| Administered Connection [status lamp]                | AC Alarm                        | ac-alarm                            | 1                      |              |
| Alert Agent of Change to Split/Skill Hunt Group      | Alert Agent                     | alrt-agchg                          | 1                      |              |
| Automatic Call Distribution (ACD)                    | After Call Work                 | after-call (Grp. No. __)            | N                      | <sup>2</sup> |
|                                                      | Assist                          | assist (Grp. No: __)                | 1 per split group      | <sup>2</sup> |
|                                                      | Auto In                         | auto-in (Grp. No. __)               | 1 per split group      | <sup>2</sup> |
|                                                      | Auxiliary Work                  | aux-work (Grp. No. __)              | 1 per split group      | <sup>2</sup> |
|                                                      | Manual-In                       | manual-in (Grp. No. __)             | 1 per split group      | <sup>2</sup> |
|                                                      | Release                         | release                             | 1                      |              |
|                                                      | Work Code                       | work-code                           | 1                      |              |
|                                                      | Stroke (0-9)                    | stroke-cnt (Code: __)               | 1                      | <sup>3</sup> |
| Attendant Console (Calls Waiting)                    | CW Aud Off                      | cw-ringoff                          | 1                      |              |
| Attendant Control of Trunk Group Access (Activate)   | Cont Act                        | act-tr-grp                          | 1                      |              |
| Attendant Control of Trunk Group Access (Deactivate) | Cont Deact                      | deact-tr-g                          | 1                      |              |
| Attendant Direct                                     | Local TG                        | local-tgs                           | 12                     | <sup>4</sup> |
| Trunk Group Select                                   | Remote TG                       | remote-tgs                          |                        |              |
| Attendant Display                                    | Date/Time                       | date-time                           | 1                      |              |
| [display buttons]                                    |                                 |                                     |                        |              |
|                                                      | Inspect Mode                    | inspect                             | 1                      |              |
|                                                      | Normal Mode                     | normal                              | 1                      |              |
|                                                      | Stored Number                   | stored-num                          | 1                      |              |
| Attendant Hundreds Group Select                      | Group Select _                  | hundrd-sel (Grp: __)                | 20 per console         | <sup>5</sup> |
| Attendant Room Status                                | Occupied Rooms Status           | occ-rooms                           | 1                      | <sup>6</sup> |
|                                                      | Maid Status                     | maid-stat                           | 1                      | <sup>6</sup> |
| Attendant Override                                   | Override                        | override                            | 1                      |              |

*Continued on next page*



**Table 5-1. Attendant Console Feature Button Characteristics — Continued**

| <b>Feature or Function</b>             | <b>Recommended Button Label</b> | <b>Name Entered on Station Form</b> | <b>Maximum Allowed</b> | <b>Notes</b> |
|----------------------------------------|---------------------------------|-------------------------------------|------------------------|--------------|
| Automatic Circuit Assurance            | ACA                             | aca-halt                            | 1 per system           |              |
| Automatic Wakeup (Hospitality)         | Auto Wakeup                     | auto-wkup                           | 1                      |              |
| Busy Verification                      | Busy Verify                     | verify                              | 1                      |              |
| Call Coverage                          | Cover Cback                     | cov-cback                           | 1                      |              |
|                                        | Consult                         | consult                             | 1                      |              |
|                                        | Go To Cover                     | goto-cover                          | 1                      |              |
| Call Coverage [display button]         | Cover Msg Rt                    | cov-msg-rt                          | 1                      |              |
| Call Offer(Intrusion)                  | Intrusion                       | intrusion                           | 1                      |              |
| Call Prompting [display button]        | Caller Info                     | callr-info                          | 1                      |              |
| Call Type                              | Call Type                       | type-disp                           | 1                      | <sup>7</sup> |
| Centralized                            | CAS-Backup                      | cas-backup                          | 1                      |              |
| Attendant Service                      |                                 |                                     |                        |              |
| Check In/Out (Hospitality)             | Check In                        | check-in                            | 1                      |              |
| [display buttons]                      | Check Out                       | check-out                           | 1                      |              |
| Class of Restriction [display button]  | COR                             | class-rstr                          | 1                      |              |
| Demand Print                           | Print Msgs                      | print-msgs                          | 1                      |              |
| Do Not Disturb (Hospitality)           | Do Not Disturb                  | dn-dst                              | 1                      |              |
| Do Not Disturb (Hospitality)           | Do Not Disturb Ext              | ext-dn-dst                          | 1                      |              |
|                                        | Timer                           | timer                               | 1                      |              |
| [display buttons]                      | Do Not Disturb Grp              | grp-dn-dst                          | 1                      |              |
| Don't Split                            | Don't Split                     | dont-split                          | 1                      |              |
| Emergency Access To the Attendant      | Emerg. Access To Attndt         | em-acc-att                          | 1                      |              |
| Facility Busy Indication [status lamp] | Busy (trunk or extension#)      | busy-ind (TAC/Ext: _)               | 1 per TAC/Ext.         | <sup>8</sup> |
| Facility Test Calls [status lamp]      | FTC Alarm                       | trk-ac-alm                          | 1                      |              |
| Group Display                          | Group Display                   | group-disp                          | 1                      | <sup>9</sup> |

*Continued on next page*

**Table 5-1. Attendant Console Feature Button Characteristics — Continued**

| <b>Feature or Function</b>                                | <b>Recommended Button Label</b>               | <b>Name Entered on Station Form</b> | <b>Maximum Allowed</b> | <b>Notes</b> |
|-----------------------------------------------------------|-----------------------------------------------|-------------------------------------|------------------------|--------------|
| Group Select                                              | Group Select                                  | group-sel                           | 1                      |              |
| Hardware Failure [status lamps]                           | Major Hdwe Failure                            | major-alm                           | 10 per system          |              |
|                                                           | Auto Wakeup                                   | pr-awu-alm                          | 1                      |              |
|                                                           | DS1 (facility)                                | ds1-alarm                           | 10 per system          |              |
|                                                           | PMS Failure                                   | pms-alarm                           | 1                      |              |
|                                                           | PMSPtr Alm                                    | pr-pms-alm                          | 1                      |              |
|                                                           | CDR 1 Failure                                 | cdr1-alm                            | 1                      |              |
|                                                           | CDR 2 Failure                                 | cdr2-alm                            | 1                      |              |
|                                                           | Sys Ptr Alm                                   | pr-sys-alm                          | 1                      |              |
| Hold                                                      | Hold                                          | hold                                | 1                      |              |
| Integrated Directory [display button]                     | Integrtd Directory                            | directory                           | 1                      |              |
| Incoming Call Identification                              | Coverage (Group number, type, name, or ext.#) | in-call-id                          | N                      |              |
| Intrusion (Call Offer)                                    | Intrusion                                     | intrusion                           | 1                      |              |
| Leave Word Calling                                        | Cancel LWC                                    | lwc-cancel                          | 1                      |              |
|                                                           | LWC                                           | lwc-store                           | 1                      |              |
| Leave Word Calling [display buttons]                      | Delete Msg                                    | delete-msg                          | 1                      |              |
|                                                           | Next                                          | next                                | 1                      |              |
|                                                           | Call Display                                  | call-disp                           | 1                      |              |
| Leave Word Calling (Remote Message Waiting) [status lamp] | Msg (name or extension #)                     | aut-msg-wt (Ext:___)                | N                      | 8            |
| Link Failure                                              | Link Failure (Link No. __)                    | link-alarm (Link No. __)            | 1 per Link #           | 10           |
|                                                           | Trunk Grp.                                    | trunk-ns (Grp. No. __)              | 1 per trunk group      | 11           |
| PMS Interface [display buttons]                           | Message Waiting Act.                          | mwn-act                             | 1 per system           |              |
|                                                           | Message Waiting Deact.                        | mwn-deact                           | 1 per system           |              |
| Priority Calling                                          | Prior Call                                    | priority                            | N                      |              |
| Position Busy                                             | Position Busy                                 | pos-busy                            | 1                      |              |

*Continued on next page*

**Table 5-1. Attendant Console Feature Button Characteristics — Continued**

| <b>Feature or Function</b>                       | <b>Recommended Button Label</b>  | <b>Name Entered on Station Form</b> | <b>Maximum Allowed</b> | <b>Notes</b>      |
|--------------------------------------------------|----------------------------------|-------------------------------------|------------------------|-------------------|
| Queue Status Indications (ACD) [display buttons] | AQC                              | atd-qcalls                          | 1                      |                   |
|                                                  | AQT                              | atd-qtime                           |                        |                   |
| Queue Status Indications (ACD) [status lamps]    | NQC                              | q-calls (Grp:_)                     | 1                      | <sup>12</sup>     |
|                                                  | OQT                              | q-time Grp:_)                       | 1 per hunt group       | <sup>12</sup>     |
| Ringin                                           | In Aud Off                       | in-ringoff                          | 1                      |                   |
| Security Violation Notification Halt             | ssvn-halt                        | ssvn-halt                           | 1 per systemw          | <sup>7</sup>      |
| Serial Call                                      | Serial Call                      | serial-cal                          | 1                      |                   |
| System Reset Alert                               | System Reset Alert [status lamp] | rs-alert                            | 1                      |                   |
| Station Security Code Notification Halt          | ssvn-halt                        | ssvn-halt                           | 1 per system           |                   |
| Night Service (ACD)                              | Hunt Group                       | hunt-ns (Grp. No. _)                | 3 per hunt group       | <sup>13</sup>     |
| Time of Day Routing [display buttons]            | Immediate Override               | man-ovrid                           | 1                      |                   |
|                                                  | Clocked Override                 | clk-overid                          | 1                      |                   |
| Timed Reminder                                   | RC Aud Off                       | re-ringoff                          | 1                      |                   |
| Trunk Identification [display button]            | Trunk-ID                         | trk-id                              | 1                      |                   |
| Trunk Group Name [display button]                | Trunk-Name                       | trunk-name                          | 1                      |                   |
| Visually Impaired Service (VIAS)                 | VIS                              | vis                                 | 1                      |                   |
|                                                  | Console Status                   | con-stat                            | 1                      |                   |
|                                                  | Display                          | display                             | 1                      |                   |
|                                                  | DTGS Status                      | dtgs-stat                           | 1                      |                   |
|                                                  | Last Message                     | last-mess                           | 1                      |                   |
|                                                  | Last Operation                   | last-op                             | 1                      |                   |
| VDN of Origin Announcement Repeat                | VOA Repeat                       | voa-repeat                          | 1                      | <sup>14, 15</sup> |
| VuStats                                          | VuStats                          | vu-display                          | 1                      | <sup>14</sup>     |

N = any number of buttons on the voice terminal can be assigned to this feature. Feature button descriptions are provided in the "Voice Terminals — General" section of this chapter.

Feature button descriptions are provided in the "Voice Terminals — General" section of this chapter.

*Continued on next page*

- 
1. List: List number 1 to 3 where the destination number is stored.  
DC: Dial codes of destination number.
  2. Grp: The split group number for ACD.
  3. Code: Enter a stroke code (0 through 9).
  4. TAC: local-tgs — TAC of local TG  
remote-tgs — (L-TAC) TAC of TG to remote PBX  
remote-tgs — (R-TAC) TAC of TG on remote PBX  
The combination of local-tgs/remote-tgs per console must not exceed 12 (maximum).  
Label associated button appropriately so as to easily identify the trunk group.
  5. Grp: Enter a hundreds group number (1 through 20).
  6. G3V3 Enhanced Hospitality" must be optioned on the System-Parameters Customer-Options form.
  7. May be assigned either to a voice terminal or an attendant console.
  8. Ext: May be a VDN extension.
  9. This button can be administered as either an attendant display button or a feature button.
  10. Link: A link number — 1 to 8 for multi-carrier cabinets, 1 to 4 for single-carrier cabinets).
  11. Grp: A trunk group number.
  12. Grp: Group number of the hunt group.
  13. Grp: A hunt group number.
  14. VDN of Origin must be enabled.
  15. When this button is pressed, "Call Type 1" (answered public network call), "Call Type 2" (unanswered public network call), or "Call Type 3" (all other calls) displays for 1 second.
-

## Authorization Codes

---

This form is used to assign authorization codes and associate them with classes of restriction (CORs). On an internal originating call, the COR assigned the facility (such as station) being used to originate the call and its PGN (when assigned) is used to select a routing pattern. With this, the calling party can dial a 4- to 7-digit authorization code to override the FRL assigned the COR (may be associated with voice/data terminals, incoming trunk groups, remote access trunk groups, or attendant consoles). This allows users within each PGN to have access to all seven FRLs (when assigned) and still remain partitioned. On an incoming remote access call, dialing an authorization code as part of the call dialing sequence selects the COR and the associated PGN to be used in processing the call.

### NOTE:

The use of authorization codes when accessing a Vector Directory Number extension will be denied.

To maximize the security of the system, the following should be considered:

1. Authorization Codes should be administered to the maximum length allowed by the system.
2. Authorization Codes should be nonconsecutive (random) and changed at least quarterly.
3. Authorization Codes should be deactivated immediately if a user leaves the company or changes assignments.
4. Assign each Authorization Code the minimum level of calling permissions required.

## Administration Commands

---

Use the following administration commands to administer the Authorization Codes form.

| Action  | Object             | Qualifier               |
|---------|--------------------|-------------------------|
| change  | authorization-code | auth (4-7 digit number) |
| display | authorization-code | auth (4-7 digit number) |

## Form Instructions

---

Make assignments as required for the following fields on the form:

- **Number of Codes Administered** — This is a display-only field and contains the sum of the number of Authorization Codes that has been administered using the Authorization Codes form.

- 

To enhance system security, choose Authorization Codes of seven random digits.

- COR — Enter the desired COR number from 0 through 95.

[illegible]

**Screen 5-15. Authorization Code Form (Page 1 of 1)**

## BCMS/VuStats Login ID

---

If you want to monitor call activity by agent login IDs, and if the "BCMS/VuStats Login ID" field on the System-Parameters Customer-Options form is set to "y" but the EAS feature is not optioned, the administrator uses this form to administer valid logins.

You do not have to enter names. If you do not use names with the login IDs, the data you receive from BCMS and/or VuStats defaults to "ID xxxxxxxx" where "xxxxxxx" is the login ID.

### NOTE:

Only agents using one of the administered login IDs can successfully log in to a split measured by BCMS.

## Administration Commands

---

Use the following administration commands to administer the BCMS/VuStats Login ID form.

| Action  | Object                 | Qualifier <sup>1</sup> |
|---------|------------------------|------------------------|
| add     | bcms/vustats login IDs |                        |
| change  | bcms/vustats login IDs | [login ID]             |
| display | bcms/vustats login IDs | [login ID]             |
| list    | bcms/vustats login IDs | [login ID] count X     |

---

1. Brackets [ ] indicate the qualifier is optional.

## Form Instructions

---

Make assignments as required for the following fields on the form:

- **Login ID** — A number up to nine digits that an agent must enter to be measured in a split by BCMS. The system validates each login ID. If you enter a duplicate login ID, the system displays an error message and places the cursor at the duplicate field. Also, the login ID must be the same length as the number in the "ACD Login Identification Length" field on the Feature-Related System-Parameters form. If the login ID you enter does not match the length specified in the "ACD Login Identification Length" field, the system displays an error message and places the cursor at the field that is incorrect.

### NOTE:

The administered login length may change to another value, but doing so changes the allowed length for all IDs entered on this form.

Before agents with logins that do not match the administered login length can log on, you must readminister either the ACD login identification length to fit the existing logins or change the logins to match the ACD login identification length.

- **Name** — A name associated with the login ID (optional).

change bcms/vu-stats login IDs

Page 1 of x

BCMS/VU-STATS LOGIN IDS

Assigned Numbers: 300 of 400

| Login Id  | Name  | Login Id  | Name  |
|-----------|-------|-----------|-------|
| 1: _____  | _____ | 17: _____ | _____ |
| 2: _____  | _____ | 18: _____ | _____ |
| 3: _____  | _____ | 19: _____ | _____ |
| 4: _____  | _____ | 20: _____ | _____ |
| 5: _____  | _____ | 21: _____ | _____ |
| 6: _____  | _____ | 22: _____ | _____ |
| 7: _____  | _____ | 23: _____ | _____ |
| 8: _____  | _____ | 24: _____ | _____ |
| 9: _____  | _____ | 25: _____ | _____ |
| 10: _____ | _____ | 26: _____ | _____ |
| 11: _____ | _____ | 27: _____ | _____ |
| 12: _____ | _____ | 28: _____ | _____ |
| 13: _____ | _____ | 29: _____ | _____ |
| 14: _____ | _____ | 30: _____ | _____ |
| 15: _____ | _____ | 31: _____ | _____ |
| 16: _____ | _____ | 32: _____ | _____ |

**Screen 5-16. BCMS/VuStats Login IDs**

### **Implementation Notes**

---

The form appears only two pages (64 IDs) at a time. If you are adding login IDs, you can fill two pages and then reissue the command to fill an additional two pages, and so on. If you are changing or displaying login IDs, the system displays two pages of login IDs beginning with the ID you specified; if you did not specify a login ID when you issued the command, the display begins with the first login ID. The **list** command lists all login IDs and may run to 63 pages.



## Cabinet Administration

---

### NOTE:

This form is applicable only to R5r configurations.

This form is used to describe cabinets and to define mapping between external and internal board addresses so that boards and ports can be identified in a uniform way.

### Administration Commands

---

Use the following administration commands to administer the Cabinet Administration form.

| Action  | Object  | Qualifier <sup>1</sup>     |
|---------|---------|----------------------------|
| add     | cabinet | xx                         |
| remove  | cabinet | xx                         |
| change  | cabinet | xx                         |
| display | cabinet | xx ['print' or 'schedule'] |
| list    | cabinet | ['print' or 'schedule']    |

- 
1. "xx" is the cabinet number (01-44 for R5r). Brackets [ ] indicate the qualifier is optional. Single quotes ( ' ) indicate the text inside the quote must be entered exactly as shown or an abbreviated form of the word may be entered.

### Form Instructions

---

Make assignments as required for the following fields on the form:

- **Cabinet** — Display-only field. This field shows the cabinet number as entered in the command line.
- **Cabinet Layout** — Enter the type of physical carrier layout. Valid entries are "five-carrier" and "single-carrier-stack." Default is blank.
- **Cabinet Type** — Display-only field. This field shows the type of cabinet being administered. If cabinet "01" is being administered, this field is "processor." If cabinets "02 through 44" are being administered, this field is "expansion-portnetwork."
- **Number of Port Networks** — Enter the number of PNs in the cabinet. Valid entries are "1" (default), and "2."
- **Room** — Enter up to ten characters identifying the room where the cabinet is located. Default is blank.

- **Floor** — Enter up to ten characters identifying the floor in the building where the cabinet is located. Default is blank.
- **Building** — Enter up to ten characters identifying the building where the cabinet is located. Default is blank.
- **Carrier Type** — Enter the type of carrier in the cabinet being administered. Valid entries are "dup-switch-node," "expansion-control," "not-used," "port," "processor," and "switch-node."
- **Number** — Display-only field. Consists of two fields: the Designator field and the Number field. The Designator field contains one of the following entries:

PN      If the carrier is a port carrier, processor carrier, or unused carrier.

SN      If the carrier is a switch node carrier, or duplicate switch node carrier.

The Number field contains either the switch node number or port network number.

- **Duplicate** — The location for the duplicate of a switch node. Only displayed when administration of PNC Duplication is enabled. If the Carrier Type is "dup-switch-node," the field displays the three-character carrier address of the duplicate. The first two characters represent the cabinet number; the third character represents the carrier (A through E).

This is a display-only field if the Carrier Type is "switch-node."

Page 1 of 1

| CABINET DESCRIPTION           |                       | CABINET |           |
|-------------------------------|-----------------------|---------|-----------|
|                               | Cabinet: _____        |         |           |
|                               | Cabinet Layout: _____ |         |           |
|                               | Cabinet Type: _____   |         |           |
| Number of Portnetworks: _____ |                       |         |           |
|                               | Room: _____           |         |           |
|                               | Floor: _____          |         |           |
|                               | Building: _____       |         |           |
| CARRIER DESCRIPTION           |                       |         |           |
| Carrier                       | Carrier Type          | Number  | Duplicate |
| C                             | _____                 | __ __   | __        |
| B                             | _____                 | __ __   | __        |
| A                             | Processor             |         |           |
| X                             | Fan                   |         |           |
| D                             | _____                 | __ __   | __        |
| E                             | _____                 | __ __   | __        |

**Screen 5-17. Cabinet Administration Form**

### **Implementation Notes**

---

This form is only displayed for R5r configurations.

This form is for a 5-carrier cabinet layout. The Carrier Description fields vary for a single-carrier stack and for different configurations of switch nodes and port networks.

The Duplicate field is only displayed when PNC Duplication has been enabled and the Carrier Type field is "switch-node" or "dup-switch-node."

## Call Coverage Answer Group

---

This form is used to establish Call Coverage Answer Groups.

An answer group contains up to eight members who act as a coverage point for another user. For example, if several secretaries are responsible for answering a department's redirected calls, all the secretaries could be assigned to an answer group. The answer group is assigned a group number, and that group number appears in the department's coverage path. All terminals in an answer group ring (alert) simultaneously. Any member of the group can answer the call.

Each coverage answer group is identified by a number from 1 through the maximum number allowed by your system configuration (refer to Table C-1 in Appendix C, "System Capacity Limits"). The members of the group are identified by their extension number. Any installed voice terminal (but not attendants) can be assigned to a coverage answer group.

### Administration Commands

---

Use the following administration commands to administer the Coverage Answer Group form.

| Action  | Object                | Qualifier <sup>1</sup>                                                             |
|---------|-----------------------|------------------------------------------------------------------------------------|
| add     | coverage answer-group | 1-MAX (or 'next')                                                                  |
| change  | coverage answer-group | 1-MAX                                                                              |
| display | coverage answer-group | 1-MAX ['print' or 'schedule']                                                      |
| list    | coverage answer-group | [1-MAX]['number' x]['to-number' x]['name' x]<br>['count' n]['print' or 'schedule'] |
| remove  | coverage answer-group | 1-MAX                                                                              |

- 
1. Brackets [ ] indicate the qualifier is optional. Single quotes ( ' ') indicate the text inside the quote must be entered exactly as shown or an abbreviated form of the word may be entered. MAX is the maximum number available in your system configuration. Refer to Table C-1 in Appendix C, "System Capacity Limits".

### Form Instructions

---

Make assignments as required for the following fields on the form:

- **Group Number** — Enter a group number when completing a paper form. This is a display-only field when the form is accessed using an administration command such as *add* or *change*.

- **Group Name** — Enter the group name you want to use to identify this group. Up to 27 characters can be used, for example, typing pool, room 12, secy, and so on. Default is "COVERAGE GROUP."



**NOTE:**

Performance Tip — Enter the extension numbers that are group members. This allows a list coverage answer group command to be used to list the voice terminals that will be alerted. The list command can be used in conjunction with the list station, list coverage path, and list hunt group commands to determine stations involved in call coverage. This makes it possible to follow call coverage for any extension, allowing the administrator to easily track call coverage paths.

- **Ext** — Enter the extension number (may not be a Vector Directory Number extension) for each member of this coverage answer group.
- **Name** — Display-only field. The name is assigned when the member's voice terminal is administered.

Page 1 of 1

COVERAGE ANSWER GROUP

Group Number: \_\_\_\_\_  
 Group Name: COVERAGE\_GROUP\_

GROUP MEMBER ASSIGNMENTS
 

| Ext      | Name     |
|----------|----------|
| 1: _____ | 5: _____ |
| 2: _____ | 6: _____ |
| 3: _____ | 7: _____ |
| 4: _____ | 8: _____ |

**Screen 5-18. Coverage Answer Group Form (Page 1 of 1)**

## Call Coverage Paths

---

This form is used to implement Call Coverage Paths. The form includes the don't answer time interval (number of rings), the call coverage criteria, and the points in the coverage path used to redirect calls.

Call coverage provides internal system users with automatic redirection of calls to answering positions. Both internal and outside calls may be redirected to coverage.

### Administration Commands

---

Use the following administration commands to administer the Call Coverage Paths form.

|                                                       | Action  | Object        | Qualifier <sup>1</sup>                                                   |
|-------------------------------------------------------|---------|---------------|--------------------------------------------------------------------------|
| Without Hospitality<br>Parameter<br>Reduction Feature | add     | coverage path | 1-MAX (or 'next')                                                        |
|                                                       | change  | coverage path | 1-MAX                                                                    |
|                                                       | display | coverage path | 1-MAX ['print' or 'schedule']                                            |
|                                                       | list    | coverage path | [1-MAX]['path' x]<br>['to-path' x]['count' n]<br>['print' or 'schedule'] |
|                                                       | remove  | coverage path | 1-MAX                                                                    |
| With Hospitality<br>Parameter<br>Reduction Feature    | add     | coverage path | 1-5 (or 'next')                                                          |
|                                                       | change  | coverage path | 1-5                                                                      |
|                                                       | display | coverage path | 1-5 ['print' or 'schedule']                                              |
|                                                       | list    | coverage path | [1-5]['path' x]<br>['to-path' x]['count' n]<br>['print' or 'schedule']   |
|                                                       | remove  | coverage path | 1-5                                                                      |

- 
1. Brackets [ ] indicate the qualifier is optional. Single quotes ( ' ' ) indicate the text inside the quote must be entered exactly as shown or an abbreviated form of the word may be entered. MAX is the maximum number available in your system configuration. Refer to Table C-1 in Appendix C, "System Capacity Limits".

## Form Instructions

---

Make assignments as required for the following fields on the form:

- **Coverage Path Number** — Enter a coverage path number when completing a paper form. This is a display-only field when the form is accessed using an administration command such as *add* or *change*. If the Hospitality Parameter Reduction option is enabled on the System-Parameters Customer-Options form, only five (maximum) coverage paths can be assigned in the system.
- **Next Path Number** — Enter the number of the coverage path to which a call will be redirected in case of coverage failure (the path's coverage criteria does not match the call status) at the current path. If the next path's coverage criteria matches the call status, that path is used to redirect the call and no other path is searched.
- **Linkage** — This is a display-only field that shows up to two additional coverage paths, when assigned, that the Next Path Number field entry is linked to. A typical linkage example is provided in this section. Six Coverage Paths (1, 2, 3, 4, 5, 6) are shown.
- **COVERAGE CRITERIA** are the conditions that, when met, cause the call to redirect to coverage. Assign one of the following:
  - Active  
At least one call appearance is busy.
  - Busy  
Only one call appearance is idle.
  - Don't Answer  
The number of rings has exceeded the preset number.
  - All  
Users with this path assigned will never answer their own calls; instead, all calls go immediately to coverage.
  - DND/SAC/Goto Cover  
DND(Do Not Disturb)/SAC/Goto Cover allows users to activate Send All Calls and to temporarily direct all incoming calls to coverage regardless of the assigned Call Coverage redirection criteria. This feature also allows covering users to temporarily remove their voice terminals from the coverage path.
- **Active, Busy, Don't Answer, All and DND/SAC/Goto Cover** — Enter a 'y' to activate. This specifies the condition that, when met, causes a call to redirect to coverage.

- **Number of Rings** — Enter the number of rings from 1 through 99. Three rings is the recommended timing. This is the number of rings a user's voice terminal will ring before the system sees a "no answer" condition and sends the call to the first coverage point. "3" is the default.
- **Terminate to Coverage Pts. with Bridged Appearances** — Set to "y" to allow a call to alert as both a bridged call and a redirected call. Set to "n" if you want the call to skip the coverage point if it is already alerting as a bridged call. "N" is the default.
- **COVERAGE POINTS** — Allows you to define the Call Coverage Paths. Coverage points must be assigned sequentially beginning with Point 1 (do not leave gaps).



**NOTE:**

A Vector Directory Number may be translated as the last administered point in a coverage path.

Each coverage path can have up to six alternate answering points, any of which can be

- A voice terminal or individual attendant (an extension number of a user who will be responsible for answering another user's redirected calls)
- Any off-net public number (7-digit, 10-digit, or any 1- to 16-digit international number)
- Recorded Announcement
- Audio Information Exchange (AUDIX)
- A Hunt Group Number
- A Coverage Answer Group Number
- The Attendant Group ("attd")
- A vector Directory Number

When entering coverage points information, use the following notations:

- The letter "h" to indicate hunt, followed by a hunt group number. For example, you would enter "h32" if you want a coverage point to be routed to hunt group number 32.
- The letter "c" to indicate coverage answer group followed by the coverage answer group number. For example, you would enter "c20" if you wanted a coverage point to be routed to call coverage answer group 20.
- The letter "r" to indicate remote coverage point followed by the remote coverage point number. For example, you would enter "r27" if you wanted a coverage point to be routed to remote coverage point 27.



- The letter "v" to indicate VDN followed by the VDN extension number. For example, you would enter "v12345" if you want the last administered coverage point to be the VDN associated with extension 12345.
  - "Attd" if you want a coverage point to be the attendant group.
  - The extension number assigned to a voice terminal, announcement.
- **Point1, Point2, Point3, Point4, Point5, Point6,** — Enter one of the following:
- An extension number for the voice terminal, AUDIX, or announcement
  - "attd" for the attendant group
  - h1 through h255 for a hunt group
  - c1 through c750 for a coverage point
  - r1 through r999 for a remote coverage point
  - v+extension (e.g., v12345) for a VDN

If an AUDIX in a DCS is used, and this is a remote switch served by the AUDIX on a host switch, enter an associated AUDIX hunt group number. A unique Hunt Group form must be administered with the AUDIX extension number in the Group Extension field. If "attd" is entered and the system has Centralized Attendant Service (CAS), the call will go to the CAS attendant.

If calls redirect to Message Center (a special Uniform Call Distribution hunt group), AUDIX, or to the attendant, do not list any additional coverage points. These calls will normally queue and never redirect to another coverage point. Calls to any hunt group will queue if possible. Calls redirect from a hunt group only if all hunt group members are busy and either the queue is full or there is no queue.

If the Coverage of Calls Redirected Off-Net feature is not active, a remote coverage point will function as the last point in the coverage path, because the system will no longer have control of the call once it is redirected off-net. However, if the Coverage of Calls Redirected Off-Net feature is active, a call redirected off-net can be monitored by the system and brought back for further call coverage processing.

Page 1 of 1

COVERAGE PATH  
Coverage Path Number: \_

Next Path Number: \_\_\_\_ Linkage: \_\_\_\_

COVERAGE CRITERIA

| Station/Group Status | Inside Call | Outside Call |
|----------------------|-------------|--------------|
| Active?              | n           | n            |
| Busy?                | y           | y            |
| Don't Answer?        | y           | y            |
| All?                 | n           | n            |
| DND/SAC/Goto Cover?  | y           | y            |

Number of Rings: 2

COVERAGE POINTS

Terminate to Coverage Pts. with Bridged Appearance? n

Point1: \_\_\_\_ Point2: \_\_\_\_ Point3: \_\_\_\_  
Point4: \_\_\_\_ Point5: \_\_\_\_ Point6: \_\_\_\_

**Screen 5-19. Coverage Path Form (Page 1 of 1)**

Page 1 of 1

COVERAGE ANSWER GROUP  
Group Number: \_\_\_\_  
Group Name: COVERAGE\_GROUP\_

GROUP MEMBER ASSIGNMENTS

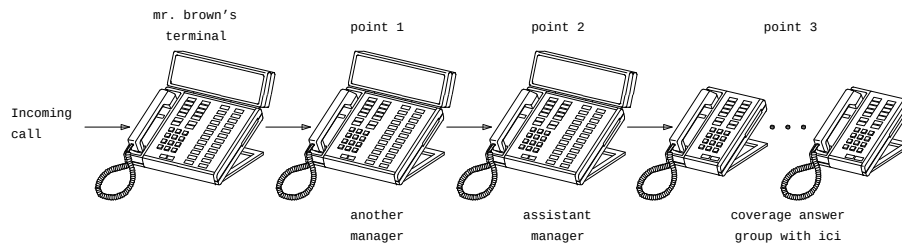
| Ext     | Name | Ext     | Name |
|---------|------|---------|------|
| 1: ____ |      | 5: ____ |      |
| 2: ____ |      | 6: ____ |      |
| 3: ____ |      | 7: ____ |      |
| 4: ____ |      | 8: ____ |      |

**Screen 5-20. Coverage Answer Group Form (Page 1 of 1)**

### EXAMPLE 1 COVERAGE PATH FOR OUTSIDE CALLS

call type - OUTSIDE

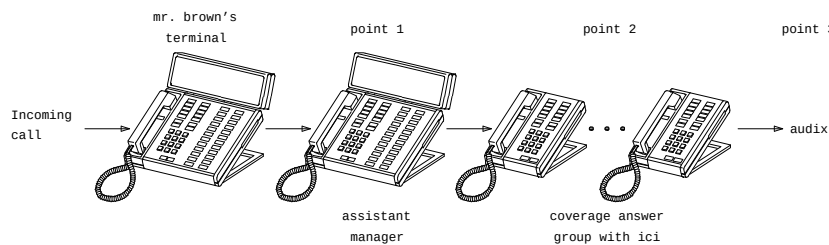
CRITERIA - busy, don't answer, and send all calls (when activated)



### EXAMPLE 2 COVERAGE PATH FOR INSIDE CALLS

call type - INSIDE

criteria - BUSY AND DON'T ANSWER (SEND ALL CALLS NOT ACTIVATED)



### EXAMPLE 3 COVERAGE PATH FOR INSIDE CALLS

call type - INSIDE

criteria - SEND ALL CALLS ACTIVATED

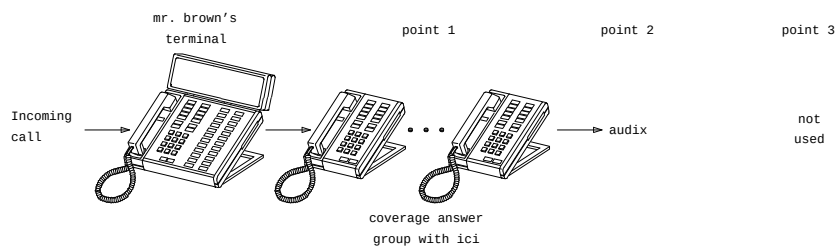


Figure 5-4. Typical Call Coverage Path Assignments

COVERAGE PATH Page 1 of 1

Coverage Path Number: 1

Next Path Number: 2 Linkage 3

COVERAGE CRITERIA

| Station/Group Status | Inside Call | Outside Call |
|----------------------|-------------|--------------|
| Active?              | n           | n            |
| Busy?                | n           | y            |
| Don't Answer?        | n           | y            |
| All?                 | n           | y            |
| DND/SAC/Goto Cover?  | n           | n            |

Number of Rings: 3

COVERAGE POINTS

Terminate to Coverage Pts. with Bridged Appearance? n

Point1: 1205 Point2: 1215 Point3: 2200  
Point4: \_\_\_\_ Point5: \_\_\_\_ Point6: \_\_\_\_

Form obtained using  
"display\_coverage\_path1"  
command. Shows link from  
call coverage path 2 to 3.

COVERAGE PATH Page 1 of 1

Coverage Path Number: 2

Next Path Number: 3 Linkage

COVERAGE CRITERIA

| Station/Group Status | Inside Call | Outside Call |
|----------------------|-------------|--------------|
| Active?              | n           | n            |
| Busy?                | y           | n            |
| Don't Answer?        | y           | n            |
| All?                 | n           | n            |
| DND/SAC/Goto Cover?  | n           | n            |

Number of Rings: 3

COVERAGE POINTS

Terminate to Coverage Pts. with Bridged Appearance? n

Point1: 1215 Point2: 2200 Point3: 2000  
Point4: \_\_\_\_ Point5: \_\_\_\_ Point6: \_\_\_\_

Extension  
number  
1205 = Another manager  
1215 = Assistant manager  
2000 = AUDIX  
2200 = Coverage answer  
group with ici

COVERAGE PATH Page 1 of 1

Coverage Path Number: 3

Next Path Number: Linkage

COVERAGE CRITERIA

| Station/Group Status | Inside Call | Outside Call |
|----------------------|-------------|--------------|
| Active?              | n           | n            |
| Busy?                | n           | n            |
| Don't Answer?        | n           | n            |
| All?                 | y           | n            |
| DND/SAC/Goto Cover?  | n           | n            |

Number of Rings: 3

COVERAGE POINTS

Terminate to Coverage Pts. with Bridged Appearance? n

Point1: 2200 Point2: 2000 Point3: \_\_\_\_  
Point4: \_\_\_\_ Point5: \_\_\_\_ Point6: \_\_\_\_

sc-cvpth LJK 062496

Figure 5-5. Example Coverage Path Forms

## Call Detail Recording System Parameters

---

The Call Detail Recording (CDR) System Parameters form allows the generating of records that contain information about particular calls controlled by the switch. This information is useful for call costing, diagnostics, abuse detection, and network optimization.

### Administration Commands

---

Use the following administration commands to administer the CDR System Parameters form.

| Action  | Object                | Qualifier |
|---------|-----------------------|-----------|
| change  | system parameters cdr | —         |
| display | system parameters cdr | —         |

### Form Instructions

---

Make assignments as required for the following fields on each page of the form:

#### Page 1 of the Form

- **Node Number (Local PBX ID)** — Enter the DCS switch node number in a network of switches. It is not necessary to make this field equal to other Local Node Number fields. However, it may be useful to administer this field with the same value used on the Dial Plan form for the Local Node Number. Default is blank.
- **CDR Date Format** — Enter "month/day" or "day/month" (default) to select the format for recording CDR date information for timestamp date records of all formats.
- **Primary Output Format** — Controls data presentation sent to the primary output device. Entering "customized" generates the second page of this form with the customized record administration. Other options are "59-char", "expanded", "lsu", "lsu-expand", "int-direct", "int-isdn", "int-process", "printer", "teleseer", "unformatted", or blank (default).
- **Primary Output Extension** — Appears when the Primary Output Format field contains a valid value. Enter the extension number assigned to the primary output device, or "eia" for R5si/vs configurations. Default is blank.

**NOTE:**

The first digit of the CDR extension number and the length of that number must agree with the first digit table of the dial plan.

- **Secondary Output Format** — Controls data presentation sent to the secondary output device. Valid entries are "lsu", "unformatted", "int-direct", "int-process" or blank (default).



**CAUTION:**

*This option should only be used by qualified (Lucent Technologies) service personnel. This option may cause loss of data when the buffer contains large amounts of data.*

- **Secondary Output Extension** — Appears when the secondary output format is administered. Enter the extension number assigned to the secondary output device, or "eia" for R5si/vs configurations. Default is blank.



**NOTE:**

The first digit of the CDR extension number and the length of that number must agree with the first digit table of the dial plan.

- **Use ISDN Layouts** — Only administrable if the Use Enhanced Layouts field is "n". Enter "y" to use ISDN record layouts. This field applies to both the primary and secondary formats if applicable. The "lsu" and "printer" output formats will be affected, as well as any format with ISDN layouts, such as "teleseer." Default is "n".
- **EIA Device Bit Rate** — Applies to R5si/vs configurations only. Displayed if either the Primary or Secondary Output Format fields are "eia". Enter the bit rate of the CDR device connected to the EIA port. Valid entries are "300", "1200", "2400", and "9600."
- **Use Enhanced Formats** — Administrable only when the Use ISDN Layouts field is "n". Enter "y" to enable the use of the Enhanced version of the specified primary output format. This field applies to both the primary and secondary output formats if applicable; however, only the "expanded", "teleseer", "lsu", "printer", and "unformatted" output formats will be affected.
- **Modified Circuit ID Display?** — Enter "y" to modify the format of the incoming and outgoing circuit ID from the 10's, units, 100's format (the default) to 100's, 10's, units. Only the "printer," "teleseer," and "59-character" output formats will be affected.
- **Remove # From Called Number?** — If the value of this field is "n," a trailing "#" symbol appears in the Dialed Number field whenever inter-digit time out or end of dialing occurs. Enter "y" to have the "#" symbol removed from the Dialed Number field of the call detail record. The default is "n."
- **Record Outgoing Calls Only** — Enter "y" to report outgoing calls; enter "n" (default) to report both outgoing and incoming calls.

- **Suppress CDR for Ineffective Call Attempts** — Enter "y" (default) to ignore reporting of ineffective call attempts. An ineffective call attempt occurs when a call originating at a voice/data terminal is blocked because of an authorization feature or unavailability of outgoing trunks. Enter "n" to report ineffective call attempts.
- **Disconnect Information in Place of FRL** — Enter "y" to record disconnect information or "n" (default) to record the call's FRL.



**NOTE:**

This field changes the *Facility Restriction Level* (FRL) field of the CDR record to record the reason for disconnect of a call rather than the FRL. It is used for isolating problems between the Generic 3r and the telephone network.

- **Intra-Switch CDR** — Enter "y" to record calls within the switch. Default is "n."
- **CDR Call Splitting** — Enter "y" to enable splitting of outgoing calls on transferred and conferenced calls.
- **Attendant Call Recording** — Only displayed if the CDR Call Splitting field is "y." Enter "y" to enable the separate recording for attendant portions of call duration.
- **Interworking Feat-flag** — Enter "n" if you want feat-flag operation to treat interworking as no answer supervision. Enter "y" if you want feat-flag operation to show interworked calls with a separate feat-flag value than timed answer and network answer calls. The default is "n".
- **Forced Entry of Acct. Code Calls Marked on Toll Analysis Form** — Specifies whether an account code will be required when making a toll call. This will not necessarily be all chargeable calls and it may even include some non-chargeable calls. Entering "y" denies all toll calls without an account code. Default is "n".
- **Calls to Hunt Group - Record** — This field appears when the Record Called Vector Directory Number Instead of Group or Member field is "n". Enter "member-ext" (default) to record the extension of the voice/data terminal where the call terminated; enter "group-ext" to record the extension that was dialed. The extension of the voice/data terminal in the hunt group that answered the call is the extension assigned to the hunt group.

- **Record Called Vector Directory Number Instead of Group or Member** — Enter "y" to include the Vector Directory Number (VDN) in the Dialed Number Field of a CDR record. This field and the Record Called Agent Login ID Instead of Group or Member field cannot both be "y." Default is "n."



**NOTE:**

A VDN overrides group or member information that is otherwise stored in the Dialed Number Field of the CDR record. If a call is directed through more than one VDN, the first VDN used for the call is stored.

- **Record Called Agent Login ID Instead of Group or Member** — Only displayed if Expert Agent Selection (EAS) is enabled on the System-Parameters Customer-Options form. Enter "y" to indicate whether the EAS agents LoginID is recorded instead of the physical extension in the Dialed Number. This field and the Record Called Vector Directory Number Instead of Group or Member field cannot both be "y."
- **Record Non-Call-Associated TSC** — Enter "y" to record non-call-associated TSC information. Default is "n."
- **Record Call-Associated TSC** — Enter "y" to record call-associated TSC information. Default is "n."
- **Privacy — Digits to Hide** — Enter the number of digits (0 to 7) to be blanked from the back (right to left) of the Dialed Number field on the CDR record; default is 0.  
  
For example, if "4" is entered in this field and the user dials 555-1234, only "555" would appear in the Dialed Number field of the CDR record.
- **Call Record Handling Option** — Field displayed on R5r configurations only. Used to control call routing when new calls come in, the CDR link is down, and the buffer is filled. Enter "reorder" to block with an intercept, "warning" (default) to stop recording when the buffer is full, or "attendant" to route the call to an attendant with options to proceed as a non-CDR call.



**NOTE:**

Changing this field from the default "warning" will cause the message "WARNING: Pressing [ENTER] redirects CDR measured ACD & vector calls" to be displayed.

- **Digits to Record for Outgoing Calls** — Enter "dialed" or "outpulsed" to record the dialed or outpulsed digits in the Dialed Number field of the CDR.
- **CDR Account Code Length** — Enter the number of digits collected when the CDR account code is entered. Default is "2."



**Page 2 of the Form**

**Data Item** — Enter the data items in the order they should appear on the customized record. The default for all fields is blank, but you must enter at least one field in order to have a record. A "line-feed" and "return" must be the last two data items in a customized record (see Page 2 sample).

- See Table 5-2 below for valid entries:

**Table 5-2. Valid Data Item Entries**

| <b>Data Item</b> | <b>Length</b> | <b>Format</b> | <b>Comment</b> |
|------------------|---------------|---------------|----------------|
| Body             |               |               |                |
| acct-code        | 15            |               |                |
| attd-console     | 2             |               |                |
| auth-code        | 7             |               |                |
| bandwidth        | 2             |               |                |
| bcc              | 1             |               |                |
| calling-num      | 10            |               |                |
| clg-num-in-tac   | 10            |               |                |
| code-dial        | 4             |               |                |
| code-used        | 4             |               |                |
| cond-code        | 1             |               |                |
| date             | 6             |               |                |
| dialed-num       | 18            |               |                |
| duration         | 4             |               |                |
| feat-flag        | 1             |               |                |
| fri              | 1             |               |                |
| in-crt-id        | 3             |               |                |
| in-trk-code      | 4             |               |                |
| ins              | 3             |               |                |
| isdn-cc          | 11            |               |                |
| ixc-code         | 4             |               |                |
| line-feed        | 1             |               |                |
| ma-uui           | 1             |               |                |

---

*Continued on next page*

**Table 5-2. Valid Data Item Entries — Continued**

| <b>Data Item</b> | <b>Length</b> | <b>Format</b> | <b>Comment</b>                    |
|------------------|---------------|---------------|-----------------------------------|
| node-num         | 2             |               |                                   |
| null             | 1             |               |                                   |
| out-crt-id       | 3             |               |                                   |
| ppm              | 5             |               |                                   |
| res-flag         | 1             |               |                                   |
| return           | 1             |               |                                   |
| sec-dur          | 5             | HMMSS         |                                   |
| space            | 1             |               | Default is 1, but<br>can go to 40 |
| time             | 4             |               |                                   |
| tsc_ct           | 4             |               |                                   |
| tsc_flag         | 1             |               |                                   |
| vdn              | 5             |               |                                   |

- **Length** — Enter the length of each data item (used with the Record Length field to determine the total length of the customized record).
- **Record Length** — A display-only field that shows the length the customized record. This field is updated each time the data item length field is changed.

CDR SYSTEM PARAMETERS Page 1 of X

|                                                                         |                                            |
|-------------------------------------------------------------------------|--------------------------------------------|
| Node Number (Local PBX ID): _____                                       | CDR Date Format: _____                     |
| Primary Output Format: _____                                            | Primary Output Ext: _____                  |
| Secondary Output Format: _____                                          | Secondary Output Ext: _____                |
| Use ISDN Layouts? _____                                                 | EIA Device Bit Rate: _____                 |
| Use Enhanced Formats? _____                                             |                                            |
| Modify Circuit ID Display? _____                                        | Remove # from Called Number? _____         |
| Record Outgoing Calls Only? _____                                       | Intra-switch CDR? _____                    |
| Suppress CDR for Ineffective Call Attempts? _____                       | CDR Call Splitting? _____                  |
| Disconnect Information in Place of FRL? _____                           | Attendant Call Recording? _____            |
|                                                                         | Interworking Feat-flag? _____              |
| Force Entry of Acct Code for Calls Marked on Toll Analysis Form? _____  |                                            |
|                                                                         | Calls to Hunt Group - Record: _____        |
| Record Called Vector Directory Number Instead of Group or Member? _____ |                                            |
| Record Called Agent Login ID Instead of Group or Member? _____          |                                            |
| Record Non-Call-Assoc TSC? _____                                        | Call Record Handling Option: _____         |
| Record Call-Assoc TSC? _____                                            | Digits to Record for Outgoing Calls: _____ |
| Privacy - Digits to Hide: _____                                         | CDR Account Code Length: _____             |

**Screen 5-21. CDR System Parameters Form (Page 1 of X)**

### **Implementation Notes**

---

The Primary Output Extension and Secondary Output Extension fields only appear when the Primary Output Format and Secondary Output Format fields are administered.

The Call Record Handling Option field is displayed for R5r configurations only.

The EIA Device Bit Rate field only appears when either the Primary or Secondary Output Extension fields are "eia".

| Data Item - Length |   |   | CDR SYSTEM PARAMETERS<br>Data Item - Length |  |  | Page 2 of 2<br>Data Item - Length |  |  |
|--------------------|---|---|---------------------------------------------|--|--|-----------------------------------|--|--|
| 1: time            | - | 4 | 17:                                         |  |  | 33:                               |  |  |
| 2: space           | - | 1 | 18:                                         |  |  | 34:                               |  |  |
| 3: duration        | - | 4 | 19:                                         |  |  | 35:                               |  |  |
| 4: return          | - | 1 | 20:                                         |  |  | 36:                               |  |  |
| 5: line-feed       | - | 1 | 21:                                         |  |  | 37:                               |  |  |
| 6:                 | - |   | 22:                                         |  |  | 38:                               |  |  |
| 7:                 | - |   | 23:                                         |  |  | 39:                               |  |  |
| 8:                 | - |   | 24:                                         |  |  | 40:                               |  |  |
| 9:                 | - |   | 25:                                         |  |  | 41:                               |  |  |
| 10:                | - |   | 26:                                         |  |  | 42:                               |  |  |
| 11:                | - |   | 27:                                         |  |  | 43:                               |  |  |
| 12:                | - |   | 28:                                         |  |  | 44:                               |  |  |
| 13:                | - |   | 29:                                         |  |  | 45:                               |  |  |
| 14:                | - |   | 30:                                         |  |  | 46:                               |  |  |
| 15:                | - |   | 31:                                         |  |  | 47:                               |  |  |
| 16:                | - |   | 32:                                         |  |  | 48:                               |  |  |
|                    |   |   | Record length = 11                          |  |  |                                   |  |  |

**Screen 5-22. CDR System Parameters Form (Page 2 of 2)****Implementation Notes**

Page 2 appears when the Primary Output Format is "customized."

## Call Vector

---

This form is used to program a series of commands that specify how to handle calls directed to a Vector Directory Number (VDN). For additional information on Call Vectors, refer to "Call Vectoring" in Chapter 3.

### Administration Commands

---

Use the following administration commands to administer the Call Vector form.

| Action              | Object | Qualifier <sup>1</sup>                        |
|---------------------|--------|-----------------------------------------------|
| change <sup>2</sup> | vector | 1-MAX                                         |
| display             | vector | 1-MAX ['print' or 'schedule']                 |
| list                | vector | 1-MAX ['count' 1-MAX] ['print' or 'schedule'] |

1. Brackets [ ] indicate the qualifier is optional. Single quotes ( ' ') indicate the text inside the quote must be entered exactly as shown or an abbreviated form of the word may be entered. MAX is the maximum number available in your system configuration. Refer to Table C-1 in Appendix C, "System Capacity Limits".
2. Do not change a call vector while it is processing a call. It is recommended to add a new vector with the Call Vector form, and then use the Vector Directory Number form to point an existing VDN to the new vector.

### Form Instructions

---

Make assignments as required for the following fields on the form:

- **Number** — Display-only field when the form is accessed using a *change* or *display* administration command. Enter a vector number when completing a paper form.
- **Name** — Enter up to 27 alphanumeric characters to represent the vector name. This is an optional field. Default is blank.
- **Basic** — Display-only field. Indicates whether or not the "Vectoring (Basic)" option is enabled on the System-Parameters Customer-Options form. Valid values are "y" or "n."
- **EAS** — Display-only field. Indicates whether or not the "Expert Agent Selection (EAS)" option is enabled on the System-Parameters Customer-Options form. Valid values are "y" or "n."

**NOTE:**

When Expert Agent Selection is enabled, the help messages and error messages associated with this form will reflect a terminology change from "Split" to "Skill". In addition, the vector commands

entered will also be affected by this terminology change (for example, *check backup split* becomes *check backup skill* when EAS is enabled).

- **G3V4 Enhanced** — Display-only field. Indicates whether or not you can use G3V4 Enhanced Vector Routing commands and features. Refer to Appendix L of the *DEFINITY Enterprise Communications Server Release 5 Call Vectoring/EAS Guide*, 585-230-521, for an explanation of the features included with G3V4 Enhanced Vector Routing.
- **ANI/II-Digits** — Display-only field. Indicates whether or not you can use ANI and II-Digits Vector Routing Commands. ANI/II-Digits Routing requires that G3V4 Enhanced be set to yes. Refer to Chapter 7 of the *DEFINITY Enterprise Communications Server Release 5 Call Vectoring/EAS Guide*, 585-230-521, for an explanation of ANI and II-Digits Routing.
- **ASAI Routing** — Display-only field. Indicates whether or not the CallVisor Adjunct/Switch Applications Interface (ASAI) Routing option is enabled on the System-Parameters Customer-Options form. Valid values are "y" or "n". Refer to Chapter 9 of the *DEFINITY Enterprise Communications Server Release 5 Call Vectoring/EAS Guide*, 585-230-521, for an explanation of Adjunct Routing.
- **Prompting** — Display-only field. Indicates whether or not the "Vectoring (Prompting)" option is enabled on the System-Parameters Customer-Options form. Valid values are "y" or "n." Refer to Chapter 5 of the *DEFINITY Communications System Generic 3 Call Vectoring/EAS Guide*, 585-230-520, for an explanation of Call Prompting commands.
- **LAI** — Display-only field. Indicates whether or not Look-Ahead Interflow is enabled. Refer to Chapter 8 of the *DEFINITY Communications System Generic 3 Call Vectoring/EAS Guide*, 585-230-520, for an explanation of Look-Ahead Interflow.
- **G3V4 Adv Route** — Display-only field. Indicates whether or not you can use the G3V4 Advanced Vector Routing commands. Refer to Chapter 6 of the *DEFINITY Communications System Generic 3 Call Vectoring/EAS Guide*, 585-230-520, for an explanation of G3V4 Adv Route.
- **Vectoring (CINFO)** — Display-only field. Indicates whether or not the "Vectoring (CINFO)" option is enabled on the System-Parameters Customer-Options form. Valid values are "y" or "n."
- **01 through XX** — Enter vector commands as required (up to the maximum allowed in your configuration). Refer to *DEFINITY Communications System Generic 3 Call Vectoring/EAS Guide* for an explanation of all the vector commands.

|              |       |             |                   |                  |            |
|--------------|-------|-------------|-------------------|------------------|------------|
|              |       | CALL VECTOR |                   | Page 1 of 3      |            |
| Number:      |       | Name:       |                   |                  |            |
| Basic? y     |       | EAS? n      | G3V4 Enhanced? y  | ANI/II-Digits? y | Routing? n |
| Prompting? y |       | LAI? n      | G3V4 Adv Route? y | CINF0? y         |            |
| 01           | _____ |             |                   |                  |            |
| 02           | _____ |             |                   |                  |            |
| 03           | _____ |             |                   |                  |            |
| 04           | _____ |             |                   |                  |            |
| 05           | _____ |             |                   |                  |            |
| 06           | _____ |             |                   |                  |            |
| 07           | _____ |             |                   |                  |            |
| 08           | _____ |             |                   |                  |            |
| 09           | _____ |             |                   |                  |            |
| 10           | _____ |             |                   |                  |            |

**Screen 5-23. Call Vector Form (Page 1 of X)**

|    |       |             |  |             |  |
|----|-------|-------------|--|-------------|--|
|    |       | CALL VECTOR |  | Page 2 of 3 |  |
|    |       |             |  |             |  |
| 12 | _____ |             |  |             |  |
| 13 | _____ |             |  |             |  |
| 14 | _____ |             |  |             |  |
| 15 | _____ |             |  |             |  |
| 16 | _____ |             |  |             |  |
| 17 | _____ |             |  |             |  |
| 18 | _____ |             |  |             |  |
| 19 | _____ |             |  |             |  |
| 20 | _____ |             |  |             |  |
| 21 | _____ |             |  |             |  |
| 22 | _____ |             |  |             |  |

**Screen 5-24. Call Vector Form (Page 2 of X)**

|    |       |             |  |             |  |
|----|-------|-------------|--|-------------|--|
|    |       | CALL VECTOR |  | Page 3 of 3 |  |
|    |       |             |  |             |  |
| 23 | _____ |             |  |             |  |
| 24 | _____ |             |  |             |  |
| 25 | _____ |             |  |             |  |
| 26 | _____ |             |  |             |  |
| 27 | _____ |             |  |             |  |
| 28 | _____ |             |  |             |  |
| 29 | _____ |             |  |             |  |
| 30 | _____ |             |  |             |  |
| 31 | _____ |             |  |             |  |
| 32 | _____ |             |  |             |  |

**Screen 5-25. Call Vector Form (Page 3 of X)**

## CallVisor Adjunct-Switch Application Interface Link

---

This form is used to administer a CallVisor Adjunct-Switch Application Interface (ASAI) Link. This assigns a port interface from the switch's TN556 Integrated Services Digital Network-Basic Rate Interface (ISDN-BRI) circuit pack (12 ports) to an adjunct such as an Inbound Call Management adjunct.

**NOTE:**

For more detailed information on ASAI, refer to *DEFINITY CallVisor ASAI Protocol Reference*, 555-230-221, and *DEFINITY CallVisor ASAI Protocol Reference*, 555-230-220.

### Administration Commands

---

Use the following administration commands to administer the Adjunct-Switch Application Interface Link form, or to gain information about an ASAI link or its effect on the system.

| Action  | Object            | Qualifier <sup>1</sup>                                       |
|---------|-------------------|--------------------------------------------------------------|
| add     | station           | xxxxx (extension number) or ('next')                         |
| change  | station           | xxxxx (extension number)                                     |
| display | station           | xxxxx (extension number)                                     |
| list    | hunt-group        |                                                              |
| list    | monitored-station | ['start' extension] [count xxxxx] [print]                    |
| list    | station           | [xxxxx] ('count' 1-MAX) type ASAI<br>['print' or 'schedule'] |
| list    | station           | [xxxxx] ('count' 1-MAX) port ['print' or<br>'schedule']      |
| remove  | station           | xxxxx (extension number)                                     |

- 
1. Brackets [ ] indicate the qualifier is optional. Single quotes ( ' ' ) indicate the text inside the quote must be entered exactly as shown or an abbreviated form of the word may be entered. MAX is the maximum number available in your system configuration. Refer to Table C-1 in Appendix C, "System Capacity Limits".

### Form Instructions

---

Make assignments as required for the following fields on each page of the form:



**Page 1 of the Form**

- **Extension** — This is a display-only field when accessing this form using an administration command such as *change* or *display*. When completing a blank paper form, enter a valid extension number (1-5 digits) that agrees with the dial plan.
- **Type** — Enter "asai."
- **BCC** — Display only field. Appears when the ISDN-PRI option is enabled on the System-Parameters Customer-Options form.

**NOTE:**

Refer to "Generalized Route Selection" in *DEFINITY Enterprise Communications Server Release 5 Feature Description* for a detailed description of Bearer Capability Classes (BCC) and their use to provide specialized routing for various types of voice and data calls. The BCC value is used to determine compatibility when non-ISDN-PRI facilities are connected to ISDN facilities (ISDN-PRI Interworking feature).

- **COR** — Make no entry. Not required for the ASAI Link. Default is "1."
- **Port** — Enter seven characters.

The entry breaks down as follows:

| Characters | Meaning        | Value                |
|------------|----------------|----------------------|
| 1-2        | Cabinet Number | 01 through 44 (R5r)  |
|            |                | 01 through 03 (R5si) |
|            |                | 01 (R5vs)            |
| 3          | Carrier        | A through E          |
| 4-5        | Slot Number    | 01 through 20        |
| 6-7        | Circuit Number | 01 through 12        |

- **COS** — Make no entry. Not required for the ASAI Link. Default is "1."
- **Name** — Enter the name of the adjunct associated with this interface. Up to 27 characters can be used or the field may be left blank.
- **XID** — Enter "y" to indicate layer 2 XID testing capability; otherwise, enter "n". When supporting the CONVERSANT Voice Information system, set XID to "y". Setting is dependent on specific vendor's office and managing applications. Default is "y."
- **Fixed TEI** — Enter "y" or "n" depending on the vendor of the adjunct. Default is "n."
- **TEI** — Displayed when Fixed TEI is "y." This field identifies if the ASAI Link has a Fixed Terminal Endpoint Identification (TEI) capability. TEI identifies a unique access point in the system. When Fixed TEI is "y", the TEI field

must be administered. Enter a 1- or 2-digit number used to identify the unique access point within the service. Valid entries are 0-63. For example, if the CONVERSANT Voice Information System is supported, set the TEI to "3."

- **MIM Support** (Management Information Message Support) — Used to support two types of capabilities: MIM endpoint initialization capability (SPID support), and other Maintenance/Management capability. Valid entries are "y" or "n." Enter "n" for ASAI and for all other vendors. Default is "n" when the Type field is "asai".
- **CRV Length** (Call Reference Value Length) — Used to indicate the length of Call Reference Value (CRV) for each ASAI interface. Enter "1" or "2." Default is "1."

|                  |               |             |  |
|------------------|---------------|-------------|--|
|                  |               | Page 1 of 1 |  |
| Extension: _____ | STATION       |             |  |
| Type: asai       | BCC: 0        |             |  |
| Port: _____      |               | COR: 1      |  |
| Name: _____      |               | COS: 1      |  |
| FEATURE OPTIONS  |               |             |  |
| XID? y           | Fixed TEI? y  | TEI: 3      |  |
| MIM Support? n   | CRV Length: 1 |             |  |

**Screen 5-26. ASAI Station Form (Page 1 of 1)**

### **Implementation Note**

TEI field only displayed when the Fixed TEI field is "y."

## Circuit Pack Administration

---

This form is used to administer circuit packs to carrier slots before the circuit packs are actually installed in the carrier or cabinet. This allows the system to be configured (administered) when the circuit packs have not yet been physically inserted in their appropriate slots. Before any voice terminals, attendant consoles, or trunks can be administered in the system, the correct type of circuit pack must be installed in the appropriate slot, or using the Circuit Pack form, a circuit pack must be assigned to the slot.

The Circuit Pack Administration forms do not have to be completed if the system cabinet is equipped with the circuit packs at the time of administration. However, for switch node carriers, these forms must be administered.

Refer to *DEFINITY Communications System Generic 3 Planning and Configuration*, 555-230-601, for additional information on circuit pack administration and Port Assignment Records. (The DS1 circuit pack and associated translation coverage is provided in Chapter 3 and Chapter 4).

### **WARNING:**

*For initial installation procedures, circuit packs should only be assigned slots per the hardware Configuration Layout record (obtained from the factory or Customer Services Support Organization). Arbitrarily assigning circuit packs to slots should not be attempted because this eventually requires (at the time of installation and test) realignment of the circuit packs and reworking associated wiring to agree with the software translations or new software translations to agree with the shipped hardware configuration.*

## Administration Commands

---

Use the following administration commands to administer the Circuit Pack form.

| Action  | Object        | Qualifier <sup>1</sup>                      |
|---------|---------------|---------------------------------------------|
| change  | circuit-packs | xx (cabinet number)                         |
| display | circuit-packs | xx (cabinet number) ['print' or 'schedule'] |

- 
1. Brackets [ ] indicate the qualifier is optional. Single quotes ( ' ' ) indicate the text inside the quote must be entered exactly as shown or an abbreviated form of the word may be entered. "xx" is the cabinet number.

### **NOTE:**

If no cabinet number is specified, this command defaults to "1."

## Form Instructions

---

Make assignments as required for the following fields on each page of the form:

### Page 1 of the Form

#### NOTE:

Each page of the form represents one carrier within the cabinet specified on the command line. For R5si configurations, all carriers and slots appear even if they are not included in the actual hardware. This supports reconfiguration.

- **Cabinet** — Display-only field. This field shows the cabinet number as entered on the command line.
- **Carrier** — Display-only field. This field shows the letter of the carrier (A through E) circuit packs are being administered on.
- **Cabinet Layout** — Display-only field. This field is only displayed for R5r configurations. This field describes the physical layout of the cabinet. Values that may be displayed are "five-carrier" and "single-carrier-stack."
- **Carrier Type** — Display-only field. This field shows the type of carrier. Values that may be displayed are "dup-switch-node," "expansion-control," "not-used," "port," "processor," and "switch-node."

#### NOTE:

For R5r configurations, if the Carrier Type (as administered through the Cabinet Administration form) does not match the physical hardware, the Code fields may display question marks.

- **Slot** — Display-only field. The slot equates to the physical slot of the given carrier; the number of slots displayed depends on the system being configured.
  - For R5r configurations, the number of slots represent all administrable slots available for the given carrier type.

Table 5-3 lists the administrable slots, and the circuit pack types that may be administered in those slots, for each Cabinet Layout/Carrier Type combination in a R5r configuration.

**Table 5-3. Administrable Slots and Circuit Pack Types Allowed**

| <b>Cabinet Layout</b> | <b>Carrier Type</b> | <b>Use Slots</b> | <b>Circuit Pack Types</b>                              |
|-----------------------|---------------------|------------------|--------------------------------------------------------|
| five-carrier          | port                | 00               | TN420, TN433, TN457, TN725, TN744, TN748, TN750, TN771 |
|                       |                     | 01-20            | All port circuit packs                                 |
|                       | not-used            | 00-21            | Fields are display only                                |
|                       | switch-node         | 01               | TN570 or TN574                                         |
|                       |                     | 02-09            | TN573                                                  |
|                       |                     | 10               | TN572                                                  |
|                       |                     | 11               | Not administrable                                      |
|                       |                     | 12               | TN572                                                  |
|                       |                     | 13-20            | TN573                                                  |
|                       |                     | 21               | TN574                                                  |
| single-carrier-stack  | expansion-control   | 01               | TN570                                                  |
|                       |                     | 02-17            | All port circuit packs                                 |
|                       | port                | 01-18            | All port circuit packs                                 |

— For R5si configurations, ALL slots that could possibly be administered are displayed even if they do not apply to the current configuration of the system. This is to accommodate the situation when a system is being reconfigured.

Table 5-4 lists the slots to use, and the circuit pack types that may be administered in those slots, for each combination of Cabinet/Carrier/Carrier Type in a R5si configuration.

**Table 5-4. Circuit Pack Cabinet Layout**

| Cabinet Layout                             | Carrier Type      | Use Slots | Circuit Pack Types                                     |
|--------------------------------------------|-------------------|-----------|--------------------------------------------------------|
| 1A (MCC Control Carrier)                   | processor         | 01-09     | All port circuit packs                                 |
| 1A (SCC Basic Control Cabinet)             | processor         | 01-10     | All port circuit packs                                 |
| 1A (SCC Enhanced Control Cabinet)          | processor         | 01-16     | All port circuit packs                                 |
| 1B (MCC Duplicated Control Carrier)        | processor         | 01-09     | All port circuit packs                                 |
| 1B (SCC Duplicated Control Cabinet)        | processor         | 01-10     | All port circuit packs                                 |
| 1B, C, D (SCC Port Cabinet)                | port              | 01-18     | All port circuit packs                                 |
| 1B, C, D, E (MCC Port Carrier)             | port              | 00        | TN420, TN433, TN457, TN725, TN744, TN748, TN750, TN771 |
|                                            |                   | 01-20     | All port circuit packs                                 |
| 2A & 3A (SCC Expansion Control Cabinet)    | expansion-control | 01        | TN570, TN776                                           |
|                                            |                   | 02-17     | All port circuit packs                                 |
| 2A & 3A (MCC Expansion Control Carrier)    | expansion-control | 01        | TN570, TN776                                           |
|                                            |                   | 02-19     | All port circuit packs                                 |
| 2B, C, D (SCC Port Cabinet)                | port              | 01-18     | All port circuit packs                                 |
| 3B, C, D                                   |                   |           |                                                        |
| 2B, C, D, E (MCC Port Carrier) 3B, C, D, E | port              | 00        | TN420, TN433, TN457, TN725, TN744, TN748, TN750, TN771 |
|                                            |                   | 01-20     | All port circuit packs                                 |

- **Code** — Enter the circuit pack code ("TN" followed by a 3- or 4-digit number). If there is a physical circuit pack installed in the slot, the entry must match that of the circuit pack. If there is equipment administered on a slot, the equipment must be removed from the circuit pack before the circuit pack can be changed or removed.
- **Sfx** — Enter the circuit pack suffix, if applicable.
- **Name** — Display-only field. This field shows the alphanumeric name of the circuit pack (such as Digital Line).

**⇒ NOTE:**

When the circuit pack physically inserted in the slot differs from what has been administered on this form, a '#' will be displayed between the Sfx and Name fields.

Page 1 of X

CIRCUIT PACKS

Cabinet: \_\_\_\_\_

Cabinet Layout: \_\_\_\_\_

| Slot | Code  | Sfx | Name  |
|------|-------|-----|-------|
| 00:  | _____ | __  | _____ |
| 01:  | _____ | __  | _____ |
| 02:  | _____ | __  | _____ |
| 03:  | _____ | __  | _____ |
| 04:  | _____ | __  | _____ |
| 05:  | _____ | __  | _____ |
| 06:  | _____ | __  | _____ |
| 07:  | _____ | __  | _____ |
| 08:  | _____ | __  | _____ |
| 09:  | _____ | __  | _____ |
| 10:  | _____ | __  | _____ |

Carrier: \_\_\_\_\_

Carrier Type: \_\_\_\_\_

| Slot | Code  | Sfx | Name  |
|------|-------|-----|-------|
| 11:  | _____ | __  | _____ |
| 12:  | _____ | __  | _____ |
| 13:  | _____ | __  | _____ |
| 14:  | _____ | __  | _____ |
| 15:  | _____ | __  | _____ |
| 16:  | _____ | __  | _____ |
| 17:  | _____ | __  | _____ |
| 18:  | _____ | __  | _____ |
| 19:  | _____ | __  | _____ |
| 20:  | _____ | __  | _____ |
| 21:  | _____ | __  | _____ |

'#' indicates circuit pack conflict.

**Screen 5-27. Circuit Pack Administration Form**

To reduce repetition, the remaining pages are not shown. Refer to the "Blank Forms Package" for a complete set of forms.

### **Implementation Notes**

Screen 5-27 shows all fields that may be displayed. The fields that appear on a particular screen will vary depending upon the system configuration (Cabinet Layout and Carrier Type) being administered.

The Cabinet Layout field is only displayed for R5r configurations.

The number of Slot fields displayed will vary depending on the system being configured. For R5r configurations, the number of Slot fields displayed will represent all administrable slots available for the given Carrier Type. For R5si configurations, all possible Slots will be displayed.

## Class of Restriction

---

This form is used to implement classes of restriction (COR). A COR is used to control call origination and termination. A system may have only one COR or as many as necessary to control calling privileges. Up to 96 different CORs (0 through 95) can be assigned. CORs can be assigned to any of the following facilities:

- Attendant Console
- Authorization Codes
- Console Parameters
- Data Module
- Hunt Groups
- Loudspeaker Paging/Code Calling Access
- Remote Access
- Station
- Terminating Extension Group
- Trunk Groups

**NOTE:**

When a call is to a vector directory number (VDN) extension, the COR of the caller and the VDN are compared to determine if the associated Call Vector can be accessed. After the vector is accessed, the COR of the VDN is used for further call permission checking.

Consider the following to enhance your system security:

1. Assign a separate COR to incoming and to outgoing trunk groups, then restrict calling between the two groups.
2. Limit the calling permissions as much as possible by setting appropriate Calling Party Restrictions and FRLs.

## Administration Commands

---

Use the following administration commands to administer the Class of Restriction form.

| Action | Object | Qualifier <sup>1</sup> |
|--------|--------|------------------------|
| change | cor    | 0-95                   |



| Action  | Object            | Qualifier <sup>1</sup>       |
|---------|-------------------|------------------------------|
| display | cor               | 0-95 ['print' or 'schedule'] |
| list    | cor               | 0-95 ['print' or 'schedule'] |
| list    | partitioned group | ['print' or 'schedule']      |

1. Brackets [ ] indicate the qualifier is optional.

### **Form Instructions**

---

Make assignments as required for the following fields on each page of the form:

#### **Page 1 of the Form**

- **COR Number** — Enter a number from 0 through 95 when completing a paper form. This is a display-only field when the form is accessed via an administration command such as *change* or *display*.
- **COR Description** — Enter a description of the COR of up to 35 characters.
- **FRL** — Enter an originating Facility Restriction Level (FRL) number from 0-7. This entry is used by AAR and/or ARS features to determine call access to an outgoing trunk group. Outgoing call routing is determined by a comparison of the FRLs in the AAR/ARS Routing Pattern and the FRL associated with the COR of the call originator (typically, a voice terminal user). An originating FRL of 0 has the least calling privileges. Default is "0" for all CORs except 10 through 17, where the default increments by one from 0 through 7, respectively.



**NOTE:**

To enhance system security, assign the lowest possible FRL.

- **APLT** — Enter "n" to allow access to APLT trunk group Enhanced Private Switched Communications System (EPSCS) or Common Control Switched Arrangement (CCSA) off-net facilities. Default is "y."



**NOTE:**

If fully restricted service is enabled, this field must be set to "n."

- **Can Be Service Observed** — Enter "y" if users with this COR can be service observed, otherwise enter "n." Note that this field allows or denies service observing for not only physical extensions, but also for logical agent IDs and VDNs. The default is "n".
- **Can Be a Service Observer** — Enter "y" if users with this COR can service observe other users, otherwise enter "n." The default is "n".



**NOTE:**

You cannot enter 'y' in the previous two fields unless Service Observing (Basic) is enabled on the System-Parameters Customer-Options form.



**CAUTION:**

*The use of Service Observing features may be subject to federal, state, or local laws, rules, or regulations; or require the consent of one or both of the parties to the conversation. Customers should familiarize themselves with and comply with all applicable laws, rules, and regulations before using these features.*

- **Calling Party Restriction** — Enter one of the following: "origination," "outward," "all-toll," "tac-toll," or "none." To enhance security, the default is "outward."
  - *origination* — Blocks the calling party from originating a call, except Remote Access calls, from the facility at any time. The party can only receive calls.
  - *outward* — Blocks the calling party from directly accessing the exchange network.
  - *all-toll* — Blocks the calling party from making ARS and trunk access calls from a facility assigned the COR to certain toll areas as defined in the Dialed String Field on the Toll Analysis form. The Dialed String field on the form must be marked as being associated with the system's Toll List. The call will complete if the facilities COR is also associated with an Unrestricted Call List and whose Dialed String field on the Toll Analysis form also matches the dialed number.
  - *tac-toll* — Blocks the calling party from making trunk access calls from the facility assigned the COR to certain toll areas as defined in the Dialed String field on the Toll Analysis form. The Dialed String field on the form must be marked as being associated with the system's Toll List. The call will complete if the facilities COR is also associated with an Unrestricted Call List and whose Dialed String field on the Toll Analysis form also matches the dialed number. Refer to "Toll Analysis" elsewhere in this chapter for additional information.
  - *none* — No calling party restrictions.



**NOTE:**

To enhance system security, limit calling permissions as much as possible.

The COR can be overridden by the COS. Refer to the Trk-to-Trk Restriction Override field documented with the Class of Service feature.

- **Called Party Restriction** — Enter one of the following: "inward," "manual," "public," "termination," or "none."
  - *Inward* — Blocks the calling party from receiving incoming exchange network calls, attendant originated calls, and attendant completed calls.
  - *Manual* — Blocks the called party from receiving all calls except for those originated or extended by the attendant.
  - *Public* — Blocks the called party from receiving public network calls. Attendant calls are allowed to go through to the called party as are attendant-assisted calls if the Restriction Override field in the public restricted station's COR is set to "attd" or "all."
  - *Termination* — Blocks the called party from receiving any calls at any time.
  - *none* — No called party restrictions.
- **Time of Day Chart** — This field appears only if Time of Day is enabled on the System Parameters Customer-Options form. Enter the AAR/ARS time-of-day-chart number (1 to 8) associated with this COR.
- **Forced Entry of Account Codes** — Enter "y" to indicate that an account code must be dialed when making outgoing trunk calls. Entering "n" indicates that an account code is not required. Default is "n. As a result of entering a "y," any voice terminal assigned the associated COR must dial an account code before making an outgoing call. Any trunk group assigned that COR cannot be accessed until an account code is dialed. If a call is being routed by AAR or ARS, account code checking is not done on the COR.

 **NOTE:**

To enhance system security, administer the this field to "y."

If the Forced Entry of Account Codes for Toll Calls field on the System-Parameters Customer-Options form is set to "y," Forced Entry of Account Codes may also be required for all outgoing calls.

 **NOTE:**

If a COR requiring entry of account codes is assigned a VDN, the **route to** commands executed by the associated vector will not be successful.

- **Priority Queuing** — Enter "y" to allow the voice terminal user's calls to be placed ahead of non-priority calls in a hunt group queue. Default is "n."

 **NOTE:**

If the ACD Option is not enabled on the System-Parameters Customer-Options form, this field must be set to "n."

- **Direct Agent Calling** — Enter 'y' to allow a user to originate or receive direct agent calls. This is used whenever a user should talk directly with a specific ACD agent, not just anyone in the agent pool. If the system is in Night Service, the call routes to the Night Service extension. Default is "n."
- **Restriction Override** — Enter the type of user who is allowed to bypass restriction on the conference/transfer or call forwarding operations. Valid entries are "all," "attendant," or "none." To enhance security, the default is "none."
- **Facility Access Trunk Test** — Enter 'y' to allow Facility Access Trunk Tests (FAT). Test calls from facilities (for example, voice terminals) will be allowed to complete if their COR FAT field = "y." For calls from facilities whose COR FAT field = "n," intercept treatment will be given. An associated feature button ("trk-ac-alm") status lamp will light when a successful FAT access has occurred. Pressing one of the alarm buttons (ten maximum) when its associated status lamp is lighted will turn off all lamps on all buttons whether or not the access is still in progress or has completed. Default is "n."
- **Restricted Call List** — Enter 'y' to specify that this COR will have access to the system's Restricted Call List (see Toll Analysis form). This list can be used whether or not the COR is toll restricted. The Restricted Call List (RCL) has priority over the Toll Analysis Unrestricted Call List (UCL). A call attempt from a facility assigned a COR (with RCL field = "y"), whose dialed digit string is on the Toll Analysis form and is marked as being associated with the RCL, will be denied. Default is "n."
- **Can Change Coverage** — Enter "y" to allow station users with this COR to select one of two previously administered coverage paths or to activate, change, or deactivate call forward all calls or call forward busy/don't answer from any on-site or off-site location.
- **Access to MCT?** — This field refers to Malicious Call Trace. If 'y' is entered in this field, then the class has permissions to activate a request to trace a malicious call. Default is 'y.'
- **Fully Restricted Service** — When enabled ('y' entered in field) for a given COR, stations assigned that COR will not have access to the public network for either incoming or outgoing calls.



**NOTE:**

If this field is enabled, the APLT field must be set to "n."

- **Category For MFC ANI** — The Calling Party Category digit administered in this field is included as part of the ANI information sent to the Central Office on request using R2-MFC signaling. Valid entries are numbers 1 through 10. Default is 7.
- **Hear VDN of Origin Announcement** — Enter 'y' if users with this COR can receive VDN of Origin messages. Enter "n" to deny the ability to receive VDN of Origin messages.

- **Send ANI for MFE** — Only applicable for Spain. Enter 'y' to enable Automatic Number Identification (ANI). When the value is 'y,' the PBX sends the calling party's number to the public or IBERCOM network for line charging; 'n' indicates block charging. Valid for 2/6 signaling, but not 2/5 signaling.



**NOTE:**

The following field appears only if Expert Agent Selection (EAS) is enabled on the Feature-Related System-Parameters form.

- **Add/Remove Agent Skills** — Enter 'y' or 'n.' If this field contains 'y,' users with this COR can add and remove skills. If this field contains 'n,' users with this COR cannot access the Add/Remove Skills feature access code (FAC) to add or remove skills.
- **Hear System Music on Hold** — Enter 'y' to allow the Music on Hold feature to be activated by a terminal. Enter 'n' to prevent use of the feature. Default is 'y'.
- **PASTE (Display PBX Data on Phone)** — Enter 'y' to download all lists. Enter 'n' to disallow the PASTE feature. Default is 'n'.
- **Can Be Picked Up By Directed Call Pickup** — Enter 'y' to allow this Station's or EAS agent's calls to be picked up by using the Directed Call Pickup Up feature. Enter 'n' to prevent the use of the feature. The default is 'n'. The Directed Call Pickup field on the Feature-Related System Parameters form must be set to 'y' before you can set this field to 'y'.
- **Can Use Directed Call Pickup** — Enter 'y' to allow the station, attendant, or EAS agent to pick up calls using the Directed Call Pickup feature. Enter 'n' to prevent them from using the feature. The default is 'n'. The Directed Call Pickup field on the Feature-Related System Parameters form must be set to 'y' before you can set this field to 'y'.

**Page 2 of Form**

- **CALLING PERMISSION 0 through 95** — Enter 'n' for each COR number (0 through 95) that cannot be called by the COR being implemented. A 'y' means that an originating facility assigned this COR can be used to call facilities assigned this COR. Default is 'n.'

Page 1 of 2

CLASS OF RESTRICTION

COR Number: 10  
COR Description: supervisor

FRL: 0 APLT? y

Can Be Service Observed? n Calling Party Restriction: outward

Can Be A Service Observer? n Called Party Restriction: none

Time of Day Chart: 1 Forced Entry of Account Codes? n

Priority Queuing? n Direct Agent Calling? n

Restriction Override: none Facility Access Trunk Test? n

Restricted Call List? n Can Change Coverage? n

Access to MCT? y Fully Restricted Service? n

Category For MFC ANI: 7 Hear VDN of Origin Annc.? n

Send ANI for MFE? n\_ Add/Remove Agent Skills? n

Hear System Music on Hold? y PASTE (Display PBX Data on Phone)? n

Can Be Picked Up By Directed Call Pickup? n

Can Use Directed Call Pickup? n

Screen 5-28. COR Form (Page 1 of 2)

### Implementation Note

The "Category for MFC ANI" field is applicable based on the "Use COR for Calling Party Category" field on the system-parameters multi-frequency form, and in the Commonwealth of Independent States (C.I.S.).

Page 2 of 2

CLASS OF RESTRICTION

CALLING PERMISSION (Enter "y" to grant permission to call specified COR)

|       |       |       |       |       |       |       |       |
|-------|-------|-------|-------|-------|-------|-------|-------|
| 0? n  | 12? n | 24? n | 36? n | 48? n | 60? n | 72? n | 84? n |
| 1? n  | 13? n | 25? n | 37? n | 49? n | 61? n | 73? n | 85? n |
| 2? n  | 14? n | 26? n | 38? n | 50? n | 62? n | 74? n | 86? n |
| 3? n  | 15? n | 27? n | 39? n | 51? n | 63? n | 75? n | 87? n |
| 4? n  | 16? n | 28? n | 40? n | 52? n | 64? n | 76? n | 88? n |
| 5? n  | 17? n | 29? n | 41? n | 53? n | 65? n | 77? n | 89? n |
| 6? n  | 18? n | 30? n | 42? n | 54? n | 66? n | 78? n | 90? n |
| 7? n  | 19? n | 31? n | 43? n | 55? n | 67? n | 79? n | 91? n |
| 8? n  | 20? n | 32? n | 44? n | 56? n | 68? n | 80? n | 92? n |
| 9? n  | 21? n | 33? n | 45? n | 57? n | 69? n | 81? n | 93? n |
| 10? n | 22? n | 34? n | 46? n | 58? n | 70? n | 82? n | 94? n |
| 11? n | 23? n | 35? n | 47? n | 59? n | 71? n | 83? n | 95? n |

Screen 5-29. COR Form (Page 2 of 2)

### **List COR Information Form**

---

This form is used to display information about a COR or a range of CORs. To access this form, enter the command **list cor 10** to display information for a single COR or enter **list cor cor 10 to-cor 20** to display a range of COR numbers. The print and schedule options are supported for the **list cor** command. If the **list cor** command is executed without arguments, all assigned CORs are displayed.

| CLASS OF RESTRICTION INFORMATION |                        |
|----------------------------------|------------------------|
| COR                              | Description            |
| 0                                |                        |
| 1                                |                        |
| 2                                | Internal station users |
| 3                                | Remote Access          |
| 4                                | Wideband trunk groups  |
| .                                |                        |
| .                                |                        |
| .                                |                        |
| 95                               |                        |

**Screen 5-30. Class of Restriction Information**

## Class of Service

---

This form is used to administer access permissions for call processing features that require dial code and/or feature button access permission.

### **NOTE:**

Class of Service (COS) does not apply to trunk groups except for the Remote Access feature.

A COS assignment defines whether or not a voice terminal user may access or use the following features and functions. Refer to *DEFINITY Enterprise Communications Server Release 5 Feature Description* for descriptions of the listed features. Up to 16 different COS numbers may be administered (0 through 15).

- **Automatic Callback** — (feature)
- **Call Forwarding All Calls** — (feature)
- **Data Privacy** — (feature)
- **Priority Calling** — (feature)
- **Restrict Call Fwd-Off Net** — (feature)
- **Call Forwarding Busy/DA** — (feature)
- **Personal Station Access** — (feature)
- **Console Permission** — (allows multi-appearance voice terminal users to control the following features normally controlled by the attendant):
  - Automatic Wakeup
  - Controlled Restrictions
  - Do Not Disturb
  - Call Forwarding All Calls
  - Integrated Announcement Recording
- **Off-Hook Alert** — (See "Emergency Access to Attendant" feature). Requires that either the Hospitality or Emergency Access to Attendant (optional features) be enabled on the System-Parameters Customer-Option form.
- **Client Room** — (See "Hospitality Services" — allows use of the Check-In, Check-Out, Room Change/Swap, and Maid Status features). Requires that the Hospitality feature (optional feature) be enabled on the System-Parameters Customer-Option form. When Client Room is "y", a user is required to dial a feature access code (FAC) and then the extension when activating a feature
- **Personal Station Access** — You cannot change a COS for PSA to "y" if the Personal Station Access (PSA) field on the System Parameters Customer-Options form is set to no.



- **Extended Forwarding All** — You cannot change this COS “y” if the Extended Cvg/Fwd Admin field on the System Parameters Customer-Options form is set to no.
- **Extended Forwarding B/DA** — You cannot change this COS “y” if the Extended Cvg/Fwd Admin field on the System Parameters Customer-Options form is set to no.
- **Trk-to-Trk Restriction Override** — If you set this field to “y”, it supersedes any system and/or COR-to-COR calling party restrictions that would otherwise prohibit the trunk-to-trunk transfer operation for users with this COS.

### **Administration Commands**

---

Use the following administration commands to access the Class of Service form.

| Action  | Object | Qualifier <sup>1</sup>  |
|---------|--------|-------------------------|
| change  | cos    | —                       |
| display | cos    | ['print' or 'schedule'] |

---

1. Brackets [ ] indicate the qualifier is optional.

### **Form Instructions**

---

Make assignments as required on the form:

The form lists the default values for each COS/feature combination. For a particular combination, a "y" allows access to the feature and an "n" denies access to the feature. Assign entries on the form for each COS to be implemented. Default values are shown on the form.

**⇒ NOTE:**

To enhance system security, limit calling permissions as much as possible.

Page 1 of 1

|                                 | CLASS OF SERVICE |   |   |   |   |   |   |   |   |   |    |    |    |    |    |    |
|---------------------------------|------------------|---|---|---|---|---|---|---|---|---|----|----|----|----|----|----|
|                                 | 0                | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 14 | 15 |
| Auto Callback                   | n                | y | y | n | y | n | y | n | y | n | y  | n  | y  | n  | y  | n  |
| Call Fwd-All Calls              | n                | y | n | y | y | n | n | y | y | n | n  | y  | y  | n  | n  | y  |
| Data Privacy                    | n                | y | n | n | n | y | y | y | y | n | n  | n  | n  | y  | y  | y  |
| Priority Calling                | n                | y | n | n | n | n | n | n | n | y | y  | y  | y  | y  | y  | y  |
| Console Permissions             | n                | n | n | n | n | n | n | n | n | n | n  | n  | n  | n  | n  | n  |
| Off-hook Alert                  | n                | n | n | n | n | n | n | n | n | n | n  | n  | n  | n  | n  | n  |
| Client Room                     | n                | n | n | n | n | n | n | n | n | n | n  | n  | n  | n  | n  | n  |
| Restrict Call Fwd-Off Net       | n                | y | y | y | y | y | y | y | y | y | y  | y  | y  | y  | y  | y  |
| Call Forward Busy/DA            | n                | n | n | n | n | n | n | n | n | n | n  | n  | n  | n  | n  | n  |
| Personal Station Access         | n                | n | n | n | n | n | n | n | n | n | n  | n  | n  | n  | n  | n  |
| Extended Forwarding All         | n                | n | n | n | n | n | n | n | n | n | n  | n  | n  | n  | n  | n  |
| Extended Forwarding B/DA        | n                | n | n | n | n | n | n | n | n | n | n  | n  | n  | n  | n  | n  |
| Trk-to-Trk Restriction Override | n                | n | n | n | n | n | n | n | n | n | n  | n  | n  | n  | n  | n  |

Screen 5-31. Class of Service Form (Page 1 of 1)

## Console-Parameters

---

This form is used to administer attendant console group parameters. This includes basic parameters for Centralized Attendant Service (CAS) and Inter-PBX Attendant Service (IAS). A list of the administered attendant consoles is also displayed on this form.

### Administration Commands

---

Use the following administration commands to administer the Console-Parameters form.

| Action  | Object             | Qualifier <sup>1</sup>  |
|---------|--------------------|-------------------------|
| change  | console-parameters | —                       |
| display | console-parameters | ['print' or 'schedule'] |

1. Brackets [ ] indicate the qualifier is optional.

### Form Instructions

---

Make assignments as required for the following fields on each page of the form:

#### Page 1 of the Form

- **Attendant Group Name** — Enter the name (up to 27 characters) of the attendant group.
- **COS** — Enter a class of service (COS) number (0 through 15) that reflects the desired features for the attendant. Default is "1".
- **COR** — Enter the class of restriction (COR) number (0 through 95) that reflects the desired features for the attendant. Default is "1".
- **Calls In Queue Warning** — Enter the number of incoming calls that can be in the attendant queue before the console's second Call Waiting lamp lights. The console's first Call Waiting lamp lights when any incoming calls are waiting to be answered. The second lamp lights when the number of calls waiting equals the value you entered in the Calls in Queue Warning field.
- **Attendant Lockout** — Enter 'y' to activate the Privacy - Attendant Lockout feature. If 'y' is entered, the attendant is prohibited from reentering a conference call that has been placed on hold unless recalled by a voice terminal user on the call. Default is 'y'.
- **Ext Alert Port (TAAS)** — Enter the seven-digit port number assigned to the external alerting device. This supports the Night Service - Trunk Answer From Any Station feature.

The entry breaks down as follows:

| Characters | Meaning        | Value                                     |
|------------|----------------|-------------------------------------------|
| 1-2        | Cabinet Number | 01 through 22 (R5r)                       |
|            |                | 01 through 03 (R5si)                      |
|            |                | 01 (G3s)                                  |
| 3          | Carrier        | A through E                               |
| 4-5        | Slot Number    | 01 through 20                             |
| 6-7        | Circuit Number | 01 through 08 (Digital Line circuit pack) |

**⇒ NOTE:**

When using the Administration Without Hardware feature, place an "X" in this field to indicate that there is no hardware associated with this port assignment.

**⇒ NOTE:**

If an "X" is used here, you must also fill in the Ext Alert (TAAS) Extension field.

- **Ext Alert (TAAS) Extension** — Displayed only when an "X" is entered in the Ext Alert Port (TAAS) field. This extension is used by the Terminal Translation Feature (TTI) to assign a port to the Ext Alert Port from a terminal on the Ext Alert port during system installation or provisioning. Once a port is assigned (either via TTI or by changing the Ext Alert Port field from the G3-MA or other manager terminal) the extension is automatically removed and treated as unassigned.
- **CAS** — Enter "main", "branch", or "none". Default is "none".

**⇒ NOTE:**

The CAS Main or Branch features must be enabled on the System-Parameters Customer-Options form for either of these features to be functional here.

- **RLT Trunk Group No.** — This field appears only when "branch" is entered in the CAS field. Enter the trunk group number corresponding to the Release Link Trunk (RLT) trunk group to the main location when supporting CAS Branch service.
- **CAS Back-Up Ext.** — This field appears only when "branch" is entered in the CAS field. The CAS Back-Up Extension handles attendant-seeking calls if the RLT trunk group to the CAS Main PBX is out of service or if CAS Back-Up is activated. The CAS Back-Up Extension must be explicitly defined as an extension in the dial plan. Neither a prefixed extension nor a VDN extension is allowed. Valid entries are an extension number for a station, individual attendant console, hunt group, TEG, or blank.

- **Night Service Act. Ext.** — Is a display-only field that contains the extension of the current night service activation station, if any. Such a station is administered by assigning it a "night-serv" button.
- **IAS (Branch)** — Enter 'y' to enable or 'n' to disable the Inter-PBX Attendant Service (IAS) Branch feature. Default is "n".



**NOTE:**

CAS and IAS cannot both be active at the same time.

- **IAS Tie Trunk Group No.** — Enter the number of the tie trunk group to the main for the IAS (Branch). This entry is required when the IAS Branch field is "y".
- **IAS Att. Access Code** — Enter the extension number of the attendant group at the main PBX. This entry is required when the IAS Branch field is "y".
- **Alternate FRL Station** — Displays the extension of the alternate FRL activation station.
- **Backup Alerting** — Enter "y" to activate the Backup Alerting feature. This means that system users can pick up alerting calls if the attendant queue has reached its warning state. An "n", the default, indicates that the feature is not active.
- **DID-LDN Only to LDN Night Ext.** — Enter "y" to allow only listed directory number (LDN) calls to go to the listed directory night service number extension; otherwise, enter "n" (all attendant seeking calls will be routed there). Default is "n".
- **Timed Reminder on Hold (sec)** — Enter the time in seconds (10 through 1024) that a call remains on hold at the console before the attendant is alerted. In a CAS arrangement, the main and the branch consoles (when administered) should be administered the same. Default is "10".
- **Return Call Timeout (sec)** — Enter the time in seconds (10 through 1024) before a split away call (call extended and ringing a station or otherwise split away from the console) returns to the console, or leave blank. Default is "10".
- **Time In Queue Warning (sec)** — Enter the number of seconds from 0 through 999 that a call can remain in the attendant queue before activating an alert. Valid entries are 0 through 999 or blank.
- **No Answer Timeout (sec)** — Enter the number of seconds (10 through 1024) a call to the attendant can remain unanswered without invoking a more insistent sounding tone, or leave blank.
- **Alerting (sec)** — Enter the number of seconds (10 through 1024) after which a held or unanswered call is disconnected from an attendant loop and routed to another attendant or night service.

- **List1:, List2:, List3:** — Enter "system", "group", or "enhanced" for each List # as required. If "group" is entered, a subfield for the group number is displayed. The subfield has a default of "1". Abbreviated Dialing Personal Lists cannot be assigned.
- **Secondary Alert on Held Reminder Calls?** — Enter "y" to begin attendant alerting for Held Reminder Calls with secondary alerting. Enter "n" to have held reminder calls alert the attendant the same as normal calls. Normal calls start with primary alerting and switch to secondary alerting when the No Answer Timeout expires.

**COMMON SHARED EXTENSIONS** — Provided to the attendant group or terminals with console permissions for parking calls. Common Shared Extensions are administered using two fields: a starting extension of the common shared block and the number of common shared extensions in the block. For additional information on the Call Park feature and Common Shared Extensions, refer to *DEFINITY Enterprise Communications Server Release 5 Feature Description*.

- **Starting Extension** — Enter an unassigned extension number that conforms to the Dial Plan. These extension numbers can be used by the attendant to park calls.
- **Count** — Enter a number to indicate the number of consecutive extensions, beginning with the Start Extension to be used as common, shared extensions.

These extension numbers, with no physical voice terminals assigned, are used by the attendant to park calls. For example, if you enter 4300/3, the system makes three consecutive extension numbers, 4300, 4301, and 4302, available to the attendant to park calls.

The extensions should be assigned to the optional Attendant Selector Console in the 00 through 09 block (bottom row) in any hundreds group for easy identification by the attendant. The lamp associated with the number will identify "call parked" or "no call parked", instead of busy or idle status.

## Page 2 of the Form

- **Queue Priorities** — Assign a priority level of 1 through 12 to the calls listed below. You may assign the same priority level to more than one call. Priority 1 is the highest priority and is the default for Emergency Access.
  - Emergency Access
  - Assistance Call
  - CO Calls
  - DID to Attendant
  - TIE Call
  - Redirected DID Call
  - Redirected Call

- Return Call
- Serial Call
- Individual Attendant Access
- Interpositional
- Miscellaneous Call
- **Call-Type Ordering Within Priority Levels?** — Enter "n" if you wish the calls to be presented in chronological order within the priority levels that you established above under Queue Priorities.  
Enter "y" if you want to present calls by call type. The three call types are:
  - Type 1 — Answered public network
  - Type 2 — Unanswered public network
  - Type 3 — All others (internal, conference, private network, etc.)
- If you chose this option, calls will first be grouped by the priority level that you established above under Queue Priorities, then by call type, and, finally, in the order received.

### Page 3 of the Form

- **ASSIGNED MEMBERS (Installed attendant console types)** —  
Display-only field. A list of all attendants in the group will be displayed. Individual attendant consoles are administered using the Attendant Console form.
- **Grp** — This display-only field contains the Attendant Group number.
- **TN** — This display-only fields contains the Tenant Partition number.

change console-parameters

Page 1 of 3

CONSOLE PARAMETERS

Attendant Group Name: 27 character name OPERATOR

COS: 0COR: 0

Calls in Queue Warning: 5Attendant Lockout? y

Ext Alert Port (TAAS):

CAS: none

Night Service Act. Ext.:

IAS (Branch)? nIAS Tie Trunk Group No.:

IAS Att. Access Code:Alternate FRL Station:

Backup Alerting? nDID-LDN Only to LDN Night Ext? n

TIMING

Time Reminder on Hold (sec): 10Return Call Timeout (sec): 10

Time in Queue Warning (sec):

INCOMING CALL REMINDERS

No Answer Timeout (sec): 20Alerting (sec): 40

Secondary Alert on Held Reminder Calls? y

ABBREVIATED DIALING

List1: group 1List2:List3:

COMMON SHARED EXTENSIONS

Starting Extension:Count:

**Screen 5-32. Default Attendant Group Console Parameters**  
**Form (Page 1 of 3)**

### **Implementation Notes**

---

Ext Alert (TAAS) Extension field only displayed when the Ext Alert Port (TAAS) field is "X".

RLT Trunk Group No. and CAS Backup Ext fields only displayed if CAS is "branch".



Page 2 of 3

CONSOLE PARAMETERS

QUEUE PRIORITIES

Emergency Access:1\_  
 Assistance Call:2\_  
     CO Call:2\_  
 DID to Attendant:2\_  
     Tie Call:2\_  
 Redirected DID Call:2\_  
     Redirected Call:2\_  
     Return Call:2\_  
     Serial Call:2\_  
 Individual Attendant Access:2\_  
     Interpositional:2\_  
     Miscellaneous Call:2\_  
  
 Call-Type Ordering Withn Priority Levels? n

**Screen 5-33. Default Attendant Group Console Parameters Form (Page 2 of 3)**

Page 3 of 3

CONSOLE PARAMETERS

ASSIGNED MEMBERS ( Installed attendant consoles )

| Type | Grp | TN |
|------|-----|----|
| 1:   | 1   | 1  |
| 2:   | 1   | 1  |
| 3:   | 1   | 1  |
| 4:   | 1   | 1  |
| 5:   | 1   | 1  |
| 6:   | 1   | 1  |
| 7:   | 1   | 1  |

**Screen 5-34. Default Attendant Group Console Parameters Form (Page 3 of 3)**

### **Implementation Note**

---

The number of fields will vary based on the maximum number of attendant consoles allowed for your system configuration.

## **Data Modules**

---

The following types of data modules can be used with the System:

- Announcement Data Module
- Data Line Data Module
- Netcon Data Module (R5vs and R5si only)
- Processor/Trunk Data Module (P/TDM)
- Processor Interface Data Module (R5vs and R5si only)
- System Port Data Module (R5r only)
- X.25 Data Module (R5r only)
- 7400D, 7500 Data Module, 8400B
- World Class Core BRI Data Module
- ExpressRoute 1000 BRI



**NOTE:**

The 51X series Business Communications Terminals (BCTs) are not administered on the Data Module form. The 510 BCT (equivalent to a 7405D with a display and built-in DTDM), 515 BCT (equivalent to a 7403D integrated with 7405D display module function, data terminal and built-in DTDM), and the 7505D, 7506D, and 7507D have a DCP interface but have built-in data module functionality. Both are administered through the Station form.



**NOTE:**

The 513 BCT has an EIA interface rather than a DCP interface (no built in data module, attachable telephone, or telephone features). The 513 BCT is not administered; only the data module to which the 513 BCT is connected is administered.

The following pages describe the purpose of each data module type and provide form instructions.

## Announcement Data Module

---

The TN750 Announcement circuit pack has a built-in data module that is administered using the Announcement Data Module form. This data module (in conjunction with an administered Netcon Data Module in R5vs and R5si configurations) allows the System to save the recorded announcements file from the TN750 announcement circuit pack to the System tape/disk/memory card (depending on system configuration) and restore from the System tape/disk/memory card to the announcement circuit pack. Only one TN750 or TN750B board can be automatically restored during a system reload. TN750C is not automatically restored during a system reload.

The TN750C board contains flash memory which provides internal backup of announcements on the boards. Thus, the TN750C board does not need the Save and Restore processes still available for the TN750 and TN750B boards. However, you can use the Save and Restore processes to copy announcements between TN750B/C boards.

**⇒ NOTE:**

Announcements are not saved when a *save translations* command is executed. You must execute the *save announcements* command to save announcements.

**⇒ NOTE:**

The save announcements operation does not save announcements on external announcement units connected to AUX or Analog line circuit packs.

## Administration Commands

---

Use the following administration commands to administer all module types administered on the Data Module form.

| Action    | Object      | Qualifier <sup>1</sup>                                   |
|-----------|-------------|----------------------------------------------------------|
| add       | data-module | xxxx (extension or 'next')                               |
| change    | data-module | xxxx (extension number)                                  |
| display   | data-module | xxxx (extension number) [print or schedule]              |
| duplicate | data-module | xxxx (extension number to be duplicated)                 |
| list      | data-module | (starting ext number) xxxx ('count') [print or schedule] |
| remove    | data-module | xxxx (extension number)                                  |

---

1. Brackets [ ] indicate the qualifier is optional.

**Form Instructions**

---

Administer the Announcement Data Module forms (one per announcement) that you need within the capacity constraints of your system as specified below.

| System | Number of Boards |
|--------|------------------|
| R5vs   | 1                |
| R5si   | 5                |
| R5r    | 10               |

Make assignments as required for the following fields on the form:

- **Data Extension** — When completing a paper form, enter the extension number assigned to the announcement data module. A data extension can be a 1- to 5-digit number. The digits assigned must agree with the Dial Plan Record. When implementing the form using an administration command, the extension number is part of the input command.
- **Type** — Enter "announcement".
- **Board** — Enter the five character announcement board number that identifies the physical board to which the announcement module is connected. If you are using the Administration Without Hardware feature, enter an "X" in this field to indicate that there is no hardware associated with this port assignment. Default is blank.

The five character announcement board number is comprised of the following:

| Characters | Meaning        | Value                |
|------------|----------------|----------------------|
| 1-2        | Cabinet Number | 01 through 44 (R5r)  |
|            |                | 01 through 03 (R5si) |
|            |                | 01 (R5vs)            |
| 3          | Carrier        | A through E          |
| 4-5        | Slot Number    | 01 through 20        |

- **Name** — Enter the name of the user associated with the data module. The name is optional and can be blank.
- **COS** — Enter the desired class of service (COS) number from 0 to 15. Default is "1".
- **COR** — Enter the desired class of restriction (COR) number from 0 to 95. Default is "1".
- **TN** — Enter the Tenant Partition number. Default is "1".

- **Ext** — Make no entry. This is the extension number of the user (previously administered) with associated Data Extension buttons who will share the module.
- **Name** — Make no entry. This is the name assigned to the above extension number.

add data-module next
Page 1 of 1

**DATA MODULE**

|                    |        |                            |
|--------------------|--------|----------------------------|
| Data Extension: 30 | Name:  | BCC:                       |
| Type: data-line__  | COS: 1 | Remote Loop-Around Test? n |
| Port: _____        | COR: 1 | Secondary data module? n   |
| ITC: restricted__  | TN: 1  | Connected to: dte          |

ABBREVIATED DIALING  
 List1:

SPECIAL DIALING OPTION:

ASSIGNED MEMBER ( Station with a data extension button for this data module )

| Ext     | Name         |              |
|---------|--------------|--------------|
| 1: 1002 | 27 character | station name |

**Screen 5-35. Recorded Announcement Data Module Form (Page 1 of 1)**

## Data Line Data Module

---

The Data Line Data Module (DLDM) form is used to assign ports on the TN726 Data Line circuit pack (DLC) that allows EIA 232C devices to connect to the System. The DLC, with a companion Asynchronous Data Unit (ADU), provides a less expensive data interface to the System than data modules such as Digital Terminal Data Modules (DTDMs), Modular Processor Data Modules (MPDMs), or Modular Trunk Data Modules (MTDMs).

The DLC supports asynchronous transmissions at speeds of Low and 300, 1200, 2400, 4800, 9600, and 19200 bps over 2-pair (full-duplex) lines.

These lines can have different lengths, depending on the transmission speed and wire gauge.

The DLC has eight ports. The connection from the port to the EIA device is *direct*, meaning that no multiplexing is involved. A single port of the DLC is equivalent in functionality to a data module and a digital line port. The DLC appears as a data module to the Digital Terminal Equipment (DTE) and as a digital line port to the switch.

The DLC connects the following EIA 232C equipment to the System:

- Printers
- Non-Intelligent Data Terminals
- Intelligent Terminals, Personal Computers (PCs)
- Host Computers
- Information Systems Network (ISN), RS-232C Local Area Networks (LANs), or other data switches.

Some typical DLC applications are shown on the next page.

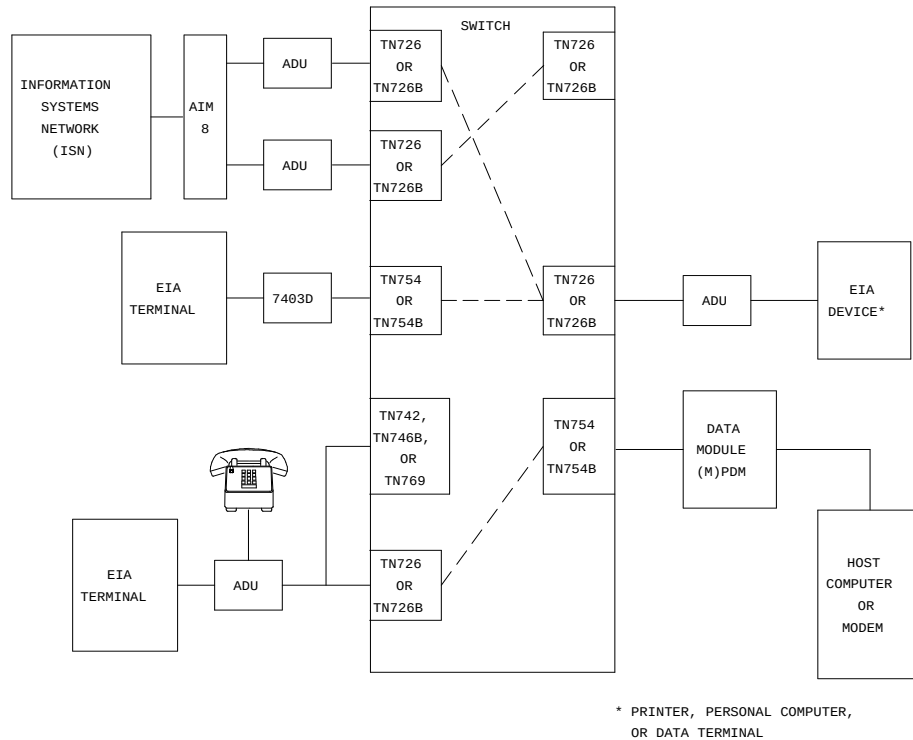


**Figure 5-6. TN726 Data Line Circuit Pack Applications**

## Administration Commands

Use the following administration commands to administer all module types administered on the Data Module form.

| Action    | Object      | Qualifier <sup>1</sup>                                   |
|-----------|-------------|----------------------------------------------------------|
| add       | data-module | xxxx (extension or 'next')                               |
| change    | data-module | xxxx (extension number)                                  |
| display   | data-module | xxxx (extension number) [print or schedule]              |
| duplicate | data-module | xxxx (extension number to be duplicated)                 |
| list      | data-module | (starting ext number) xxxx ('count') [print or schedule] |
| remove    | data-module | xxxx (extension number)                                  |

1. Brackets [ ] indicate the qualifier is optional.

## Form Instructions

---

Make assignments as required for the following fields on each page of the form:

### Page 1 of the Form

- **Data Extension** — Enter the extension number assigned to the Data Line port. A data extension number can be from 1 to 5 digits. The digits assigned must agree with the Dial Plan Record.
- **BCC (Bearer Capability Class)** — Displayed when the ISDN-PRI option is enabled on the System-Parameters Customer-Options form. It is a display-only field. The value in the field corresponds to the speed setting of the data module. A BCC of "1" relates to 56 kbps, BCC values of 2, 3, and 4 relate to 64 kbps. The entry in this field should be compared with the BCC value in an associated routing pattern when attempted calls utilizing the data module fail to complete. The BCC values must be the same.

**NOTE:**

Refer to "Generalized Route Selection" in *DEFINITY Enterprise Communications Server Release 5 Feature Description* for a detailed description of Bearer Capability Classes (BCC) and their use to provide specialized routing for various types of voice and data calls. The BCC value is used to determine compatibility when non-ISDN-PRI facilities are connected to ISDN facilities (ISDN-PRI Interworking feature).

- **Type** — enter "data-line".
- **Port** — Enter the seven alphanumeric-digit port location to which the data module is connected.

The entry breaks down as follows:

| Characters | Meaning        | Value                             |
|------------|----------------|-----------------------------------|
| 1-2        | Cabinet Number | 01 through 44 (R5r)               |
|            |                | 01 through 03 (R5si)              |
|            |                | 01 (R5vs)                         |
| 3          | Carrier        | A through E                       |
| 4-5        | Slot Number    | 01 through 20                     |
| 6-7        | Circuit Number | 01 through 04 (x.25 circuit pack) |
|            |                | 01 through 32 (R5si)              |





**NOTE:**

When using the Administration Without Hardware feature, place an "X" in this field to indicate that there is no hardware associated with this port assignment.

- **Name** — Enter the name of the user associated with the data module. The name is optional, it can be left blank.
- **COS** — Enter the desired class of service (COS) number from 0 to 15. Default is "1".
- **COR** — Enter the desired class of restriction (COR) number from 0 to 95. Default is "1".
- **TN** — Enter the Tenant Partition number. Default is "1".
- **ITC (Information Transfer Capability)** — Displayed when the Comm Type field is "56k-data" or "64k-data". Valid entries are "restricted" (default) or "unrestricted". This field is used to determine the type of transmission facilities to be used for ISDN calls originated from this endpoint.

When "unrestricted", only unrestricted transmission facilities will be used to complete the call. An unrestricted facility is a transmission facility that does not enforce 1's density digital transmission (that is, digital information is sent exactly as is).

When "restricted", either restricted or unrestricted transmission facilities will be used to complete the call. A restricted facility is a transmission facility that enforces 1's density digital transmission (that is, a sequence of eight digital zeros will be converted to a sequence of seven zeros and a digital one).

- **Connected To** — Enter "dte" (Data Terminal Equipment) or "isn" (Information Systems Network). This field shows to what the ADU (Asynchronous Data Unit) is connected. Default is "dte".
- **List1** — Enter "p" (personal), "s" (system), "g" (group), or "e" (enhanced). If "g" or "p" is entered, a group number or personal list number is also required.
- **SPECIAL DIALING OPTION** — Enter one of three dialing options that are available. This identifies the type of dialing for calls when this data module originates calls. Valid entries are "hot-line", "default", or leave blank for regular (normal) keyboard dialing.
- **HOT LINE DESTINATION Abbreviated Dialing Dial Code** — Displayed when SPECIAL DIALING OPTION is "hot-line". Enter a list number (associated with the above AD List). The associated AD number will be dialed when the user goes off-hook on a Data Hot Line call.
- **DEFAULT DIALING Abbreviated Dialing Dial Code** — Displayed when SPECIAL DIALING OPTION is "default". Enter a list number (associated with the above AD List). The associated AD number will be dialed when

the user goes off-hook and enters a return following the "DIAL" prompt. The data call originator can also perform data terminal dialing by specifying a dial string that may or may not contain alphanumeric names.

- **Ext** — Make no entry. The extension number is automatically assigned when the system is administered. This is the extension number of the user who has an associated Data Extension button and will share the module.
- **Name** — Make no entry. The name is assigned when the System is administered. This is the name assigned to this extension number.

## Page 2 of the Form

Refer to "DLC Option Settings" following these instructions for additional information when assigning entries for the remaining fields on the form.

- **KYBD Dialing** — Enter "y" to allow keyboard dialing. This enables the data endpoint to receive and transmit text during call origination or termination. If "y" is entered, the Low field must be "n". If "y" is entered, complete the following applicable fields.

This option must be enabled to allow data endpoints to originate calls via the EIA 232C interface and obtain ASCII feedback text. When enabled, the user will get the dial prompt. This option is normally enabled for "originate/receive" DTE that has a need to set up data calls. If this option is disabled, originations cannot be done at the DTE and text feedback will not occur at the DTE during call setup/take down. Data call answering is still allowed but without text feedback.



### NOTE:

ADU-type hunt groups connecting the System to terminal servers on a host computer should have these hunt group extensions assigned as "no" keyboard dialing.

- **Configuration** — Displayed when "KYBD Dialing" is enabled. Enter "y" to allow the viewing and changing of options from the DTE.

This option is normally enabled for "originate/receive" DTE such as non-intelligent terminals and disabled for intelligent devices such as computers. Keyboard dialing must be enabled with this option.

- **Busy Out** — Enter "y" to place the DLC port in a busied-out state once the DTE control lead to the DLC is dropped. This option should be enabled for DTEs that are members of a hunt group and to allow "busy out" when DTE turns power off so that calls will not terminate on that DTE.

**SPEEDS — Low** — Enter "y" to instruct the DLC to operate at a low speed from 0 to 1800 bits per second (bps). Enter "n" if "y" is entered in the Keyboard Dialing field.

- **SPEEDS — 300; 1200; 2400; 4800; 9600; 19200** — Enter "y" beside the desired operating speed. Enter "n" if the speed is not desired. The DLC can be any one of these speeds. The speed will be matched for the duration of the call, from call setup to call takedown.

When multiple speeds are selected (select three or more, do not select just two speeds) and autoadjust is disabled, the DTE's speed must be the highest selected speed. This is required because all feedback text is delivered to the DTE at the highest selected speed.

**SPEEDS — Autoadjust** — Displayed when "KYBD Dialing" is enabled. Enter "y" which tells the DLC port to automatically adjust to the operating speed and parity of the DTE it is connected to. Enter "n" if this option is not desired. Autoadjust can be selected with any of the speed selected in the previous step. Autoadjust allows the DLC port to determine the speed and parity of the DTE and then match itself to this speed. Autoadjust only applies to calls originated by the user through Keyboard Dialing.

- **Permit Mismatch** — Enter "y" to instruct the DLC to operate at the highest selected speed, which is a higher rate than the far-end data module. Enter "n" if this option is not desired.

This option allows the EIA interface to operate at a rate different than that agreed to in the data module handshake. (The data module handshake is always the highest compatible rate as determined by the reported speed option of each data module.) Permit Mismatch eliminates the need to change the DTE/DLC speed every time a call is placed to/from an endpoint operating at a different speed. When this option is enabled, the DLC reports the highest optioned speed and all the lower speeds (or the previously selected autoadjust speed) during the handshake process.

 **CAUTION:**

*Caution must be used when using this option to send information from a DTE/DCE that is transmitting data at higher rates than that of the far end. Sustained usage of this type transmission will result in loss of data. Whenever this option is enabled, the DTE must match the highest speed selected for the associated DLC port.*

This option is intended to be used by a DTE device operating locally at a higher baud rate than that of its far-end connection but transmitting relatively low amounts of data (for example, a user typing at a terminal). Also, this option may be selected whether or not Keyboard Dialing is selected.

 **NOTE:**

The Low speed setting is not reported as an available speed when Permit Mismatch is enabled.

- **Dial Echoing** — Displayed when "KYBD Dialing" is enabled. Enter "y" to echo characters back to the DTE. Dial echoing should be disabled when keyboard dialing is done by an intelligent device.

- **Disconnect Sequence** — Displayed when "KYBD Dialing" is enabled. Enter "long-break" or "two-breaks" to select the sequence for a disconnect. A long-break is greater than 2 seconds and two-breaks is within 1 second.

- **Answer Text** — Displayed when "KYBD Dialing" is enabled. Enter "y" to allow text messages to be delivered to the DTE when a call is being answered. Enter "n" if this option is not desired.

This option enables text feedback which is normally delivered to the DTE when a call is answered or disconnected. The Answer Text option applies to DLC-generated text as well as text received from the System. If this option is disabled, the System will still generate the text, but the DLC will prevent it from being sent to the device. This applies to the following messages:

- INCOMING CALL
- ANSWERED
- DISCONNECTED
- DISCONNECTED OTHER END

This option is usually disabled when the answering DTE is a computer or an intelligent device.

- **Parity** — Displayed when "KYBD Dialing" is enabled. Enter "even", "odd", "mark", or "space" to select the desired type of parity. The parities (even, odd, mark, and space) are generated by the DLC when call setup text is sent to the DTE. The DLC does not check the parity when receiving dialing characters. Parity has nothing to do with the far end; it is used by the DLC to terminal communications during call setup.
- **Connected Indication** — Displayed when "KYBD Dialing" is enabled. Enter "y" to give text feedback to the DTE when a connection has been established. This option generates a "CONNECTED" message to the DTE when the connection has been established. If KYBD Dialing is not selected, the connected indication is provided by the DLC activating its EIA 232C control lead.

### DLC Option Settings

The following provides additional information on the option settings for DLCs when used with the following types of devices:

- Printers
- Non-Intelligent Terminals
- Data Terminals and Personal Computers
- Host Computers
- Information Systems Network (ISN)

This information must be considered when completing the various fields on the Data Line Data Module form.

## Printers

A DLC port, attached to a printer, usually terminates a data call. Therefore, in this connection, the printer is the endpoint device. The originating device may be attached to a DCP mode 2 data module (such as the MPDM) or the DLC. A Z3A ADU extends the range of the EIA 232C connection.

When a receive-only printer (or any printer that does not generate the Transmit Data and DTR leads) is used, the ADU must be powered from a small plug-mounted transformer (2012D, or equivalent) connected to pins 7 and 8 of the modular jack. (Refer to *ADU User Manual*, 555-401-701, for details.)

An ADU cannot be used if the printer has hardware flow control using the Clear To Send (CTS) lead. An ADU can be used, however, if the printer is using software flow control.

A printer connected to a DLC is usually assigned as a line. Table 5-5 lists the option settings for printer connections:

**Table 5-5. DLDM Form Option Settings for Printer Connection**

| Field On Form        | Option                                      | Comments                                             |
|----------------------|---------------------------------------------|------------------------------------------------------|
| Speed                | Highest speed at which the Printer operates | Subject to distance limitations; Autoadjust not used |
| KYBD Dialing         | no                                          |                                                      |
| Busy Out             | yes                                         | If printer is member of Hunt Group                   |
| Permit Mismatch      | yes                                         | No, if printer is low speed                          |
| Parity               | -                                           | Don't care                                           |
| Dial Echoing         | -                                           | Don't care                                           |
| Disconnect Sequence  | -                                           | Don't care                                           |
| Answer Text          | -                                           | Don't care                                           |
| Connected Indication | -                                           | Don't care                                           |
| Configuration        | no                                          |                                                      |

### Non-Intelligent Terminals

A non-intelligent terminal connected to the DLC is usually assigned as a line.

Table 5-6 lists the option settings for non-intelligent terminals.

**Table 5-6. DLDM Form Option Settings for Connection to Non-Intelligent Terminals**

| Field On Form        | Option                                                   | Comments                                                                                                                 |
|----------------------|----------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------|
| Speed                | All speeds at which the terminal can operate; autoadjust | Subject to distance limitations; Autoadjust when Keyboard Dialing is "y" and the Terminal can generate an ASCII "return" |
| KYBD Dialing         | yes                                                      |                                                                                                                          |
| Busy Out             | no                                                       | Yes, if terminal is member of a hunt group                                                                               |
| Permit Mismatch      | yes                                                      | -                                                                                                                        |
| Parity               | Same as DTE                                              |                                                                                                                          |
| Dial Echoing         | yes                                                      | Only if KYBD Dialing is yes                                                                                              |
| Disconnect Sequence  | 2 <BREAK>s                                               | Depends on terminal                                                                                                      |
| Answer Text          | yes                                                      |                                                                                                                          |
| Connected Indication | -                                                        | Don't care                                                                                                               |
| Configuration        | yes                                                      |                                                                                                                          |

#### Data Terminals and Personal Computers

An intelligent data terminal or a personal computer (PC) attached to a DLC can either originate or terminate a data call. A single ADU at the site of the originating device extends the distance signals can travel to the switch (the model ADU depends on the terminal connector). An analog telephone can be attached to this arrangement whenever an ADU uses the standard building wiring.

Table 5-7 lists the option settings used for data terminal and personal computer connections.

**Table 5-7. DLDM Form Option Settings for Connection to Data Terminal or Personal Computer**

| Field On Form        | Option                                                  | Comments                                                              |
|----------------------|---------------------------------------------------------|-----------------------------------------------------------------------|
| Speed                | All speeds at which the Data Terminal or PC can operate | Subject to distance limitations; Autoadjust not used                  |
| KYBD Dialing         | yes                                                     |                                                                       |
| Busy Out             | no                                                      | Yes, if device is accessed through a hunt group                       |
| Permit Mismatch      | yes                                                     | No, if device does not support XON/XOFF flow control                  |
| Parity               | Same as DTE                                             |                                                                       |
| Dial Echoing         | no                                                      | These devices can dial in the ASCII stream without human intervention |
| Disconnect Sequence  | Long <BREAK>                                            | -                                                                     |
| Answer Text          | no                                                      | These devices may not want to see any text                            |
| Connected Indication | -                                                       | Don't care                                                            |
| Configuration        | yes                                                     |                                                                       |

### Host Computers

A host computer may originate and terminate a data call. For this application, the number of DLCs required depend on the number of ports needed. An MADU can be used (instead of eight ADUs) to complete the connection.

Table 5-8 lists option settings for a port that has a terminating connection to a host computer.

**⇒ NOTE:**

When Keyboard Dialing is disabled, the rest of the option settings are irrelevant.

**Table 5-8. DLDM Form Option Settings for Terminating Connection to Host Computer**

| Field On Form        | Option                                       | Comments                                             |
|----------------------|----------------------------------------------|------------------------------------------------------|
| Speed                | All speeds at which the computer can operate | Subject to distance limitations; Autoadjust not used |
| KYBD Dialing         | no                                           |                                                      |
| Busy Out             | -                                            | Don't care                                           |
| Permit Mismatch      | -                                            | Don't care                                           |
| Parity               | -                                            | Don't care                                           |
| Dial Echoing         | -                                            | Don't care                                           |
| Disconnect Sequence  | -                                            | Don't care                                           |
| Answer Text          | -                                            | Don't care                                           |
| Connected Indication | -                                            | Don't care                                           |
| Configuration        | -                                            | Don't care                                           |



Table 5-9 shows the option settings for a port that has an originating connection from a host computer.

**Table 5-9. DLDM Form Option Settings for Originating Connection from a Host Computer**

| <b>Field On Form</b> | <b>Option</b>                                | <b>Comments</b>                                                      |
|----------------------|----------------------------------------------|----------------------------------------------------------------------|
| Speed                | All speeds at which the computer can operate | Subject to distance limitations; Autoadjust not used                 |
| KYBD Dialing         | yes                                          |                                                                      |
| Busy Out             | no                                           | Yes, if computer is accessed through a hunt group                    |
| Permit Mismatch      | yes                                          | No, if computer does not support XON/XOFF flow control               |
| Parity               | Same as DTE                                  |                                                                      |
| Dial Echoing         | no                                           | The computer can dial in the ASCII stream without human intervention |
| Disconnect Sequence  | Long <BREAK>                                 | -                                                                    |
| Answer Text          | no                                           | The computer may not want to see any text                            |
| Connected Indication | -                                            | Don't care                                                           |
| Configuration        | no                                           |                                                                      |

## Information Systems Network

The DLC can also connect the Information Systems Network (ISN) to the System. The ISN can originate and terminate data calls.

Two lines are required for bidirectional data transmission between ISN and the System. As viewed by the System, these are one terminating line (from ISN to the System) and one originating line (from the System to ISN). Fixed baud rate lines should be used in both directions.

To successfully connect the Z3A3 ADU to the DLC, a crossover cord (or 25-pair crossover cable) must be used between the DLC and the ADU. This connects the near-end pair of transmit data wires to the far-end receive pair and connects the near-end receive pair to the far-end transmit pair. Without crossover, data transfer cannot take place. Refer to *ADU User Manual*, 555-401-701, for cabling information. Another method to achieve the necessary crossover is to use the D8AM-87 cord.

An ISN connected to a DLC is usually translated as two lines. Table 5-10 and Table 5-11 list the basic option settings for both the originating (outgoing) and the terminating (incoming) line. See *ISN Application Notes*, 555-300-400, for additional information.

**Table 5-10. DLDM Form Option Settings for  
Outgoing Line to ISN**

| Field On Form   | Option                                     | Comments                                                                                                                                                 |
|-----------------|--------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------|
| Speed           | Highest Speed at which the ISN can operate | Subject to distance limitations; Autoadjust not used                                                                                                     |
| KYBD Dialing    | no                                         |                                                                                                                                                          |
| Busy Out        | no                                         | Yes, if ISN is accessed through a hunt group                                                                                                             |
| Permit Mismatch | no                                         | The ISN can operate at higher speeds than the data communications link; data loss can occur if <i>Permit Mismatch</i> is yes and the ISN is transmitting |
| Parity          | Same as ISN                                |                                                                                                                                                          |
| Dial Echoing    | no                                         | The ISN can dial in the ASCII stream without human intervention                                                                                          |

*Continued on next page*

**Table 5-10. DLDM Form Option Settings for  
Outgoing Line to ISN — *Continued***

| <b>Field On Form</b> | <b>Option</b> | <b>Comments</b>                      |
|----------------------|---------------|--------------------------------------|
| Disconnect Sequence  | Long <BREAK>  |                                      |
| Answer Text          | no            | The ISN may not want to see any text |
| Connected Indication | -             | Don't care                           |
| Configuration        | no            |                                      |

**Table 5-11. DLDM Form Option Settings for Incoming Line from ISN**

| <b>Field On Form</b> | <b>Option</b>                              | <b>Comments</b>                                                                                                                                                                                              |
|----------------------|--------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Speed                | Highest Speed at which the ISN can operate | Subject to distance limitations; Autoadjust not used                                                                                                                                                         |
| KYBD Dialing         | yes                                        |                                                                                                                                                                                                              |
| Busy Out             | -                                          | Don't care                                                                                                                                                                                                   |
| Permit Mismatch      | no                                         | The ISN can operate at higher speeds than the data communications link; yes, if ISN has its Outgoing port set to high speed such as 9.6-kbps and the far-end connections will be at no greater than 9.6-kbps |
| Parity               | Same as ISN                                |                                                                                                                                                                                                              |
| Dial Echoing         | yes                                        |                                                                                                                                                                                                              |
| Disconnect Sequence  | Long <BREAK>                               |                                                                                                                                                                                                              |

*Continued on next page*

**Table 5-11. DLDM Form Option Settings for Incoming Line from ISN**

| Field On Form        | Option | Comments                             |
|----------------------|--------|--------------------------------------|
| Answer Text          | no     | The ISN may not want to see any text |
| Connected Indication | -      | Don't care                           |
| Configuration        | no     |                                      |

Page 1 of 2

DATA MODULE

Data Extension: 30      Name: 27      BCC:  
Type: data-line\_\_      COS: 1      Remote Loop-Around Test? n  
Port: \_\_\_\_\_      COR: 1      Secondary data module? n  
ITC: restricted\_\_      TN: 1      Connected to: dte

ABBREVIATED DIALING  
List1:

SPECIAL DIALING OPTION:

ASSIGNED MEMBER ( Station with a data extension button for this data module )

Ext      Name  
1: 1002      27 character      station name

**Screen 5-36. Data Line Data Module Form (Page 1 of 2)**

---

**Implementation Notes**

This page is displayed when the Data Module field on Page 1 of the Station form is "y".

BCC is displayed when the ISDN-PRI option is enabled on the System-Parameters Customer-Options form.

HOT LINE DESTINATION is displayed when the SPECIAL DIALING OPTION field is "hot-line".

DEFAULT DIALING is displayed when the SPECIAL DIALING OPTION field is "default".

Abbreviated Dialing Dial Code is displayed when SPECIAL DIALING OPTION is "hot-line" or "default".

| CAPABILITIES |                                 | DATA MODULE |  | Page 2 of 2             |
|--------------|---------------------------------|-------------|--|-------------------------|
|              | KYBD Dialing? y                 |             |  | Configuration? n        |
|              | Busy Out? n                     |             |  |                         |
| SPEEDS       |                                 |             |  |                         |
| Low? y       | 1200? y                         | 4800? y     |  | 19200? y                |
| 300? y       | 2400? y                         | 9600? y     |  | Autoadjust? n           |
| OPTIONS      |                                 |             |  |                         |
|              | Permit Mismatch? n              |             |  | Dial Echoing? y         |
|              | Disconnect Sequence: two-breaks |             |  | Answer Text? y          |
|              | Parity: even                    |             |  | Connected Indication? y |

**Screen 5-37. Data Line Data Module Form (Page 2 of 2)**



**NOTE:**

If KYBD Dialing is "y", the above page is displayed.

| CAPABILITIES |                    | DATA MODULE |  | Page 2 of 2 |
|--------------|--------------------|-------------|--|-------------|
|              | KYBD Dialing? n    |             |  |             |
|              | Busy Out? n        |             |  |             |
| SPEEDS       |                    |             |  |             |
| Low? y       | 1200? y            | 4800? y     |  | 19200? y    |
| 300? y       | 2400? y            | 9600? y     |  |             |
| OPTIONS      |                    |             |  |             |
|              | Permit Mismatch? n |             |  |             |

**Screen 5-38. Data Line Data Module Form (Page 2 of 2)**



**NOTE:**

If KYBD Dialing is "n", the above page is displayed.

## Processor/Trunk Data Module

---

These forms are used to assign Modular Processor Data Modules (MPDMs) and Modular Trunk Data Modules (MTDMs). One form is required for assigning MPDMs (700D), 7400B, 7400D or 8400B Data Module, and another form for MTDMs (700B, 700C, 700E, 7400A). One form must be completed for each MPDM, 7400B, 7400D, 8400B or MTDM.

The MPDM or 7400B Data Module provides a Data Communications Equipment (DCE) interface for connection to equipment such as data terminals, CDR output devices, on-premises administration terminal, Message Server, Property Management System (PMS), AUDIX, and host computers. It also provides a Digital Communications Protocol (DCP) interface to the digital switch. (DCE is the equipment on the network side of a communications link that provides all the functions required to make the binary serial data from the source or transmitter compatible with the communications channel.)

The MTDM provides an Electronic Industries Association (EIA) Data Terminal Equipment (DTE) interface for connection to off-premises private line trunk facilities or a switched telecommunications network and a DCP interface for connection to the digital switch. (DTE is the equipment comprising the endpoints in a connection over a data circuit. For example, in a connection between a data terminal and a host computer, the terminal, the host, and their associated modems or data modules make up the DTE.) The MTDM or 7400A Data Module can also serve as part of a conversion resource for Combined Modem Pooling.

## Administration Commands

---

Use the following administration commands to administer all module types on the Data Module form.

| Action    | Object      | Qualifier <sup>1</sup>                                   |
|-----------|-------------|----------------------------------------------------------|
| add       | data-module | xxxx (extension or 'next')                               |
| change    | data-module | xxxx (extension number)                                  |
| display   | data-module | xxxx (extension number) [print or schedule]              |
| duplicate | data-module | xxxx (extension number to be duplicated)                 |
| list      | data-module | (starting ext number) xxxx ('count') [print or schedule] |
| remove    | data-module | xxxx (extension number)                                  |

---

1. Brackets [ ] indicate the qualifier is optional.

## Form Instructions

These instructions can be used to assign an MPDM and an MTDM. The differences in the fields on the forms are explained in the instructions.

### NOTE:

Administration instructions for a Data Module associated with a 7400D-series voice terminal are provided in the appropriate voice terminal information provided later in this chapter.

Make assignments as required for the following fields on the form:

- **Data Extension** — When completing a paper form, enter the extension number to be assigned to the data module. A data extension can be a 1- to 5-digit number. The digits assigned must agree with the Dial Plan Record. When implementing the form, "Data Extension" is part of the input command used to access the form and is a display-only field.
- **BCC (Bearer Capability Class)** — Displayed when the ISDN-PRI option is enabled on the System-parameters Customer-Options form. It is a display-only field. The value in the field corresponds to the speed setting of the data module. A BCC of "1" relates to 56 kbps, BCC values of 2, 3, and 4 relate to 64 kbps. This field may be compared with the BCC value in an associated routing pattern when attempted calls utilizing the data module fail to complete. The BCC values must be the same.

### NOTE:

Refer to "Generalized Route Selection" in *DEFINITY Enterprise Communications Server Release 5 Feature Description* for a detailed description of Bearer Capability Classes (BCC) and their use to provide specialized routing for various types of voice and data calls. The BCC value is used to determine compatibility when non-ISDN-PRI facilities are connected to ISDN facilities (ISDN-PRI Interworking feature).

- **Type** — Enter "pdm" when assigning a DCE interface or "tdm" when assigning a DTE interface. Default is "pdm".
- **Port** — Enter the seven alphanumeric-digit port location to which the data module is connected.

The entry breaks down as follows:

| Characters | Meaning        | Value                |
|------------|----------------|----------------------|
| 1-2        | Cabinet Number | 01 through 44 (R5r)  |
|            |                | 01 through 03 (R5si) |
|            |                | 01 (R5vs)            |
| 3          | Carrier        | A through E          |

*Continued on next page*

| Characters | Meaning        | Value                             |
|------------|----------------|-----------------------------------|
| 4-5        | Slot Number    | 01 through 20                     |
| 6-7        | Circuit Number | 01 through 04 (x.25 circuit pack) |
|            |                | 01 through 32 (R5si)              |

**⇒ NOTE:**

When using the Administration Without Hardware feature, place an "X" in this field to indicate that there is no hardware associated with this port assignment. If this data module will be designated as a secondary data module (Secondary data module field set to "y") "X" cannot be entered into the Port field. The Port of a primary data module cannot be changed to "X" if a secondary data module is administered.

- **Name** — Enter the name of the user associated with the data module. The name is optional, it can be left blank.
- **COS** — Enter the desired class of service (COS) number from 0 through 15. Default is "1".
- **COR** — Enter the desired class of restriction (COR) number from 0 to 95. Default is "1".
- **TN** — Enter the Tenant Partition number. Default is "1".
- **ITC (Information Transfer Capability)** — Displayed when the Comm Type field is "56k-data" or "64k-data". Valid entries are "restricted" (default) or "unrestricted". This field is used to determine the type of transmission facilities to be used for ISDN calls originated from this endpoint.

When "unrestricted", only unrestricted transmission facilities will be used to complete the call. An unrestricted facility is a transmission facility that does not enforce 1's density digital transmission (that is, digital information is sent exactly as is).

When "restricted", either restricted or unrestricted transmission facilities will be used to complete the call. A restricted facility is a transmission facility that enforces 1's density digital transmission (that is, a sequence of eight digital zeros will be converted to a sequence of seven zeros and a digital one).

- **Connected To** — Only displayed when the Type field is "pdm". Enter "dte" if the data module is connected to Data Terminal Equipment (DTE) or enter "isn" if connected to an Information Systems Network (ISN).
- **Remote Loop-Around Test** — Enter "y" if the data module supports a loop-back test at the EIA interface. In general, Lucent Technologies equipment will support this test but it is not required by Level 2 Digital Communications Protocol.



- **Secondary data module** — Enter "y" if this PDM is the secondary data module used for Dual I-channel AUDIX networking. Enter "n" if this is the primary PDM, or if this data module is not used for AUDIX networking.



**NOTE:**

The primary data module must be administered before the secondary data module may be added.



**NOTE:**

If the Port field is "X", the Secondary data module field cannot be "y".

- **ABBREVIATED DIALING List1** — Enter "p" (personal), "s" (system), "g" (group), or "e" (enhanced). If "g" or "p" is entered, a group number or personal list number, respectively, is also required. The entry in this field and the following HOT LINE DESTINATION field support the Data Hot Line feature. This field can be left blank.
- **SPECIAL DIALING OPTION** — Enter one of three dialing options that are available. This identifies the type of dialing for calls when this data module originates calls. Valid entries are "hot-line", "default", or leave blank for regular (normal) keyboard dialing.
- **HOT LINE DESTINATION — Abbreviated Dialing Dial Code** — Displayed when SPECIAL DIALING OPTION is "hot-line". Enter a list number (associated with the above AD List). The associated AD number will be dialed when the user goes off-hook on a Data Hot Line call.
- **DEFAULT DIALING Abbreviated Dialing Dial Code** — Displayed when SPECIAL DIALING OPTION is "default". Enter a list number (associated with the above AD List). The associated AD number will be dialed when the user goes off-hook and enters a return following the "DIAL" prompt. The data call originator can also perform data terminal dialing by specifying a dial string that may or may not contain alphanumeric names. Default is blank.
- **Ext** — Make no entry. The extension number is automatically assigned when the system is administered. This is the extension number of the user who has an associated Data Extension button and will share the module.
- **Name** — Make no entry. The name is automatically assigned when the System is administered. This is the name assigned to the above extension number.

change station 1002

Page1 of 1

DATA MODULE

Data Extension: 30

Name:

BCC: 2

COS: 1

COR: 1

ITC: restricted\_\_TN: 1

ABBREVIATED DIALING

List1:

SPECIAL DIALING OPTION:

ASSIGNED MEMBER ( Station with a data extension button for this data module )

Ext

Name

1: 1002

**Screen 5-39. MPDM/MTDM Data Module Form (Page 1 of 1)**

### **Implementation Notes**

---

The Type field may be either "pdm" or "tdm". If "tdm" is entered, the Connected To field is not displayed.

BCC is displayed when the ISDN-PRI option is enabled on the System-Parameters Customer-Options form.

ITC is only displayed when the Comm Type field is "56k-data" or "64k-data".

Secondary data module is only applicable when the Type field is "pdm".

HOT LINE DESTINATION is displayed when the SPECIAL DIALING OPTION field is "hot-line".

DEFAULT DIALING is displayed when the SPECIAL DIALING OPTION field is "default".

Abbreviated Dialing Dial Code is displayed when SPECIAL DIALING OPTION is "hot-line" or "default".

## Netcon Data Module

---

Netcon data modules are the Processor Data Modules (PDMs) that are integrated into the System's network control ports that provide asynchronous circuit switched interfaces to the maintenance and administration terminals, Hospitality journal printers, and CDR digital output. They are characterized by their special locations, that is, special port identifications.

Refer to "Data Modules" in Chapter 3 for information on the administration, considerations, and uses of a Netcon channel interface.

### NOTE:

The Netcon data module is only applicable to R5vs and R5si configurations. For R5r configurations, refer to "System Port Data Module" in this chapter.

## Administration Commands

---

Use the following administration commands to administer the Netcon Data Module form.

| Action  | Object      | Qualifier <sup>1</sup>                                       |
|---------|-------------|--------------------------------------------------------------|
| add     | data-module | xxxx (extension or 'next')                                   |
| change  | data-module | xxxx (extension number)                                      |
| display | data-module | xxxx (extension number) ['print' or 'schedule']              |
| list    | data-module | (starting ext number) xxxx ('count') ['print' or 'schedule'] |

- 
1. Brackets [ ] indicate the qualifier is optional. Single quotes ( ' ' ) indicate the text inside the quote must be entered exactly as shown or an abbreviated form of the word may be entered.

## Form Instructions

---

Make assignments as required for the following fields on the form:

- **Data Extension** — When completing a paper form, enter the extension number to be assigned to the data module. A data extension can be a 1- to 5-digit number. The digits assigned must agree with the Dial Plan Record. A different extension number must be assigned for each netcon channel. When implementing the form, "Data Extension" is part of the input command used to access the form and is a display-only field.

- **BCC (Bearer Capability Class)** — This field is only displayed when the ISDN-PRI option is enabled on the System-Parameters Customer-Options form. It is a display-only field.



**NOTE:**

Refer to the Generalized Route Selection feature in *DEFINITY Enterprise Communications Server Release 5 Feature Description* for a detailed description of BCCs and their use to provide specialized routing for various types of voice and data calls. The BCC value is used to determine compatibility when non-ISDN-PRI facilities are connected to ISDN facilities (ISDN-PRI Interworking feature).

- **Type** — Enter "netcon".
- **Physical Channel** — Enter a netcon data channel number from 01 through 04.
- **Name** — Enter the name of the user associated with the netcon channel. The name is optional.
- **COS** — Enter the desired class of service (COS) number from 0 through 15. Default is "1".
- **COR** — Enter the desired class of restriction (COR) number from 0 through 95 that will allow or deny access. Default is "1".
- **TN** — Enter the Tenant Partition number. Default is "1".
- **Maintenance Extension** — Enter the extension number required to perform maintenance functions on the standby netcon physical channel in a duplicated System. The standby remote loop around tests will fail if this field is not administered.
- **ITC (Information Transfer Capability)** — Displayed when the Comm Type field is "56-data" or "64k-data". Valid entries are "restricted" (default) or "unrestricted". This field is used to determine the type of transmission facilities to be used for ISDN calls originated from this endpoint.

When "unrestricted", only unrestricted transmission facilities will be used to complete the call. An unrestricted facility is a transmission facility that does not enforce 1's density digital transmission (that is, digital information is sent exactly as is).

When "restricted", either restricted or unrestricted transmission facilities will be used to complete the call. A restricted facility is a transmission facility that enforces 1's density digital transmission (that is, a sequence of eight digital zeros will be converted to a sequence of seven zeros and a digital one).

- **ABBREVIATED DIALING List1** — Enter "p" (personal), "s" (system), "g" (group), or "e" (enhanced). If "g" or "p" is entered, a group number or personal list number, respectively, is also required. This field can be left blank. The entry in this field and the following Hot Line Destination field support the Data Hot Line feature.

- **SPECIAL DIALING OPTION** — Enter one of three dialing options that are available. This identifies the destination of all call when this data module originates calls. Valid entries are "hot-line", "default", or leave blank.
- **HOT LINE DESTINATION — Abbreviated Dialing Dial Code** — Only displayed when the Special Dialing Option field is "hot-line". Enter a list number (associated with the above AD List). The associated AD number will be dialed when the user goes off-hook on a Data Hot Line call.
- **Ext** — Make no entry. The extension number is automatically assigned when the system is administered. This is the extension number of the user who has an associated Data Extension button and will share the module.
- **Name** — Make no entry. The name is assigned when the System is administered. This is the name assigned to the above extension number.

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DATA MODULE

Data Extension:                      BCC: \_\_\_\_  
 Type: netcon                          COS: 1                      Maintenance Extension: \_\_\_\_  
 Physical Channel : \_\_\_\_              COR: 1  
 Name: \_\_\_\_\_                    TN: 1  
 ITC: restricted

ABBREVIATED DIALING  
 List1: \_\_\_\_\_

SPECIAL DIALING OPTION: \_\_\_\_  
 HOT LINE DESTINATION  
     Abbreviated Dialing Dial Code (From above list): \_  
 ASSIGNED MEMBER ( Station with a data extension button for this data module )

| Ext | Name |
|-----|------|
| 1:  |      |

**Screen 5-40. Netcon Data Module Form (Page 1 of 1)**

### **Implementation Notes**

The BCC field is only displayed if the ISDN-PRI option is enabled on the System-Parameters Customer-Options form.

The ITC field is only displayed when the Comm Type field is "56k-data" or "64k-data".

HOT LINE DESTINATION only displayed when the SPECIAL DIALING OPTION field is "hot-line".

Abbreviated Dialing Dial Code only displayed when SPECIAL DIALING OPTION is "hot-line".

## Processor Interface Data Module

---

The Processor Interface data modules are the Processor Data Modules (PDMs) that are integrated into the System's synchronous/asynchronous Processor Interface circuit pack ports.

**⇒ NOTE:**

The Processor Interface data module is only applicable to R5vs and R5si configurations.

They are used to provide the following interfaces:

- 3B/Call Management System (maximum of one)
- 3B/Message Server (maximum of one)
- Distributed Communications System (maximum of eight)
- AUDIX (maximum of one)
- ISDN-PRI (maximum of eight)

**⇒ NOTE:**

Not all maximums can be achieved at the same time

Connections for these interfaces are achieved via a digital line port and MPDM combination, and/or in the case of DCS or ISDN-PRI, via a DS1 interface. One direct EIA connection is available (labeled as Processor Interface on the back of the Control Cabinet) for simplex operation. When used, the physical channel assignment (see below) must be "01". Use of the EIA connection eliminates the need for one digital line port/MPDM combination.

### Administration Commands

---

Use the following administration commands to administer the Processor Interface Data Module form.

| Action  | Object      | Qualifier <sup>1</sup>                                       |
|---------|-------------|--------------------------------------------------------------|
| add     | data-module | xxxx (extension or 'next')                                   |
| change  | data-module | xxxx (extension number)                                      |
| display | data-module | xxxx (extension number) ['print' or 'schedule']              |
| list    | data-module | (starting ext number) xxxx ('count') ['print' or 'schedule'] |
|         |             |                                                              |

---

1. Brackets [ ] indicate the qualifier is optional. Single quotes ( ' ' ) indicate the text inside the quote must be entered exactly as shown or an abbreviated form may be entered.

## Form Instructions

---

Make assignments as required for the following fields on the form:

- **Data Extension** — When completing a paper form, enter the extension number to be assigned to the data module. A data extension can be a 1- to 5-digit number. The digits assigned must agree with the Dial Plan Record. When implementing the form, "Data Extension" is part of the input command used to access the form and is a display-only field.
- **Type** — Enter "procr-infrc".
- **Physical Channel** — Enter the 2-digit circuit number of the Processor Interface port. A multi-carrier cabinet system supports the use of two Processor Interface circuit packs, the first circuit pack (mounted in Control Carrier A) supports physical channels or links 01 through 04; the second (mounted in Control Carrier A) supports physical channels or links 05 through 08. A single-carrier cabinet system supports one Processor Interface circuit pack and physical channels or links 01 through 04 only. The Physical Channel number is referred to on associated System forms as the Interface Link number.
- **Name** — Enter the name of the system associated with the data channel, such as AUDIX, DCS, and so on. This entry is optional.
- **COS** — Enter the desired class of service (COS) number from 0 to 15; default is 1.
- **COR** — Enter the desired class of restriction (COR) number from 0 to 95; default is 1.
- **TN** — Enter the Tenant Partition number. Default is "1".
- **Maintenance Extension** — Enter the extension number required to perform maintenance functions on the standby physical channel in a duplicated System. The standby remote loop around tests will fail if this field is not administered.
- **ABBREVIATED DIALING List1** — Enter "p" (personal), "s" (system), "g" (group), or "e" (enhanced). If "g" or "p" is entered, a group number or personal list number, respectively, is also required. The entry in this field and the Hot Line Destination field support the Data Hot Line feature. This field can be left blank.
- **SPECIAL DIALING OPTION** — Enter one of three dialing options that are available. This identifies the destination of all call when this data module originates calls. Valid entries are "hot-line", "default", or leave blank.
- **HOT LINE DESTINATION** — **Abbreviated Dialing Dial Code** — Only displayed when the Special Dialing Option field is "hot-line". Enter a list number (associated with the above AD List). The associated AD number will be dialed when the user goes off-hook on a Data Hot Line call.



- **Ext** — Make no entry. The extension number is automatically assigned when the system is administered. This is the extension number of the user who has an associated Data Extension button and will share the module.
- **Name** — Make no entry. The name is assigned when the System is administered. This is the name assigned to the above extension number.

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DATA MODULE

|                         |        |                        |       |
|-------------------------|--------|------------------------|-------|
| Data Extension:         |        |                        |       |
| Type: procr-inf         | COS: 1 | Maintenance Extension: | _____ |
| Physical Channel: _____ | COR: 1 |                        |       |
| Name: _____             | TN: 1  |                        |       |

ABBREVIATED DIALING

List1: \_\_\_\_\_

SPECIAL DIALING OPTION: \_\_\_\_\_

HOT LINE DESTINATION

Abbreviated Dialing Dial Code (From above list): \_

ASSIGNED MEMBER ( Station with a data extension button for this data module )

|    |     |      |
|----|-----|------|
|    | Ext | Name |
| 1: |     |      |

**Screen 5-41. Processor Interface Data Module Form (Page 1 of 1)**

### **Implementation Notes**

---

The BCC field is only displayed if the ISDN-PRI option is enabled on the System-Parameters Customer-Options form.

HOT LINE DESTINATION only displayed when the SPECIAL DIALING OPTION field is "hot-line".

DEFAULT DIALING only displayed when the SPECIAL DIALING OPTION field is "default".

Abbreviated Dialing Dial Code only displayed when SPECIAL DIALING OPTION is "hot-line".

## System Port Data Module

---

These forms are used to assign System Port Data Modules for R5r configurations.

### Form Instructions

---

These instructions can be used to assign a System Port data module. Make assignments as required for the following fields on the form:

- **Data Extension** — Display-only field. A 1- to 5-digit extension number to be assigned to the data module. These digits must agree with the Dial Plan Record.
- **BCC (Bearer Capability Class)** — Displayed when the ISDN-PRI option is enabled on the System-Parameters Customer-Options form. It is a display only field. The value in the field corresponds to the speed setting to the data module. A BCC of "1" relates to 56 kbps, BCC values of 2, 3, and 4 relate to 64 kbps. This field may be compared with the BCC value in an associated routing pattern when attempted calls using the dta module fail to complete. The BCC values must be the same.



**NOTE:**

Refer to "Generalized Route Selection" in *DEFINITY Enterprise Communications Server Release 5 Feature Description* for a detailed description of BCC and their use to provide specialized routing for various types of voice and data calls. The BCC value is used to determine compatibility when non-ISDN-PRI facilities are connected to ISDN facilities (ISDN-PRI Interworking feature).

- **Type** — Enter "system-port".
- **Port** — Enter the seven alphanumeric-digit port location to which the data module is connected. The first two characters identify the cabinet number (01 to 22); the third character identifies the carrier (A through E); the fourth and fifth characters identify the slot number in the carrier (01 to 20); the last two characters identify the circuit number (01 to 08).
- **Name** — Enter the name of the user associated with the data module. The name is optional, it can be left blank.
- **COS** — Enter the desired class of service (COS) number from 0 to 15; default is 1.
- **COR** — Enter the desired class of restriction (COR) number from 0 to 95; default is 1.
- **TN** — Enter the Tenant Partition number. Default is "1".
- **Associated PDATA Port** — Used to relate the physical PDATA port to which the mode 3 portion of the system port is connected. Enter a seven alphanumeric-digit port location to which the data module is connected where the first two characters identify the cabinet number (01 to 22); the

third character identifies the carrier (A through E); the fourth and fifth characters identify the slot number in the carrier (01 to 20); the last two characters identify the circuit number (01 to 12). This entry must be assigned to a port on a PDATA Line Board.

- **ASSIGNED MEMBER — Ext** — Make no entry. This is the extension number of the user (previously administered) with associated Data Extension buttons who will share the module.
- **ASSIGNED MEMBER — Name** — Make no entry. This is the name assigned to the above extension number.

|                                                                               |        |             |
|-------------------------------------------------------------------------------|--------|-------------|
| DATA MODULE                                                                   |        | Page 1 of 4 |
| Data Extension: _____                                                         | BCC: 2 |             |
| Type: system-port_                                                            | COS: 1 |             |
| Port: _____                                                                   | COR: 1 |             |
| Name: _____                                                                   | TN: 1  |             |
| PDATA Port: _____                                                             |        |             |
| ASSIGNED MEMBER ( Station with a data extension button for this data module ) |        |             |
| Ext                                                                           | Name   |             |
| 1: _____                                                                      | _____  |             |

**Screen 5-42. System Port Data Module Form (Page 1 of 4)**

## X.25 Data Module

---

These forms are used to assign BX.25 Data Modules in a R5r configuration for communications to Adjuncts and other nodes in a DCS network. Each one of these data modules must correspond to an entry in the Interface Link form.

### Administration Commands

---

Use the following administration commands to administer all module types on the Data Module form.

| Action    | Object      | Qualifier <sup>1</sup>                                   |
|-----------|-------------|----------------------------------------------------------|
| add       | data-module | xxxx (extension or 'next')                               |
| change    | data-module | xxxx (extension number)                                  |
| display   | data-module | xxxx (extension number) [print or schedule]              |
| duplicate | data-module | xxxx (extension number to be duplicated)                 |
| list      | data-module | (starting ext number) xxxx ('count') [print or schedule] |
| remove    | data-module | xxxx (extension number)                                  |

---

1. Brackets [ ] indicate the qualifier is optional.

### Form Instructions

---

These instructions can be used to assign an X.25 data module. Make assignments as required for the following fields on the form:

#### Page 1 of the Form

- **Data Extension** — When completing a paper form, enter the extension number to be assigned to the data module. A data extension can be a 1- to 5-digit number. The digits assigned must agree with the Dial Plan Record. When implementing the form, "Data Extension" is part of the input command used to access the form and is a display-only field.
- **BCC (Bearer Capability Class)** — Displayed when the ISDN-PRI option is enabled on the System-Parameters Customer-Options form. It is a display-only field. The value in the field corresponds to the speed setting of the data module. A BCC of "1" relates to 56 kbps, BCC values of 2, 3,

and 4 relate to 64 kbps. This field may be compared with the BCC value in an associated routing pattern when attempted calls utilizing the data module fail to complete. The BCC values must be the same.

**NOTE:**

Refer to "Generalized Route Selection" in *DEFINITY Enterprise Communications Server Release 5 Feature Description* for a detailed description of BCCs and their use to provide specialized routing for various types of voice and data calls. The BCC value is used to determine compatibility when non-ISDN-PRI facilities are connected to ISDN facilities (ISDN-PRI Interworking feature).

- **Type** — Enter "x.25".
- **Port** — Enter the seven alphanumeric-digit port location to which the data module is connected. The first two characters identify the cabinet number (01 to 22); the third character identifies the carrier (A through E); the fourth and fifth characters identify the slot number in the carrier (01 through 20 for medium cabinets, and 01 through 20 for the x.25 board); the last two characters identify the circuit number (01 through 24 for medium cabinets, and 01 through 04 for the x.25 board).

**NOTE:**

When using the Administration Without Hardware feature, place an "X" in this field to indicate that there is no hardware associated with this port assignment.

- **Name** — Enter the name of the user associated with the data module. The name is optional, it can be left blank.
- **COR** — Enter the desired class of restriction (COR) number from 0 to 95; Default is "1".
- **TN** — Enter the Tenant Partition number. Default is "1".
- **Endpoint Type** — Must be assigned as "adjunct". An endpoint type is a type of packet switched data endpoint that uses X.25 call control procedures. The X.25 Endpoint connects to external ports on the PGATE board and to the TDM bus via a DS1 trunk. Ports connected to the adjunct endpoint can be either DTEs or DCEs. The type of endpoint (DTE or DCE) is administrable on the "data-mod" form.
- **DTE/DCE** — Specifies how the above endpoint type will act (DTE or DCE). Default is "dte".
- **Baud Rate** — The maximum raw data transmission speed (300, 1200, 2400, 4800, 9600, or 19200; may also be "switched" if the Cable Type field on the PGATE form is set to "none"). Default is blank.

- **Error Logging** — To record X.25 protocol errors in the hardware error log, enter "y". Refer to the *DEFINITY Enterprise Communications Server Release 5vs/si Maintenance manual* or the *DEFINITY Enterprise Communications Server Release 5r Maintenance manual* for more information about error logs.
- **Remote Loop-Around Test** — To allow remote loop-around tests on this port, enter "y". A "n" will abort a request for this test. Refer to the *DEFINITY Enterprise Communications Server Release 5vs/si Maintenance manual* or the *DEFINITY Enterprise Communications Server Release 5r Maintenance manual* for more information about remote loop-around tests.
- **Permanent Virtual Circuit** — Indicates that the logical channels for PVC are allowed for this port; default is "y" (cannot be changed).
- **Switched Virtual Circuit** — Indicates that the Switched Virtual Circuit is not allowed for this port; default is "n" (cannot be changed).
- **Highest PVC Logical Channel** — Indicates that 1 to 64 Logical Channels are allowed on this port. Default is 64 (cannot be changed).

## Page 2 of the Form

- **Number of Outstanding Frames (w)** — Specifies layer 2 window size (1 to 7 frames). If the value is 2, up to 2 frames can be sent without confirmation. The default is 4.
- **Retry Attempt Counter (N2)** — Specifies the number of times (0 to 7) to send one frame when this frame is not confirmed for a period of time. Default is 2.
- **Frame Size (N1)** — Specifies the number of bytes (135 or 263) in a frame. Default is 135. If the value is "135", there can be up to 1080 bits within a frame. This value is suitable for all adjuncts and for DCS.
- **Retransmission (T1) Timer (1/10 seconds)** — The T1 timer is started at the beginning or the end of the transmission of a frame. At the end of this timer (0 to 250), retransmission of a frame will be initiated according to the procedures for link set-up and disconnection or information transfer. Default is 10.
- **Idle (T4) Timer (1/10 seconds)** — The T4 timer is a system parameter that represents the time a DTE will allow without frames being exchanged on the data link (0 to 250). Default is 30.
- **Number of Outstanding Packets** — Specifies the number of packets (2 to 7) that can be sent without confirmation. Default is 2.
- **Restart (T20) Timer (seconds)** — The T20 timer is a DTE time-limit (0 to 500) started when DTE issues a restart indication and terminated when the restart request is received or confirmed. Default is 8.
- **Reset (T22) Timer (seconds)** — The T22 timer is a DTE time-limit (0 to 500) started when DTE issues a reset indication and terminated when the reset request is received or confirmed. Default is 10.

| DATA MODULE                  |              | Page 1 of 2                     |
|------------------------------|--------------|---------------------------------|
| Data Extension: 20000        |              |                                 |
| Type: x.25_____              | COS: 1       | Remote Lop-Around Test? n       |
| Port: 01C0301                | COR: 1       | Baud Rate: 9600                 |
| Name: G2 DCIU LINK 4         | TN: 1        |                                 |
| Endpoint Type: adjunct       | DTE/DTC: dce | Error Logging? y                |
| Permanent Virtual Circuit? y |              | Highest PVC Logical Channel: 64 |
| Switched Virtual Circuit? n  |              |                                 |

**Screen 5-43. X.25 Data Module Form (Page 1 of 2)**

| DATA MODULE                                  |  | Page 2 of 2 |
|----------------------------------------------|--|-------------|
| LAYER 2 PARAMETERS                           |  |             |
| Number of Outstanding Frames (w): 4          |  |             |
| Retry Attempt Counter (N2): 2                |  |             |
| Frame Size (N1): 135                         |  |             |
| Retransmission (T1) Timer (1/10 seconds): 10 |  |             |
| Idle (T4) Timer (1/10 seconds): 30           |  |             |
| LAYER 3 PARAMETERS                           |  |             |
| Number of Outstanding Packets: 2             |  |             |
| Restart (T20) Timer (seconds): 8             |  |             |
| Reset (T22) Timer (seconds): 10              |  |             |

**Screen 5-44. Adjunct Data Module Form (Page 2 of 2)**

## 7500 Data Module

---

The "7500" data module supports automatic tie B-channel, maintenance and management messaging, and SPID initialization capabilities. BRI endpoints, both voice and/or data, are assigned to either the TN556 ISDN-BRI port board or the TN2198 ISDN-BRI port board. Each can support up to 12 ports. Since BRI provides multipoint capability, more than one ISDN endpoint (voice or data) can be administered on one port. For BRI, multipoint administration allows for terminals having SPID initialization capabilities, and can only be allowed if no endpoint administered on the same port is a fixed tie endpoint and no station on the same port has B-channel data capability. Currently, multipoint is restricted to 2 endpoints per port.

This form is used to implement a 7500 Data Module.

### Administration Commands

---

Use the following administration commands to administer the 7500 Data Module form.

| Action    | Object      | Qualifier <sup>1</sup>                                        |
|-----------|-------------|---------------------------------------------------------------|
| add       | data-module | xxxxx (extension or 'next')                                   |
| change    | data-module | xxxxx (extension number)                                      |
| display   | data-module | xxxxx (extension number) ['print' or 'schedule']              |
| duplicate | data-module | xxxxx (extension number)                                      |
| list      | data-module | (starting ext number) xxxxx ('count') ['print' or 'schedule'] |
| remove    | data-module | xxxxx (extension number)                                      |

- 
1. Brackets [ ] indicate the qualifier is optional. Single quotes ( ' ' ) indicate the text inside the quote must be entered exactly as shown or an abbreviated form of the word may be entered.

### Form Instructions

---

Make assignments as required for the following fields on each page of the form:

#### Page 1 of the Form

- **Data Extension** — When completing a paper form, enter the extension number to be assigned to the data module. A data extension can be a 1- to 5-digit number. The digits assigned must agree with the Dial Plan Record. When implementing the form, "Data Extension" is part of the input command used to access the form and is a display-only field.



- **Type** — Enter "7500".
- **Port** — Enter seven characters.

The entry breaks down as follows:

| Characters | Meaning        | Value                               |
|------------|----------------|-------------------------------------|
| 1-2        | Cabinet Number | 01 through 22 (R5r)                 |
|            |                | 01 through 03 (R5si)                |
|            |                | 01 (R5vs)                           |
| 3          | Carrier        | A through E                         |
| 4-5        | Slot Number    | 01 through 20                       |
| 6-7        | Circuit Number | 01 through 04 (Analog TIE trunks)   |
|            |                | 01 through 32 (DS1 Interface ports) |

- **Name** — Enter the name of the user associated with the netcon channel. The name is optional.
- **COS** — Enter the desired class of service (COS) number from 0 through 15. Default is "1".
- **COR** — Enter the desired class of restriction (COR) number from 0 through 95 that will allow or deny access. Default is "1".
- **ABBREVIATED DIALING List1** — Enter "p" for personal, "s" for system, "g" for group, or "e" for enhanced. If "g" or "p" is entered, a group number or personal list number, respectively, is also required. This field can be left blank. The entry in this field and the following Hot Line Destination field support the Data Hot Line feature.
- **SPECIAL DIALING OPTION** — Enter one of three dialing options that are available. This identifies the destination of all call when this data module originates calls. Valid entries are "hot-line", "default", or leave blank.
- **HOT LINE DESTINATION Abbreviated Dialing dial code (From above list)** — This field is displayed when you enter "hot-line" in the SPECIAL DIALING OPTION field. Enter a list number associated with the ABBREVIATED DIALING List1 field. This abbreviated dial number will be dialed when the user goes off-hook on a Data Hot Line call.
- **DEFAULT DESTINATION Abbreviated Dialing dial code (From above list)** — This field is displayed when you enter "default" in the SPECIAL DIALING OPTION field. Enter a list number associated with the ABBREVIATED DIALING List1 field. This abbreviated dial number will be dialed when the user goes off-hook and enters a return following the "DIAL" prompt. The data call originator can also perform data a terminal dialing by specifying a dial string that may or may not contain alphanumeric names.

## ■ CIRCUIT SWITCHED DATA ATTRIBUTES

### ⇒ NOTE:

These fields represent defaults needed for modem pooling conversion resource insertion when the endpoint does not support data query capability. These fields have no significance for data modules providing data query [all Lucent Technologies-supported ISDN-BRI data modules (7500 and ADM)]. For Lucent Technologies ISDN-BRI data modules, the default settings should be used.

- **Default Duplex** — Used to identify the duplex mode. Valid entries are "full" or "half". Default is "full".
- **Default Mode** — Used to identify the data mode. Valid entries are "sync" (synchronous) or "async" (asynchronous). Default is "async".
- **Default Speed** — Used to identify the data rate. Valid entries are "1200", "2400", "4800", and "19200". Default is "1200".

### ⇒ NOTE:

When default mode is "sync", valid entries also include speeds of "56000" and "64000".

## ■ DATA MODULE CAPABILITIES

- **Origination Default Data Applications** — Used to identify mode to be used for originating data calls when the mode is not specified with the calling parameters. This mode will also be used for terminating trunk calls that do not have bearer capability specified or administered connections. Possible mode values are M0 (mode 0), M1 (mode 1), M2 (mode 2), and M3/2 (mode 3/2 adaptable), or blank. Valid entries are "M0", "M1", "M2\_A", "M2\_S", or "M3/2". Default is "M2\_A".

## Page 2 of the Form

- **XID** — Used to identify layer 2 XID testing capability. Valid entries are "y" or "n". Default is "y".
- **Fixed TEI** — Used to indicate whether or not the endpoint has Fixed Terminal Identification (TEI) capability. TEI is used to identify a unique access point within a service. For Fixed TEI stations, the TEI must be administered. Terminals with automatic TEI capability, the associated TEI is assigned by the System. Valid entries are "y" or "n". Default is "n".
- **TEI** — Only displayed if the Fixed TEI field entry is "y". Enter a 1- to 2-digit number in the range of 0 through 63.
- **MIM Support** (Management Information Message Support) — Used to support two types of capabilities: MIM endpoint initialization capability (SPID support), and other Maintenance/Management capability. Valid entries are "y" or "n". Default is "y".

- **Endpt Init** — Only displayed if the MIM Support field entry is "y". Used to indicate the terminal's endpoint initialization capability. Endpoint initialization is a procedure, required for multipoint operation, by which User Service Order Profile (USOP) is associated with an endpoint on the ISDN-BRI. This association is made via the Service Profile Identifier (SPID), administered into the system and entered into the ISDN-BRI terminal. For a ISDN-BRI terminal to become operational in a multipoint configuration, both the administered SPID and the SPID programmed into the ISDN-BRI terminal must be the same. This means that the SPID of the new or re-used terminals must be programmed to match the administered SPID value. Valid entries are "y" or "n". Default is "y".
- **SPID** — Only displayed if the Endpt Init field entry is "y". The Service Profile Identifier (SPID) is a variable parameter of up to ten digits. The SPID must be different for all terminals on the ISDN-BRI and from the Service SPID. The SPID should always be assigned, if the SPID is not assigned for the first ISDN-BRI on a port, any other ISDN-BRI assignment to that port will be blocked. Valid entries are numeric strings in the range of 0 through 9999999999. Default is the station's extension number.
- **MIM Mtce/Mgt** — Only displayed if the MIM Support field entry is "y". Used to indicate if the terminal supports MIM Maintenance and Management capabilities, other than endpoint initialization. Valid entries are "y" or "n". Default is "y".

Page 1 of 2

DATA MODULE

Data Extension: \_\_\_\_\_ Type: 7500\_\_\_\_\_ Port: \_\_\_\_\_  
 Name: \_\_\_\_\_ COS: 1\_ COR: 1\_

ABBREVIATED DIALING  
 List1: \_\_\_\_\_  
 SPECIAL DIALING OPTION: hot-line  
 HOT LINE DESTINATION  
 Abbreviated Dialing Dial Code (From above list): \_  
 CIRCUIT SWITCHED DATA ATTRIBUTES (used for modem pooling)  
 Default Duplex: full Default Mode: async Default Speed: 1200\_  
 DATA MODULE CAPABILITIES  
 Default ITC: restricted Default Data Application? M2\_A

Screen 5-45. 7500 Data Module Form (Page 1 of 2)

### Implementation Notes

HOT LINE DESTINATION only displayed when "hot-line" is entered in the SPECIAL DIALING OPTION field.

DEFAULT DIALING only displayed when "default" is entered in the SPECIAL DIALING OPTION field.

Abbreviated Dialing Dial Code only displayed when SPECIAL DIALING OPTION is "hot-line" or "default".

|                                 |               |                |                 |  |
|---------------------------------|---------------|----------------|-----------------|--|
|                                 |               |                | Page 2 of 2     |  |
| BRI LINK/MAINTENANCE PARAMETERS |               | DATA MODULE    |                 |  |
| XID? y                          | Fixed TEI? n  | TEI: _____     |                 |  |
| MIM Support? y                  | Endpt Init? y | SPID: 300_____ | MIM Mtce/Mgt? y |  |

**Screen 5-46. 7500 Data Module Form (Page 2 of 2)**

### **Implementation Notes**

---

The TEI field is only displayed if the Fixed TEI field entry is "y".

The Endpt Init, SPID, and MIM Mtce/Mgt fields are only displayed if the MIM Support field entry is "y".

The SPID field is only displayed when the Endpt Init field entry is "y".

## **World Class Core BRI Data Module**

---

Use this form to administer World Class Core BRI data modules.

### **Administration Commands**

---

Use the following administration commands to administer the World Class Core BRI Data Module form.

| <b>Action</b> | <b>Object</b> | <b>Qualifier<sup>1</sup></b>                                  |
|---------------|---------------|---------------------------------------------------------------|
| add           | data-module   | xxxxx (extension or 'next')                                   |
| change        | data-module   | xxxxx (extension number)                                      |
| display       | data-module   | xxxxx (extension number) ['print' or 'schedule'] <sup>1</sup> |
| duplicate     | data-module   | xxxxx (extension number) <sup>2</sup>                         |
| list          | data-module   | (starting ext number) xxxxx ('count') ['print' or 'schedule'] |
| remove        | data-module   | xxxxx (extension number)                                      |

- 
1. Brackets [ ] indicate the qualifier is optional. Single quotes ( ' ' ) indicate the text inside the quote must be entered exactly as shown or an abbreviated form of the word may be entered.
  2. The Version field in the System-Parameters Customer-Options form must be set to V4 or greater in order to use the duplicate command for a World Class Core BRI data module.

### **Form Instructions**

---

Make assignments as required for the following fields on each page of the form:

#### **Page 1 of the Form**

- **Data Extension** — When completing a paper form, enter the extension number to be assigned to the data module. A data extension can be a 1- to 5-digit number. The digits assigned must agree with the Dial Plan Record. When implementing the form, "Data Extension" is part of the input command used to access the form and is a display-only field.
- **Type** — Enter "wcbri".
- **Port** — Enter seven characters.

The entry breaks down as follows:

| Characters | Meaning        | Value                       |
|------------|----------------|-----------------------------|
| 1-2        | Cabinet Number | 01 through 22 (R5r)         |
|            |                | 01 through 03 (R5si)        |
|            |                | 01 (R5s)                    |
| 3          | Carrier        | A through E                 |
| 4-5        | Slot Number    | 01 through 20               |
| 6-7        | Circuit Number | 01 - 12 (BRI circuit packs) |

- **Name** — Enter the 27 character name of the user associated with the data module. The name is optional.
- **COS** — Enter the desired class of service (COS) number from 0 through 15. Default is "1".
- **COR** — Enter the desired class of restriction (COR) number from 0 through 95 that will allow or deny access. Default is "1".
- **ABBREVIATED DIALING List1** — Enter "p" for personal, "s" for system, "g" for group, or "e" for enhanced. If "g" or "p" is entered, a group number or personal list number, respectively, is also required. This field can be left blank. The entry in this field and the following Hot Line Destination field support the Data Hot Line feature.
- **SPECIAL DIALING OPTION** — Enter one of three dialing options that are available. This identifies the destination of all call when this data module originates calls. Valid entries are "hot-line", "default", or leave blank for normal keyboard dialing.
- **HOT LINE DESTINATION Abbreviated Dialing dial code (From above list)** — This field is displayed when you enter "hot-line" in the SPECIAL DIALING OPTION field. Enter a list number associated with the ABBREVIATED DIALING List1 field. This abbreviated dial number will be dialed when the user goes off-hook on a Data Hot Line call.
- **DEFAULT DESTINATION Abbreviated Dialing dial code (From above list)** — This field is displayed when you enter "default" in the SPECIAL DIALING OPTION field. Enter a list number associated with the ABBREVIATED DIALING List1 field. This abbreviated dial number will be dialed when the user goes off-hook and enters a return following the 'DIAL' prompt. The data call originator can also perform data a terminal dialing by specifying a dial string that may or may not contain alphanumeric names.
- **CIRCUIT SWITCHED DATA ATTRIBUTES**

**NOTE:**

These fields represent defaults needed for modem pooling conversion resource insertion when the endpoint does not support data query capability (typically a DMI Mode2 BRI endpoint). These

fields have no significance for data modules providing data query. For World Class Core ISDN-BRI data modules, the default settings should be used.

- **Default Duplex** — Used to identify the duplex mode. Valid entries are "full" or "half". Default is "full".
- **Default Mode** — Used to identify the data mode. Valid entries are "sync" (synchronous) or "async" (asynchronous). Default is "async".
- **Default Speed** — Used to identify the data rate. Valid entries are "1200", "2400", "4800", and "19200". Default is "1200".

 **NOTE:**

When default mode is "sync", valid entries also include speeds of "56000" and "64000".

■ **DATA MODULE CAPABILITIES**

 **NOTE:**

The next two fields are used when a BRI endpoint is the originator of an administered connection.

- **Default ITC** — Should be set to "unrestricted" for a WCBRI endpoint used as an administered connection.
- **Origination Default Data Applications** — Used to identify mode to be used for originating data calls when the mode is not specified with the calling parameters. This mode will also be used for terminating trunk calls that do not have bearer capability specified or administered connections. Possible mode values are M0 (mode 0), M1 (mode 1), and M3/2 (mode 3/2 adaptable,) or blank. Valid entries are "M0", "M2\_2", "M2\_S", or "M3/2". default is "M2\_A". This field should be set to "M0" (DMI Mode 0) for a WCBRI endpoint used as an administered connection.

**Page 2 of the Form**

- **XID** — Used to identify layer 2 XID testing capability. Valid entries are "y" or "n". Default is "n".
- **Fixed TEI** — Used to indicate whether or not the endpoint has Fixed Terminal Identification (TEI) capability. TEI is used to identify a unique access point within a service. For Fixed TEI stations, the TEI must be administered. Terminals with automatic TEI capability, the associated TEI is assigned by the System. Valid entries are "y" or "n". Default is "n".
- **TEI** — Only displayed if the Fixed TEI field entry is "y". Enter a 1- to 2-digit number in the range of 0 through 63.

- **Country Protocol** — Enter the Country Protocol which corresponds to supported initialization and codesets. The Country Protocol must match any previously administered endpoint on the same port. Refer to the table below for valid entries. The default is “1” (US Bellcore).

| Country/Area                           | Protocol |
|----------------------------------------|----------|
| Australia                              | 2        |
| ETSI (Europe)                          | etsi     |
| Japan                                  | 3        |
| Singapore                              | 6        |
| United States (Bellcore National ISDN) | 1        |

- **Endpt Init** — This field should be set to “y” if the terminal supports Bellcore ISDN-1 terminal initialization procedures. Set this field to “y” for Country Protocol “1” devices. Set this field to “n” for all other country protocols. This information indicates the terminal's endpoint initialization capability. Endpoint initialization is a procedure, required for multipoint operation, by which User Service Order Profile (USOP) is associated with an endpoint on the ISDN-BRI. This association is made via the Service Profile Identifier (SPID), administered into the system and entered into the ISDN-BRI terminal. For an ISDN-BRI terminal to become operational in a multipoint configuration, both the administered SPID and the SPID programmed into the ISDN-BRI terminal must be the same. This means that the SPID of the new or re-used terminals must be programmed to match the administered SPID value. Valid entries are “y” or “n”. Default is “y”.
- **SPID** — Only displayed if the Endpt Init field entry is “y”. The Service Profile Identifier (SPID) is a variable parameter of up to ten digits. The SPID must be different for all terminals on the ISDN-BRI and from the Service SPID. The SPID should always be assigned, if the SPID is not assigned for the first ISDN-BRI on a port, any other ISDN-BRI assignment to that port will be blocked. Valid entries are numeric strings in the range of 0 through 9999999999. Default is the station's extension number.
- **Endpt ID** — This field appears only if the Endpt Init field is set to “y”. Enter a two digit number between 00 and 62. The entry in this field provides for a multi-point configuration conformance to the Bellcore Terminal Initialization procedures. In those procedures, a multi-point configuration requires that the last two digits of the SPID be between 00 and 62 and be binary unique for each endpoint. Each Endpt ID field must have a unique value for each endpoint on the same port. This field, combined with the entry in the SPID field, gives the effective SPID administered into the terminal. Bellcore ISDN-1 requires that the SPID programmed into the endpoint be at least 9 digits. For example, if the SPID is 1234, and the Endpt ID is 01, then the SPID administered on the terminal is 000123401. The three leading zeros are necessary to pad the SPID to 9 digits.



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|                                                                                                                                                                                                                                                |                                                                                                                                                                                   |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>DATA MODULE</p> <p>Data Extension: 30</p> <p>ABBREVIATED DIALING<br/>List1:</p> <p>SPECIAL DIALING OPTION:</p> <p>CIRCUIT SWITCHED DATA ATTRIBUTES<br/>Default Duplex: full</p> <p>DATA MODULE CAPABILITIES<br/>Default ITC: restricted</p> | <p>STATION</p> <p>Name: 27 character Data Module 30<br/>COS: 1<br/>COR: 1<br/>TN: 1</p> <p>Default Mode: async      Default Speed: 1200</p> <p>Default Data Application: M2_A</p> |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

**Screen 5-47. World Class Core BRI Data Module Form (Page 1 of 2)**

### Implementation Notes

HOT LINE DESTINATION only displayed when "hot-line" is entered in the SPECIAL DIALING OPTION field.

DEFAULT DIALING only displayed when "default" is entered in the SPECIAL DIALING OPTION field.

Abbreviated Dialing Dial Code only displayed when SPECIAL DIALING OPTION is "hot-line" or "default".

Page 2 of 2

|                                 |               |             |                |
|---------------------------------|---------------|-------------|----------------|
| DATA MODULE                     |               |             |                |
| BRI LINK/MAINTENANCE PARAMETERS |               |             |                |
| XID? y                          | Fixed TEI? n  | TEI: ____   |                |
| Country Protocol: 1____         | Endpt Init? y | SPID: _____ | Endpt ID: ____ |

**Screen 5-48. World Class Core Data Module Form (Page 2 of 2)**

### **Implementation Notes**

---

The TEI field is displayed only if the Fixed TEI field entry is "y".

The SPID and Endpt ID fields are displayed only when the Endpt Init field entry is "y".

## Dial Plan

---

The Dial Plan is the System's guide to translating the digits dialed by various System users. Refer to the "Dial Plan" and "Single-Digit Dialing and Mixed Station Numbering" features in the *DEFINITY Enterprise Communications Server Release 5 Feature Description* for additional information. Typical Dial Plan examples are shown for both Single-Digit and Mixed Station Numbering.

## Administration Commands

---

Use the following administration commands to administer the Dial Plan Record form.

| Action  | Object   | Qualifier <sup>1</sup> |
|---------|----------|------------------------|
| change  | dialplan | —                      |
| display | dialplan | [print or schedule]    |

---

1. Brackets [ ] indicate the qualifier is optional.

## Form Instructions

---

Make assignments as required for the following fields on the form:

- **North American Area Code** — Required only in North America. Enter the area code number where the System is located. Valid entries are any area code in the form NXX where N is any digit 2 through 9 and X is any digit 0 through 9. Entry must be all digits. Leave blank if not in North America.
- **Local Node Number** — Enter a number from 1 through 63 to uniquely identify a node in a PBX network. The Node Number is used by the automatic restoration capability of Administered Connections. The Node Number entry must match the DCS switch node number and the CDR node number if they are specified. The field may be left blank if automatic restoration, DCS, and CDR are not used.
- **ETA Node Number** — Enter the number of the destination switch for ETA calls.
- **ETA Routing Pattern** — Enter the number of the routing pattern to reach the destination switch.
- **ARS Prefix 1 Required** — Only displayed if the North American Area Code field is not blank. Enter "y" (system default) if dialing a "1" is required to call an area code. Enter "y" if the office codes in the HNPA are interchangeable with NPAs. Requiring a "1" Prefix is typically used within those area codes where local central office codes resemble area codes (that is, middle digit is a "0" or a "1"). For example, 201 in New Jersey, or 212 in New York.

- **Uniform Dialing Plan** — Enter either "4-digit" or "5-digit" to signify the use of a 4- or 5-digit Dial Plan, or enter "none" (default) if no Uniform Dialing Plan is to be administered.

 **NOTE:**

The Uniform Dialing Plan option must be enabled on the System-Parameters Customer-Option form before any entry other than "none" can be entered in this field.

The Uniform Dialing Plan is a separate form that must be administered if "4-digit" or "5-digit" is entered in this field. Refer to "Uniform Dial Plan" in Chapter 4 for more information.

 **CAUTION:**

*If the entry in the Uniform Dialing Plan field is changed from its previously administered value, all UDP extension codes will be lost.*

The UDP provides a common 4- or 5-digit dial plan that can be shared among a group of switches. Interswitch dialing and intraswitch dialing both require 4- or 5-digit dialing. The Uniform Dial Plan (UDP) is used with Electronic Tandem Network (ETN), Main/Satellite/Tributary, and Distributed Communications System (DCS) configurations. Additionally, UDP can be used alone to provide uniform 4- or 5-digit dialing between two or more private switching systems without ETN, DCS, or Main/Satellite/Tributary configurations.

 **NOTE:**

Local extensions of fewer digits can still be administered, but cannot be reached from other switches.

- **UDP Extension Search Order** — Displayed when the Uniform Dialing Plan field is "4-digit" or "5-digit". Indicates where the System should look for a dialed extension first. Valid entries are "local-extensions-first" (default) and "udp-table-first".

When "local-extensions-first" is selected, the dialed extension will be searched for in local translation first and, if found, the call will terminate to the local station. If the extension is not found locally, the UDP tables will be searched for an off-switch (UDP) conversion.

When "udp-table-first" is selected, the UDP tables will be searched first.

## First Digit Table

---

The First Digit table consists of fields for each possible first digit and dialed number length. The first digit ranges from 0 through 9 plus the \* (star) and # (pound) symbols. The dialed digit length ranges from 1 through 6. Entries on the table (referred to as dial types) can be the following:

- blank (no object is assigned) — All fields default to blank.
- "extension" (primary extension number) — Can have a first digit of 0 through 9 (\* and # not allowed) and can be one to five digits in length.

**NOTE:**

If the Uniform Dialing Plan is enabled, it is recommended that no extensions be administered that begin with "0". This is because, in the United States of America, "0" is usually the attendant.

For example, if extension numbers 400 through 499 are required, "extension" is entered at the intersection of the "-3-" column and the First Digit "4" row. If a 4-digit number is administered with a first digit of 6, the extension numbers 6000 through 6999 will be allowed ("extension" is entered at the intersection of the "-4-" column and the First Digit "6" row). Note the "extension" cannot have the same first digit as the ARS or AAR facility access code (FAC).

- "fac" (feature access code) — Can have a first digit of 0 through 9 plus the \* (star) and # (pound) symbols. A FAC can be from one to four digits in length. The \* and # symbols count as a digit each when used and must be the first digit. For example, \*2 could be used to activate a feature and #2 used to deactivate the feature. It is recommended that a FAC be the last item entered in a row when mixed numbering is used. Otherwise, problems may be encountered when 3-digit FACs and 4-digit extension numbers begin with the same first digit and the FAC is an abbreviated dialing list access code. If the abbreviated dial list entry that a user wants to dial in on a station feature button, no problems will be encountered in dialing. If a user manually dials the access code and the list entry number, he/she must wait for the inter-digit time-out to expire after dialing the list access code and before dialing the list entry number. Otherwise, the call will go to intercept or to an extension number.

**NOTE:**

"tac" (trunk access code) — Can have a first digit of 0 through 9 (plus the \* and # symbols) and be from one to four digits in length. For example, 9 could be used for local trunk access, 8 for WATS trunk access, and 7 for Tie trunk access. The longer 4-digit TACs can be used for ordinary trunk access, but will not work for attendant control of trunk groups, trunk-ID buttons, or DCS, and only the last three digits of the codes can be recorded in CDR records. A TAC

must be the last item entered in a row when mixed station numbering is used.

**⇒ NOTE:**

The "tac" cannot have the same first digit as the ARS or AAR facility access code (FAC).

- "attd" — The attendant group number can be administered for dialed length of 1, and can have a first digit of 0 through 9, or the two-digit attendant group number whose first digit is defined as "misc" and whose second digit (0 through 9) is defined on the Second Digit Table form.
- "misc" — Can have a dialed length of 1, and can have a first digit of 0 through 9. This call type specifies that the call types for this digit are actually determined in the Second Digit Table.
- "pextension" — Is made up of a prefix (first digit) that can be a 0 through 9 (\* and # not allowed) and an extension number of up to five digits in length. The maximum length of a prefix and extension combination is six digits. When a prefixed extension is entered in the dial plan, a TAC cannot be entered before the prefixed extension on the same row in the table. If a first digit is already assigned as a TAC, a prefixed digit cannot be entered after the tac on the same row in the table. The purpose of the prefix is to identify the dial type as an extension. After digit collection, the prefix digit is removed from the string of dialed digits. The remaining digits (extension number) are then processed. A prefixed extension allows the use of extensions numbers with any first digit (the extension length must be specified on the table). The "prefixed extension" cannot have the same first digit as the ARS or AAR facility access code (FAC).

**⇒ NOTE:**

When a dial plan has mixed station numbering, extension numbers of various lengths (all with the same first digit) are mapped on the First Digit table as shown on Page 1 of the form. The System then employs an inter-digit time-out to ensure that all dialed digits are collected. The inter-digit time-out may add several seconds to the dial time. An alternative to the delay required in the time-out mechanism at the expense of dialing an extra digit is to use prefixed extensions in the dial plan.

### **Dial Plan for Hotel/Motel Use**

The dial plan can be implemented to provide easy access to internal hotel/motel services and to provide the capability to associate room numbers with guest room voice terminals. These numbers can be printed on a faceplate (not provided by Lucent Technologies) that can be placed over the front of the voice terminal. Figure 5-7 provides an example of how the numbers and features can be used on a faceplate.

|                                  |   |   |   |                                          |
|----------------------------------|---|---|---|------------------------------------------|
|                                  |   |   |   | HOT LINE<br>TOUCH 55                     |
| ROOM SERVICE<br>TOUCH 1          | 1 | 2 | 3 | ROOM TO ROOM<br>TOUCH 7 +<br>ROOM NUMBER |
| BELL CAPTAIN<br>VALET<br>TOUCH 2 | 4 | 5 | 6 | LONG DIST.<br>8+1 OR<br>0+ NUMBER        |
| FRONT DESK<br>MESSAGE<br>TOUCH 3 | 7 | 8 | 9 | LOCAL<br>TOUCH 9+ NO.                    |
| HOUSEKEEPING<br>TOUCH 4          | * | 0 | # | OPERATOR<br>WAKE-UP<br>TOUCH 0           |
| HOSPITALITY<br>TOUCH 51          |   |   |   |                                          |

---

**Figure 5-7. Typical Hotel/Motel Feature Assignments**

## Second Digit Table

The following fields appear on the Second Digit Table Screen. A second digit table must be completed each time "misc" is entered in the digit length of 1 column. The second digit table is named for the row where the "misc" appears. In addition, a second digit table can exist for every first digit value.

## **Administration Commands**

---

Use the following administration commands to administer the Second Digit Table form.

| <b>Action</b> | <b>Object</b> | <b>Qualifier<sup>1</sup></b> |
|---------------|---------------|------------------------------|
| add           | second-digit  | 0-9                          |
| change        | second-digit  | 0-9                          |
| display       | second-digit  | [print or schedule]          |

---

1. Brackets [ ] indicate the qualifier is optional.

## **Form Instructions**

---

Make assignments as required for the following fields on the form:

- **Digit** — A display-only field that marks the value of the second digit.
- **Identification** — Enter an abbreviation to identify the dialed number if a particular second digit is dialed. Valid entries are "attd", "extension", "tac", and "fac". See the first digit table information, above, for explanations of these.
- **Number of Digits** — Enter the length of the dialed number. Valid entries are 2 for attd, 2 through 5 for extension, 2 through 4 for tac (2 through 3 with DCS), and 2 through 4 for fac.



| DIAL PLAN RECORD                                   |        |       |       | Page 1 of 1               |       |       |
|----------------------------------------------------|--------|-------|-------|---------------------------|-------|-------|
| North American Area Code: 908                      |        |       |       | Local Node Number: ____   |       |       |
| ARS Prefix 1 Required? y                           |        |       |       | ETA Node Number: ____     |       |       |
| Uniform Dialing Plan: 4-digit                      |        |       |       | ETA Routing Pattern: ____ |       |       |
| UDP Extension Search Order: local-extensions-first |        |       |       |                           |       |       |
| FIRST DIGIT TABLE                                  |        |       |       |                           |       |       |
| First                                              | Length |       |       |                           |       |       |
| Digit                                              | -1-    | -2-   | -3-   | -4-                       | -5-   | -6-   |
| 1:                                                 | _____  | _____ | _____ | _____                     | _____ | _____ |
| 2:                                                 | _____  | _____ | _____ | _____                     | _____ | _____ |
| 3:                                                 | _____  | _____ | _____ | _____                     | _____ | _____ |
| 4:                                                 | _____  | _____ | _____ | _____                     | _____ | _____ |
| 5:                                                 | _____  | _____ | _____ | _____                     | _____ | _____ |
| 6:                                                 | _____  | _____ | _____ | _____                     | _____ | _____ |
| 7:                                                 | _____  | _____ | _____ | _____                     | _____ | _____ |
| 8:                                                 | _____  | _____ | _____ | _____                     | _____ | _____ |
| 9:                                                 | _____  | _____ | _____ | _____                     | _____ | _____ |
| 0:                                                 | _____  | _____ | _____ | _____                     | _____ | _____ |
| *                                                  | _____  | _____ | _____ | _____                     | _____ | _____ |
| #:                                                 | _____  | _____ | _____ | _____                     | _____ | _____ |

Screen 5-49. Dial Plan Record Form (Page 1 of 1)

### Implementation Notes

The ARS Prefix 1 Required field appears only if the North American Area Code field is not blank.

The UDP Extension Search Order field appears only if the Uniform Dialing Plan field is set to "4-digit" or "5-digit".

| SECOND DIGIT TABLE FOR DIGIT _ |                |                  |       | Page 1 of 1    |                  |
|--------------------------------|----------------|------------------|-------|----------------|------------------|
| SECOND DIGIT TABLE             |                |                  |       |                |                  |
| Digit                          | Identification | Number of Digits | Digit | Identification | Number of Digits |
| 0:                             | _____          | 0                | 5:    | _____          | 0                |
| 1:                             | _____          | 0                | 6:    | _____          | 0                |
| 2:                             | _____          | 0                | 7:    | _____          | 0                |
| 3:                             | _____          | 0                | 8:    | _____          | 0                |
| 4:                             | _____          | 0                | 9:    | _____          | 0                |

Screen 5-50. Second Digit Form (Page 1 of 1)

## Duplication-Related System Parameters

---

 **NOTE:**

This form only applies to R5r configurations.

Used to enable or disable operation of Switch Processing Element (SPE) and Port Network Connectivity (PNC) duplication. The following must be duplicated:

- Each switch node record and every switch node with its duplicate (cabinet administration is a prerequisite)
- Every fiber link containing either an expansion interface circuit pack as an endpoint, or a DS1C (fiber link administration is a prerequisite; circuit pack administration then follows duplication administration)

All nonduplicated switch node interfaces (SNI) to SNI fiber links are automatically duplicated.

 **NOTE:**

PNC Duplication must be enabled with the *system-parameters customer-options* command before any duplication administration can be performed.

### Administration Commands

---

Use the following administration commands to administer the Duplication-Related System Parameters form.

| Action  | Object                        | Qualifier |
|---------|-------------------------------|-----------|
| change  | system-parameters duplication |           |
| display | system-parameters duplication |           |

### Form Instructions

---

Make assignments as required for the following fields on the form:

- **Enable Operation of SPE Duplication** — Enter "y" to enable or "n" (default) to disable operation of SPE duplication.
- **Enable Operation of PNC Duplication** — Enter "y" to enable or "n" (default) to disable operation of PNC duplication. This field only appears if PNC duplication has been enabled on the System-Parameters Customer-Options form.

|                                        |             |
|----------------------------------------|-------------|
|                                        | Page 1 of 1 |
| DUPLICATION RELATED SYSTEM PARAMETERS  |             |
| Enable Operation of SPE Duplication? y |             |
| Enable Operation of PNC Duplication? y |             |

**Screen 5-51. Duplication-Related System Parameters Form (Page 1 of 1)**

**Implementation Note**

The Enable Operation of PNC Duplication field only appears if PNC duplication has been enabled on the System-Parameters Customer-Options form.

## **Extended Trunk Access Call Screening**

---

This form is used to allow a set of digit strings to be identified that should not be routed via ETA. This form can also block the routing of certain FACs or TACs. For example, if the system administrator were to notice a digit string being mistakenly dialed repeatedly that ended up being routed via ETA to a remote PBX only to have the remote PBX return intercept treatment, then that digit string would be a candidate for the entry into the ETA call screening table. Entry into this table would have the effect of return intercept treatment to the caller without first attempting to route the digits to the remote PBX for interpretation via ETA.

### **Administration Commands**

---

Use the following administration commands to administer the Extended Trunk Access Call Screening form.

| Action  | Object         | Qualifier <sup>1</sup> |
|---------|----------------|------------------------|
| change  | call-screening |                        |
| display | call-screening |                        |

---

1. Brackets [ ] indicate the qualifier is optional.

### **Form Instructions**

---

Make assignments as required for the following fields on the form:

- **Call Screening Entry** — Assign those digit strings (up to 10) that should be blocked for this RNX. Each string can have up to 6 digits and/or special or wildcard characters. Valid entries are the digits 0 through 9, "x", "X", "\*", and "#". The "#" character may only be used as the first character.

| ETA CALL SCREENING TABLE |                      | Page 1 of 1 |
|--------------------------|----------------------|-------------|
| Entry                    |                      |             |
| No.                      | Call Screening Entry |             |
| 0:                       | _____                |             |
| 1:                       | _____                |             |
| 2:                       | _____                |             |
| 3:                       | _____                |             |
| 4:                       | _____                |             |
| 5:                       | _____                |             |
| 6:                       | _____                |             |
| 7:                       | _____                |             |
| 8:                       | _____                |             |
| 9:                       | _____                |             |

**Screen 5-52. Extended Trunk Access Call Screening Form (Page 1 of 1)**

## External Device Alarming

---

Use this form to administer External Device Alarming. You need to identify the port, the external device connected to the port (including Product Identifier), and the alarm level assigned to the external device for each alarm connection. You can assign an alarm level of major, minor, or warning.

External Device Alarm Admin must be enabled on the System-Parameters Customer-Options form before External Device Alarm commands can be administered. This is a right-to-use feature; only INADS can administer System-Parameters Customer-Options and the add/change/remove external-device-alarm commands. Execution of the list/display external-device-alarm commands is controlled by the Command Permission set up for each login.

### Administration Commands

---

Use the following administration commands to administer the External Device Alarm form.

| Action  | Object                  | Qualifier <sup>1</sup>  |
|---------|-------------------------|-------------------------|
| add     | eda-external-device-alm | port                    |
| change  | eda-external-device-alm | port                    |
| display | eda-external-device-alm | port                    |
| list    | eda-external-device-alm | ['print' or 'schedule'] |
| remove  | eda-external-device-alm | port                    |

- 
1. Brackets [ ] indicate the qualifier is optional. Single quotes ( ' ' ) indicate the text inside the quote must be entered exactly as shown or an abbreviated form of the word may be entered.

**⇒ NOTE:**

Port number is the qualifier for add, change, display, and remove commands. The port number is the "port" location used for the alarm connection. Since the 'maintenance board' alarm connections connect to control carrier boards that are in unnumbered slots, the standard port format cannot be used to designate these alarm connections. The special locations UUmajor and UUminor are used to design name the major or minor maintenance board alarm connection for cabinet UU. This cabinet number is also assumed for cabinet 01.

**⇒ NOTE:**

The major/minor designation specifies the pair of wires, not the alarm level associated with the connection (i.e., the "major" port can be administered

as a major, minor, or warning alarm and the "minor" port can be administered as a major, minor, or warning alarm.)

Port is made up of the following information.

| Characters    | Meaning        | Value                      |
|---------------|----------------|----------------------------|
| 1-2           | Cabinet Number | 1 through Max <sup>1</sup> |
| <b>EITHER</b> |                |                            |
| 3             | Carrier        | A through E                |
| 4-5           | Slot           | 01-20                      |
| 6-7           | Circuit Number | 01 through 16              |
| <b>OR</b>     |                |                            |
| 3-7           |                | ['major' or 'minor']       |

- 
1. Max is the maximum cabinet number for the system.

### Display Port Command

External device alarm is a new Equipment Type on the Display Port screen. The Alt Name, which you enter on the External Device Alarm Port form, will appear on the Display Port screen in the Identification field.

### Form Instructions

---

Make assignments as required for the following fields on each page of the form:

#### Page 1 of the External Device Alarm Port Form

- **Port** — Display only. You entered the port number on the command line.
- **Alarm** — Assign the alarm level for this external device alarm port. Options are major, minor, or warning. Default is minor.
- **Alt Name** — Enter up to a 7 character adjunct short name for this external device alarm. You may use a through z, A through Z, 0 through 9, or a space to create the name. The name will appear in the Alt Name field of several related List, Display, and Test forms. The default is blank.
- **Description** — Enter up to a 40 character adjunct description for the external device alarm. You may use a through z, A through Z, 0 through 9, or a space to create the name. The default is blank.

- **Product Identifier** — Enter the 10 digit product identifier of the external device alarm. Leading zeroes are significant and are retained. If you leave the field blank, alarms associated with the connected adjunct will use the switch product identifier administered on the Change System-Parameters Maintenance screen. The default is blank.
- **Building** — Enter up to a 40 character description of the external device alarm's building location. You may use a through z, A through Z, 0 through 9, or a space to create the description. The default is blank.
- **Address** — Enter up to a 40 character building address. You may use a through z, A through Z, 0 through 9, or a space to create the address. The default is blank.

```
add external-device-alarm 03minor                                SPE A
                        EXTERNAL DEVICE ALARM PORT

                        Port: 03minor
                        Alarm Type: major
                        Alt Name: Audix 2
                        Description: Audix 2 remote equipment room
Project Identifier: 8123456791
                        Building: TSC Building 3 Room 25
                        Address: 8300 E Maplewood Ave Englewood CO 80111
```

**Screen 5-53. Example Add External-Device-Alarm Form**



list eda-external-device-alm

Page 1 of 1 SPE

A

| EXTERNAL DEVICE ALARM PORTS |            |          |                             |                    |
|-----------------------------|------------|----------|-----------------------------|--------------------|
| Port                        | Alarm Type | Alt Name | Description                 | Product Identifier |
| 01c1201                     | minor      | UPSI     | DC battery discharged       | 7000000001         |
| 01c1202                     | major      | Audix1   | Main Audix main equipment   | 8123456790         |
| 01major                     | minor      | UPSI     | DC rectifier alarm          | 7000000001         |
| 01minor                     | minor      | UPSI     | DC overvoltage alarm        | 7000000001         |
| 03a2101                     | warning    | CC temp  | Computer Center Temperature |                    |
| 03a2102                     | major      | CMS2     | Call management adjunct     | 6222222222         |
| 03major                     | major      | CMS1     | Call management adjunct     | 6111111111         |
| 03minor                     | minor      | Audix2   | Audix 2 remote equipment    | 8123456791         |

**Screen 5-54. Example List Eda-External-Device-Alrm Screen**

## Feature Access Codes

---

This form is used to assign feature access codes (FACs) that, when dialed, activate or cancel the System features. described in this section.

### Administration Commands

---

Use the following administration commands to administer the Feature Access Codes form.

| Action  | Object               | Qualifier <sup>1</sup>  |
|---------|----------------------|-------------------------|
| change  | feature-access-codes | —                       |
| display | feature-access-codes | ['print' or 'schedule'] |

- 
1. Brackets [ ] indicate the qualifier is optional. Single quotes ( ' ') indicate the text inside the quote must be entered exactly as shown or an abbreviated form of the word may be entered.

### Form Instructions

---

Make assignments as required for the following fields on each page of the form:

#### Pages 1 through 5 of the Form

- In each field that ends with **Access Code** — Enter the digits required to access the feature.

 **NOTE:**

To ensure the security of your system, leave the Facility Test Calls Access Code field blank except when actually testing trunks.

The Emergency Access to Attendant Access Code cannot be used if the feature is not enabled on the System-Parameters Customer-Options form.

The access codes assigned to the Housekeeping Status (Client Room) and Housekeeping Status (Station) are assigned to reflect the customer requirements. These codes are transmitted to the Property Management System (PMS) for processing.

- In each field that ends with **Activation** — Enter the digits required to activate the feature.

 **NOTE:**

Users with blank Station Security Codes cannot use the following FACs:

— Extended Call Forward All Activate

- Extended Call Forward Busy/Don't Answer Activate
- Extended Call Forward Cancel
- Change Coverage

- In each field that ends with **Deactivation** — Enter the digits required to cancel or deactivate a feature.

Valid entries are any 1- to 4-digit number consisting of the digits 0 through 9. The "\*" and "#" symbols can be used as the first digit.



**NOTE:**

Analog rotary dial sets cannot use the "\*" and "#" symbols.

## Page 2 of the Form

- **Leave Word Calling Message Retrieval Lock** — Enter the unique code to be dialed to lock the display module on voice terminals. Valid entries are a 1- to 4-character string consisting of the characters 0 through 9; "\*" and "#" can be used as the first character. (The lock function is activated at a voice terminal by dialing this system-wide lock access code. This prevents unauthorized users from displaying, canceling, or deleting messages associated with the voice terminal.) The Lock Messages field on the station form must also be enabled.
- **Leave Word Calling Message Retrieval Unlock** — Enter the unique code to be dialed to unlock a voice terminal's display module. Valid entries are a 1- to 4-character string consisting of the characters 0 through 9; "\*" and "#" can be used as the first character. The lock function is canceled at the voice terminal by dialing this unlock FAC followed by the SCC.
- **Leave Word Calling Send A Message** — Enter the unique code to be dialed to send a message. Valid entries are a 1- to 4-character string consisting of the characters 0 through 9; "\*" and "#" can be used as the first character.
- **Leave Word Calling Cancel A Message** — Enter the unique code to be dialed to cancel a message. Valid entries are a 1- to 4-character string consisting of the characters 0 through 9; "\*" and "#" can be used as the first character.
- **Personal Station Access (PSA) Associate Code** — Enter the unique code the user will dial to activate the Personal Station Access feature at a terminal. Valid entries are a 1- to 4-character string consisting of the digits 0 through 9; "\*" and "#" can be used as the first character. **Dissociate Code** — Enter the code the user will dial to dissociate the PSA feature at a terminal. Valid entries are a 1- to 4-character string consisting of the digits 0 through 9; "\*" and "#" can be used as the first character. You cannot provide either code until the Personal Station (PSA) field on the System Parameters Customer-Options form is set to yes.

### Page 3 of the Form

- **Station Security Code Change Access Code** — Enter the code the user must dial to change his or her Station Security Code. Valid entries are a 1- to 4-character string consisting of the digits 0 through 9; "\*" and "#" can be used as the first character. The SCC must be administered before the user can change it using this FAC. That is, a user cannot change a blank SCC.
- **Terminal Translation Initialization Merge Code** — Enter the digits that must be dialed to install (merge) a station without losing any of its previous feature settings. The Terminal Translation Initialization Separation Code must have been used, or the station made AWOH, when the voice terminal was removed from its former location in order for the Terminal Translation Initialization Merge Code to be effective.
- **Terminal Translation Initialization Separation Code** — Enter the digits that must be dialed to remove (separate) a station from a location without losing any of its feature settings.
- **Transfer to AUDIX Access Code** — Enter the digits that must be dialed to allow coverage to transfer the caller to the original call recipient's AUDIX mail where the caller can leave a message. Valid entries are a 1- to 3-digit number consisting of the digits 0 through 9; "\*" and "#" can be used as the first digit. Default is blank.

### Page 4 of the Form

The next eleven fields are only available for administration if the Automatic Call Distribution option has been enabled on the System-Parameters Customer-Options form.



#### NOTE:

These fields will also be displayed if the Call Vectoring (Basic) and Vectoring (Prompting) features have been enabled on the System-Parameters Customer-Options form; however, they will only be administrable if ACD has been enabled.

- **After Call Work Access Code** — Enter the code the agent must dial when the agent will be performing work-related ACD activities.
- **Assist Access Code** — Enter the digit the agent must dial to request assistance from the split supervisor.
- **Auto-In Access Code** — Enter the code the agent must dial to become automatically available to receive another ACD call each time a call is released.
- **Aux Work Access Code** — Enter the code the agent must dial when the agent will be performing non-ACD activities.
- **Login Access Code** — Enter the code the agent must dial to gain access to the ACD functions. This is a system-wide code for all ACD agents.

- **Logout Access Code** — Enter the logout code the agent must enter to exit ACD. This is a system-wide logout code for all ACD agents.
- **Manual-In Access Code** — Enter the code the agent must dial to receive a single, new ACD call upon the completion of an ACD call.

The following two fields appear only if the Service Observing (Remote By/FAC) field on the System Parameters Customer-Options field is set to yes.

- **Service Observing Listen Only Access Code** — Enter the code that must be dialed to allow a station with Service Observing permission (COR) to listen to other agent ACD calls without being heard on the ACD call.
- **Service Observing Listen/Talk Access Code** — Enter the code that must be dialed to allow a station with Service Observing permission (COR) to both listen and be heard on an ACD call.

The following two fields appear only if the Expert Agent Selection (EAS) feature is optioned on the Feature-Related System-Parameters form.

- **Add Agent Skill Access Code** — Enter the digits an agent must dial to be able to add a skill to their current skill set.
- **Remove Agent Skill Access Code** — Enter the digits an agent must dial to be able to remove a skill from their current skill set.

The next field is only available if the Call Vectoring (Basic) and Vectoring (Prompting) options have been enabled on the System-Parameters Customer-Options form.

- **Converse Data Return Code** — Enter the access code the CONVERSANT must output prior to outputting the digits being returned to the System.

#### Page 4 of the Form

The next five fields are only available if the Hospitality option has been enabled on the System-Parameters Customer-Options form.

- **Automatic Wakeup Call Access Code** — Enter the access code the user must dial to schedule or cancel a wakeup call.
- **Housekeeping Status (Client Room) Access Code** — Enter the access code the housekeeper dials from the client's room to provide room status. There are six codes.
- **Housekeeping Status (Station) Access Code** — Enter the access code the housekeeper must dial to provide room status. This access code must be dialed from designated voice terminals. There are four codes.
- **Verify Wakeup Announcement Access Code** — Enter the access code the user can dial to verify a wakeup announcement.

- **Voice Do Not Disturb Access Code** — Enter the access code the user must dial to enter or cancel a do not disturb request without using a display — through the use of voice prompting.

Page 1 of 5

| FEATURE ACCESS CODE (FAC)                             |                            |
|-------------------------------------------------------|----------------------------|
| Abbreviated Dialing List1 Access Code:                | _____                      |
| Abbreviated Dialing List2 Access Code:                | _____                      |
| Abbreviated Dialing List3 Access Code:                | _____                      |
| Abbreviated Dial - Prgm Group List Access Code:       | _____                      |
| Announcement Access Code:                             | _____                      |
| Answer Back Access Code:                              | _____                      |
| Auto Alternate Routing (AAR) Access Code:             | _____                      |
| Auto Route Selection (ARS) Access Code1:              | _____ Access Code 2: _____ |
| Automatic Callback Activation:                        | _____ Deactivation: _____  |
| Call Forwarding Activation Busy/DA: _____ All: _____  | Deactivation: _____        |
| Call Park Access Code:                                | _____                      |
| Call Pickup Access Code:                              | _____                      |
| CAS Remote Hold/Answer Hold-Unhold Access Code:       | _____                      |
| CDR Account Code Access Code:                         | _____                      |
| Change Coverage:                                      | _____                      |
| Data Origination Access Code:                         | _____                      |
| Data Privacy Access Code:                             | _____                      |
| Directed Call Pickup Access Code:                     | _____                      |
| Emergency Access To Attendant Access Code:            | _____                      |
| Extended Call Fwd Activate Busy D/A: _____ All: _____ | Deactivation: _____        |
| Facility Test Calls Access Code:                      | _____                      |
| Flash Access Code:                                    | _____                      |

Screen 5-55. Feature Access Code Form (Page 1 of 5)

### Implementation Notes

The Emergency Access to Attendant Access Code field is displayed when the optional Emergency Access to the Attendant feature has been enabled on the System-Parameters Customer-Options form.

Call Park Access Code — Do not administer to have the same first digit as another feature access code that is longer in length.

Page 2 of 5

FEATURE ACCESS CODE (FAC)

|                                                      |                        |
|------------------------------------------------------|------------------------|
| Group Control Restrict Activation: _____             | Deactivation: _____    |
| Hunt Group Busy Activation: _____                    | Deactivation: _____    |
| ISDN/PRI Access Code: _____                          |                        |
| Last Number Dialed Access Code: _____                |                        |
| Leave Word Calling Message Retrieval Lock: _____     |                        |
| Leave Word Calling Message Retrieval Unlock: _____   |                        |
| Leave Word Calling Send A Message: _____             |                        |
| Leave Word Calling Cancel a Message: _____           |                        |
| Malicious Call Trace Activation: _____               | Deactivation: _____    |
| PASTE (Display PBX data on Phone) Access Code: _____ |                        |
| Personal Station Access (PSA) Associate Code: _____  | Dissociate Code: _____ |
| Print Messages Access Code: _____                    |                        |
| Priority Calling Access Code: _____                  |                        |
| Program Access Code: _____                           |                        |
| Refresh Terminal Parameters Access Code: _____       |                        |
| Send All Calls Activation: _____                     | Deactivation: _____    |

**Screen 5-56. Feature Access Code Form (Page 2 of 5)**

Page 3 of 5

FEATURE ACCESS CODE (FAC)

|                                                       |                        |
|-------------------------------------------------------|------------------------|
| Station Security Code Change Access Code: _____       |                        |
| Terminal Dial-up Test Access Code: _____              |                        |
| Terminal Translation Initialization Merge Code: _____ | Separation Code: _____ |
| Transfer to AUDIX Access Code: _____                  |                        |
| Trunk Answer Any Station Access Code: _____           |                        |
| User Control Restrict Activation: _____               | Deactivation: _____    |
| Voice Coverage Message Retrieval Access Code: _____   |                        |
| Voice Principal Message Retrieval Access Code: _____  |                        |

**Screen 5-57. Feature Access Code Form (Page 3 of 5)**

### **Implementation Note**

Transfer into AUDIX Access Code — Do not administer to have the same first digit as another feature access code that is longer in length.

Page 4 of 5

FEATURE ACCESS CODE (FAC

Automatic Call Distribution Features

After Call Work Access Code: \_\_\_\_

Assist Access Code: \_\_\_\_

Auto-In Access Code: \_\_\_\_

Aux Work Access Code: \_\_\_\_

Login Access Code: \_\_\_\_

Logout Access Code: \_\_\_\_

Manual-In Access Code: \_\_\_\_

Service Observing Listen Only Access Code: \_\_\_\_

Service Observing Listen/Talk Access Code: \_\_\_\_

Add Agent Skill Access Code: \_\_\_\_

Remove Agent Skill Access Code: \_\_\_\_

Call Vectoring/Call Prompting Features

Converse Data Return Code: \_\_\_\_

**Screen 5-58. Feature Access Code Form (Page 4 of 5)**

### **Implementation Notes**

---

This page is displayed only when the optional ACD feature, or Call Vectoring (Basic) and Vectoring (Prompting) have been enabled on the System-Parameters Customer-Options form.

The Call Vectoring/Call Prompting features are only displayed if Call Vectoring (Basic) and Vectoring (Prompting) have been enabled on the System-Parameters Customer-Options form.

The Add and Remove Agent Skill Access Code fields only appear if the Expert Agent Selection feature is optioned on the Feature-Related System-Parameters form.



Page 5 of 5

FEATURE ACCESS CODE (FAC)

Hospitality Features

Automatic Wakeup Call Access Code: \_\_\_\_\_

Housekeeping Status (Client Room) Access Code: \_\_\_\_\_

Housekeeping Status (Client Room) Access Code: \_\_\_\_\_

Housekeeping Status (Client Room) Access Code: \_\_\_\_\_

Housekeeping Status (Client Room) Access Code: \_\_\_\_\_

Housekeeping Status (Client Room) Access Code: \_\_\_\_\_

Housekeeping Status (Client Room) Access Code: \_\_\_\_\_

Housekeeping Status (Station) Access Code: \_\_\_\_\_

Housekeeping Status (Station) Access Code: \_\_\_\_\_

Housekeeping Status (Station) Access Code: \_\_\_\_\_

Housekeeping Status (Station) Access Code: \_\_\_\_\_

Verify Wakeup Announcement Access Code: \_\_\_\_\_

Voice Do Not Disturb Access Code: \_\_\_\_\_

**Screen 5-59. Feature Access Code Form (Page 5 of 5)**

### **Implementation Note**

The Hospitality features are displayed when the Hospitality feature has been enabled on the System-Parameters Customer-Options form.

## Feature-Related System Parameters

---

This form is used to implement System parameters associated with various System features.

### Administration Commands

---

Use the following administration commands to administer the Feature-Related System Parameters form.

| Action  | Object                     | Qualifier <sup>1</sup>  |
|---------|----------------------------|-------------------------|
| change  | system-parameters features | —                       |
| display | system-parameters features | ['print' or 'schedule'] |

- 
1. Brackets [ ] indicate the qualifier is optional. Single quotes ( ' ') indicate the text inside the quote must be entered exactly as shown or an abbreviated form of the word may be entered.

### Form Instructions

---

Additional information on the parameters listed below can be found within feature descriptions of the same name by referring to *DEFINITY Enterprise Communications Server Release 5 Feature Description*.

Make assignments as required for the following fields on each page of the form:

#### Page 1 of the Form

- **Trunk-to-Trunk Transfer** — Enter "all" to enable all trunk-to-trunk transfers. This allows voice terminal users to set up trunk-to-trunk transfer, go on-hook without disconnecting the call, and forward the call to a remote location. Enter "restricted" (restricted public) to restrict all public trunks (CO, WATS, FX, CPE, DID, and DIOD). Enter "none" (default) to restrict all trunks (except CAS and DCS) from being transferred.



**NOTE:**

Regulations in some countries control the settings for this field. See your Lucent Technologies representative for assistance.

- **Coverage Subsequent Redirection/CFWD No Answer Interval** — Enter the number of times (1 through 99) a voice terminal in a Call Coverage path will ring before the call is routed to the next coverage point. A typical (recommended) interval is 2 to 3 rings. This value is also used by the Call Forward Busy/Don't Answer field to control the number of rings before the call is forwarded. Default is 3.

- **Coverage — Caller Response Interval (seconds)** — Enter the time in seconds (0 through 10) that the caller (internal caller only) has before the call redirects to the called party's first coverage point. The calling party can either hang up, use Leave Word Calling, or press the Go to Cover button during this time interval. Default is 4.
- **Keep Held SBA at Coverage Point** — Enter "y" (default) to keep a simulated bridged appearance on hold at the coverage point when the principal enters the call; otherwise, enter "n". If the bridged appearance is kept, the covering user may then enter the call along with the principal and the calling party.
- **Automatic Callback — No Answer Timeout Interval (rings)** — Enter the number of times that the callback call rings at the calling station before the callback call is canceled. Valid entries are 2 through 9. Default is 4.
- **Call Park Timeout Interval (minutes)** — Enter the number of minutes (1 through 90) that a call can remain parked before it is canceled. Default is 10.
- **Off-Premises Tone Detect Timeout Interval (seconds)** — Enter the number of seconds (5 through 25) that a call progress tone receiver (CPTR) will try to detect dial tone from a trunk during dialing. Once the time-out interval occurs, the call either outpulses on the trunk or gets intercept treatment depending on the setting of the "outpulse without tone" field on page 6 of this form. The default is 20.
- **AAR/ARS Dial Tone Required** — Enter "y" to indicate that a second dial tone is to be given to the calling party on a incoming tie or DID trunk call that is to be routed via AAR/ARS. A second dial tone provides feedback to the user that additional dialing can occur. Default is "y".
- **Music/Tone on Hold** — Enter "music" or "tone" to indicate what a caller will hear while on hold; enter "none" (default) for silence. This field does not appear if Tenant Partitioning is set to yes on the System-Parameters Customer-Options form.

 **NOTE:**

If you use equipment that rebroadcasts music or other copyrighted materials, you may be required to obtain a copyright license from, or pay fees to, a third party such as the American Society of Composers, Artists, and Producers (ASCAP) or Broadcast Music Incorporated (BMI). You can purchase a Magic OnHold® system, which does not require such a license, from Lucent Technologies.

- **Port** — Appears when Music/Tone on Hold is "music". Indicates the port number that provides Music-on-Hold access. This requires a port on a TN763 Auxiliary Trunk circuit pack or any supported Analog Line circuit pack. The entry breaks down as follows:

| Characters | Meaning        | Value                               |
|------------|----------------|-------------------------------------|
| 1-2        | Cabinet Number | 01 through 22 (R5r)                 |
|            |                | 01 through 03 (R5si)                |
| 3          | Carrier        | A through E                         |
| 4-5        | Slot Number    | 01 through 20                       |
| 6-7        | Circuit Number | 01 through 04 (Analog TIE trunks)   |
|            |                | 01 through 32 (DS1 Interface ports) |

- **Music (or Silence) On Transferred Trunk Calls** — Enter "all" to allow all transferred trunk calls to receive music until the call is answered if the Music-on-Hold feature is available. Enter "n" (default) if trunk callers are to hear music (or silence if Music-on-Hold is not administered) while waiting to be transferred, and then ringback as soon as the transfer is completed till the call is answered. Enter "call-wait" if trunk calls transferred to stations that require the call to wait will hear music (if administered); all other transferred trunk calls will receive ringback tone.
- **DID/Tie/ISDN Intercept Treatment** — Enter a recorded announcement extension number or "attd" (default) for the attendant to be used for intercept of invalid Direct Inward Dialing and/or tie trunk calls.

**NOTE:**

For System security, it is recommended that "attd" be entered in this field. This will route intercept calls to the attendant and, if the attendant receives several of these, then they will know a problem exists.

- **Messaging Service Adjunct (MSA) Connected** — Enter "y" if MSA is connected to the System. Default is "n".
- **Internal Automatic Answer for Attendant Extended Calls** — Enter "y" to enable IAA for attendant extended calls. This only applies to the 7313H through 7317H (MERLIN.) voice terminals as well as speaker equipped 73XX-series (ATL) hybrid voice terminals and digital voice terminals (except BRI) with a headphone or speaker capability. Default is "n".
- **Automatic Circuit Assurance (ACA) Enabled** — Must have an "aca-halt" button administered on the user's station. Enter "y" if Automatic Circuit Assurance (ACA) measurements will be taken; otherwise, enter "n". If "y" is entered, complete the following ACA-related fields. Default is "n".

- **ACA Referral Calls** — (Only displayed when the ACA Enabled field is "y".) Enter "local" (default), "primary," or "remote" to indicate where ACA referral calls will be generated. Remote referral calls are generated at another switch in a DCS network. Local referral calls are generated on and for the local switch. Primary referral calls are generated on the local switch for remote switches as well as the local switch. Also, ACA button status will be transmitted to other switches when in a DCS network. Default is "local".
- **ACA Referral Destination** — Enter the extension on the local switch that is to receive the ACA referral call or enter "attd" for attendant. The specified extension should be equipped with a display module. This field is only displayed if "local" or "primary" is entered in the ACA Referral Calls field.
- **ACA Short Holding Time Originating Extension and ACA Long Holding Time Originating Extension** — Enter an unassigned extension number in each field. Do not use the same extension number for both fields. The specified extensions are automatically assigned by the System when the form is submitted. These fields are only displayed if "local" or "primary" is entered in the ACA Referral Calls field.
- **ACA Remote PBX Identification** — Enter a number from 1 through 63 to identify the switch in a DCS network that makes the referral call. This field is only displayed if "remote" is entered in the ACA Referral Calls field. The remote PBX identified in this field must not be defined as "local" on the System's Dial Plan form.
- **Auto Abbreviated/Delayed Interval (rings)** — Enter the number of rings (1-16) before an Automatic Abbreviated Delayed Transition is triggered for a call.
- **Abbreviated Dial Programming by Assigned Lists** — Enter "y" to allow programming by station's assigned list. Enter "n" if using Program Access code to indicate which personal list to be programmed. Default is "n".

#### Page 2 of the Form

- **Maximum Number of Messages Per Station (when MSA not in service)** — Enter the maximum number of LWC Messages that can be stored by the System for a voice terminal at a given time. Default is "10".
- **Stations With System-wide Retrieval Permission (enter extension)** — Enter up to 10 voice terminal extension numbers that can retrieve LWC Messages for all other voice terminals. A VDN extension is not allowed. An entry of "attd" gives retrieval permission to all attendants.
- **External Treatment for Transferred Incoming Calls** — If you set this field to "y", then transferred calls have 2 rings (external) when they go to coverage. If you set this field to "n", then the calls have 1 ring (internal) when they go to coverage.

- **Terminal Translation Initialization (TTI) Enabled** — Terminal Translation Initialization (TTI) must be enabled on the System-Parameters Customer-Options form before the TTI fields can be administered. Enter "y" to start a background maintenance task to generate TTI port translations for unadministered ports on TTI-supported boards. Enter "n" to remove existing TTI port translations and ensure that no new TTI port translations will be generated.



**CAUTION:**

*Changing the TTI Enable field from "n" to "y" or from "y" to "n" triggers a background maintenance task that either generates (when changed to "y") or removes (when changed to "n") TTI port translation for unadministered ports in the system.*

- **TTI State** — Enter "data", "resume", "suspend", or "voice". The value of this field determines what type of TTI default port translation is generated for unadministered digital ports. The "suspend" state allows any current generation or removal of TTI port translations to be halted and access to TTI will also be denied. The "resume" state allows the TTI state to return to what it was before TTI was manually suspended. Default is "voice". This field displays only when the Terminal Translation Initialization (TTI) Enabled field is "y".
- **TTI Security Code** — The TTI security code is a 1- to 7-digit code that TTI users must enter when accessing TTI from their terminals. (It is also known as the TTI authorization code but is not the same as system authorization codes.) This field displays only when the Terminal Translation Initialization (TTI) Enabled field is "y".
- **Record PSA/TTI Transactions in History Log** — If this field is set to "y", TTI and PSA transactions will be recorded in the history log. You access these transactions via the List History command. This field will appear only if the Terminal Translation Initialization (TTI) Enabled field, above, is set to "y". The default for this field is "y".
- **Prohibit Bridging Onto Calls with Data Privacy** — Enter "y" if you want calls to be protected from bridge-on by any party, including Service Observing, Intrusion, Verify, and Bridging. Default is "n".
- **Enhanced Abbreviated Dial Length (3 or 4)** — A value of 3 will make 1000 Enhanced List entries available to the administrator; a value of 4 will make 10,000 entries available. The administrator may not be able to use all entry slots because of system capacity constraints. The default is 3.
- **Call Forward Override** — This field is used to control Call Forward Override with the Call Forwarding — All Calls feature. Set to "y" to allow the user of the forwarded-to station to override Call Forward — All Calls. This allows the user to initiate or transfer a call to the forwarded-from station.

- **Coverage of Calls Redirected Off-Net Enabled** — Set this field to "y" to allow further processing of calls redirected off-net by call forwarding or call coverage features. Remember that the Coverage of Calls Redirected Off-Net field on the System Parameters Customer-Options form must be set to "y" before you can administer this field. The default for this field is "n".

### Page 3 of the Form

- **Reserved Slots for Attendant Priority Queue** — Enter the number of calls that can go in to the emergency queue. Default is "5".
- **Time Before Off-Hook Alert** — Enter the time in seconds that a voice terminal with an Off-Hook Alert Class of Service can remain off-hook (after intercept tone has started) before an emergency call is sent to the attendant. Valid entries are 1 to 3000 seconds. Default is "10".
- **Emergency Access Redirection Extension** — Enter the assigned extension number (can be a VDN) where emergency queue overflow will redirect.
- **Number of Emergency Calls Allowed in Attendant Queue** — Enter the number of calls that will be allowed in the attendant queue before additional calls are routed to the backup extension.
- **Call Pickup Alerting** — Entering "y" enables the Call Pickup Alerting feature on a system-wide basis. This provides pickup group members with a visual indication on the Call Pickup status lamp of calls eligible to be answered via Call Pickup. Default is "n".
- **Temporary Bridged Appearance on Call Pickup** — Enter "y" to allow a temporary bridged appearance for calls answered with the Call Pickup or Directed Call Pickup features. This field controls this capability on a system-wide basis. Enter "n" to prevent the temporary bridged appearance of calls answered with these features. The default is "y".
- **Call Pickup on Intercom Calls** — Enter "y" to allow a user's or Agent LoginID's call, ringing as an intercom call, to be picked up using the Call Pickup or Directed Call Pickup features. This field controls the use of this feature throughout the system. Enter "n" to prevent the use of these features to pickup an intercom call. The default is "y".
- **Directed Call Pickup** — Enter "y" to allow use of the Directed Call Pickup feature across the system. Enter "n" to prevent feature use. The default is "n". Feature use by individual stations, attendants, or EAS agents can be controlled by COR.
- **Deluxe Paging and Call Park Timeout to Originator** — An entry of "y" enables the Loudspeaker Paging - Deluxe feature that essentially integrates the Loudspeaker Paging and Call Park features. All parked calls that time out (not answered by paged party) return to the parking party. An entry of "n" enables the Loudspeaker Paging feature. Paged calls that are to be parked require separate activation of the Call Park feature. All parked calls that time out return to the attendant. Default is "n".

- **Controlled Outward Restriction Intercept Treatment** — Enter the type of intercept treatment the caller receives when the call is outward restricted. Valid entries are "announcement", "attendant", "coverage", "extension" (may not be a VDN extension), or "tone". If announcement or extension is entered, the extension number for the announcement or extension must be entered in an associated field. Default is "tone".
- **Controlled Termination Restriction (Do Not Disturb)** — Enter the type of intercept treatment the caller receives when the call is placed to a termination restricted voice terminal. Valid entries are "announcement", "attendant", "cover", "extension" (may not be a VDN extension), or "tone". If announcement or extension is entered, an associated extension number field must be completed. Default is "tone".
- **Controlled Station-to-Station Restriction** — Enter the type of intercept treatment the caller receives when the call is placed to a restricted voice terminal. Valid entries are "announcement", "attendant", "extension" (may not be a VDN extension), or "tone". If announcement or extension is entered, an associated extension number field is displayed. Enter the extension of the restricted voice terminal in the field. Default is "tone".
- **Authorization Codes Enabled** — An entry of "y" enables the Authorization Codes feature on a systemwide basis. This field cannot be administered if the Authorization Codes feature is not enabled on the System-Parameters Customer-Options form. Default is "n".



**NOTE:**

To maintain System security, it is recommended that Authorization Codes be used.

- **Authorization Code Length** — Enter a number from 4 through 7 that defines the number of digits (length) in the Authorization Code field. This field is only displayed and must be completed if the Authorization Codes Enabled field is "y". This is the number of digits that must be assigned to the Authorization Code (AC) field on the Authorization Code form. Default is "7".



**NOTE:**

You enhance your system's security by using the maximum length for your authorization code.

- **Authorization Code Cancellation Symbol** — Enter the symbol a caller must dial to cancel the 10-second wait period during which the user can enter an authorization code. The cancellation code "#" should be entered if the main and tandem switches are both the same type of switch. The cancellation code "1" *must* be entered if an Lucent Technologies System 85 or DIMENSION PBX switch is part of the complex/network. This field is only displayed when the Authorization Code field is "y". Default is "#".
- **Attendant Time Out Flag** — Enter "y" if a call is to be routed to the attendant if the caller does not dial an authorization code within 10 seconds or dials an invalid authorization code. If this field is not enabled,



the caller will receive Intercept tone. This flag affects only remote users or incoming calls over trunks requiring an authorization code. This field is only displayed if the Authorization Codes Enabled field is "y". Default is "n".

- **Display Authorization Code** — Enter "y" to allow authorization code digits to be displayed on the set during the dialing. Enter "n" if these digits should not be displayed. This field applies only to DCP, not to BRI or hybrid sets.



**NOTE:**

To enhance your system's security, the Display Authorization Code field should be set to "n".

### Page 4 of the Form

System Printer Parameters (printer dedicated to support the Report Scheduler feature):

- **System Printer Extension** — Enter either the data module extension number associated with the System printer or enter "eia" if the DCE jack is used to interface the printer.



**NOTE:**

the "eia" option is not available for R5r.

- **Lines Per Page** — Enter the number of lines per page required for the report. Valid entries are 24 through 132. Default is "60".
- **EIA Device Bit Rate** — This field is not displayed for R5r configurations. Enter "1200", "2400", "4800", or "9600" per the required printer speed setting. Default is "9600".

System-Wide Parameters:

- **Switch Name** — Enter the name of the switch.

Malicious Call Trace Parameters:

- **Apply MCT Warning Tone** — Enter "y" to provide an audible tone to the controlling station when an MCT recorder is actively recording a malicious call. Default is "n."
- **MCT Voice Recorder Trunk Group** — Assign the trunk group for MCT voice recorders. Default is blank.

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- **Public Network Trunks on Conference Call** — Enter 0 to 5 to indicate the number of public network trunks allowed on a conference call. If this field is "0," the Conference Parties with Public Network Trunks field will not appear on the form. Default is "5."

- **Conference Parties with Public Network Trunks** — Enter a number between 3 and 6 to specify the maximum number of parties allowed in a conference call involving a public network subscriber. If the value of the Public Network Trunks on Conference Call field is "0," this field will not appear on the form. Default is "6."
- **Conference Parties without Public Network Trunks** — Enter a number between 3 and 6 to specify the maximum number of parties allowed in a conference call involving no public network trunks. Default is "6."
- **Night Service Disconnect Timer (seconds)** — Enter a number between 10 and 1024 (or blank) to indicate how long a trunk call can be unanswered during night service before being disconnected. The trunk must not have Disconnect Supervision for this timer to apply. Default is 180.
- **Short Interdigit Timer (seconds)** — Enter a number between 3 and 9 to limit the time that digit analysis will wait for the next digit when it has predicted that all the digits have already been collected. Default is "3."
- **Unanswered DID Call Timer (seconds)** — Enter number between 10 and 1024 (or blank) to limit how long a DID call can remain unanswered before it is routed to the attendant. A value of blank will disable this timer. Default is blank. This timer interacts with the nonadministrable 50 second Wait for Answer Supervision Timer (WAST). The WAST timer overrides the Unanswered DID Call Timer. Thus if the Unanswered DID Call Timer is set to a value equal to or greater than 50 seconds, the caller will receive intercept tone instead of the normal attendant or announcement treatment that is given when the Unanswered DID Call Timer expires before the WAST.
- **Line Intercept Tone Timer (seconds)** — Enter a number between 2 and 60 to specify how long an analog station user can wait after hearing warning tone without going on hook, before the station is placed in the lockout state. Default is 30.
- **Auto Start** — Enter "y" to enable the Automatic Start feature. If Auto Start is enabled, the Start buttons on all attendant consoles are disabled. Default is "n."
- **Auto Hold** — Enter "y" to enable the Automatic Hold feature on a systemwide basis. Default is "n."
- **Attendant Tone** — Enter "y" to provide call progress tones to the attendants. Default is "y."
- **Bridging Tone** — Enter "y" to apply a bridging tone when calls are bridged on primary extensions. Default is "n."
- **Conference Tone** — Enter "y" to provide conference tone as long as three or more calls are in a conference call. Default is "n."



**NOTE:**

Bridging and Conference Tones are not supported by all countries. If these tones are enabled for countries other than Italy, Belgium,

United Kingdom, or Australia, the tones will be equivalent to no tone (silence) unless the tone is independently administered or customized on the System-Parameters Country Options form.

- **Intrusion Tone** — Enter "y" to apply an intrusion tone (executive override) when an attendant intrudes on the call. Default is "n."
- **DID Busy Treatment** — Enter "attendant" or "tone" to specify how to handle a DID call to a busy station. Default is "tone."
- **Allow AAR/ARS Access from DID/DIOD** — Enter "y" to allow calls for DID and DIOD type trunk groups to complete calls using ARS or AAR. Default is "n".

The next two fields allow you to select display information for ISDN DCS calls.

- **Send Non-ISDN Trunk Group Name as Connected Name** — Enter "y" to send a name other than the ISDN trunk group name for display when a call is connected. Default is "n".
- **Display Connected Name/Number for ISDN DCS Calls** — Enter "y" to display the connected name/number for ISDN DCS. Default is "n".

The next four fields control the Distinctive Audible Alerting feature. This feature provides an administrable ringing pattern (1-, 2-, or 3-bursts) for internal, external, and priority calls. An internal call is a station to station call, or a call over a tie trunk administered as "internal." An external call is from a trunk other than a tie trunk administered as "internal." A priority call is one so designated by the calling party. Only sets with correct permissions can make priority calls.

- **Internal** — Enter a number (1 through 3) to specify the ringing pattern for internal calls. Default is "1."
- **External** — Enter a number (1 through 3) to specify the ringing pattern for external calls. Default is "2."
- **Priority** — Enter a number (1 through 3) to specify the ringing pattern for priority calls. Default is "3."
- **Attendant Originating Calls** — Enter "internal", external", or "priority" to indicate which type of ringing (defined above) to apply to attendant originated calls. Default is "external".
- **DTMF Tone Feedback Signal to VRU - Connection** — Enter the type of DTMF tone feedback signals to be provided to the VRU. Valid entries are the numbers 0 through 9, the characters \*, #, A, B, C, D, or blank. Blank means that no tone is to be sent to the VRU. This field will appear only if DTMF Feedback Signals for VRU on the Customer-Options System Parameters form is set to yes.
- **DTMF Tone Feedback Signal to VRU - Disconnection** — Enter the type of DTMF tone feedback signals to be provided to the VRU. Valid entries are the numbers 0 through 9, the characters \*, #, A, B, C, D, or blank.

Blank means that no tone is to be sent to the VRU. This field will appear only if DTMF Feedback Signals for VRU on the Customer-Options System Parameters form is set to yes.

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- **Pull Transfer** — Enter "y" to enable the Pull Transfer feature on a systemwide basis. Default is "n."
- **Outpulse Without Tone** — Enter "y" to indicate that the switch will outpulse digits when an even dial tone has not been received. Enter an "n" if the calling party should receive intercept tone if no dial tone is detected. Default is "y."
- **Wait Answer Supervision Timer** — Enter "y" to enable the Wait Answer Supervision Timer feature on a systemwide basis. When "y" is entered in this field, calls to stations that are unanswered after 50 seconds will be dropped. When "n" is entered in this field, unanswered calls will be dropped only when the calling party goes on-hook. Default is "n."
- **Misoperation Alerting** — Enter "n" for standard misoperation handling without recall alerting. Enter "y" for misoperation recall alerting on multi-appearance stations, analog stations, and attendant consoles. Misoperation Alerting should not be enabled if Call Prompting is optioned.
- **Repetitive Call Waiting Tone** — Enter "y" to indicate that a repetitive call waiting tone will be provided to the called party for all forms of call waiting access. Default is "n."
- **Allow Conference via Flash** — Enter "y" to allow an analog station to use flash to conference calls together. Enter "n" to prevent this. Default is "y".
- **Repetitive Call Waiting Interval (sec)** (This field appears when the Repetitive Call Waiting Tone field is set to "y.") — Enter a number from 1 to 99 in increments of 1 to specify the number of seconds between call waiting tones.
- **Vector Disconnect Timer (min)** — Enter the number of minutes, between 1 and 240, that a trunk should remain connected to a vector. The number of minutes that you enter here determines when the trunk will be disconnected if the Disconnect Supervision-In or Disconnect Supervision-Out fields on the Trunk form are set to no. Enter blank if you do not want DEFINITY ECS to initiate a disconnect.
- **Network Feedback During Tone Detection** — Enter "y" to provide audible feedback to the user while the system attempts to detect dial tone. Default is "y."
- **Hear Zip Tone Following VOA?** — Enter "y" to play zip tone following a VDN of Origin Announcement (VOA). This tone will alert a voice terminal user to the fact that the announcement has completed and a caller is now connected. CallMaster voice terminal and attendant console users hear double zip tone following the announcement. All other voice terminal users

hear single zip tone. Enter "n" if you do not want zip tone following a VOA. Note that this field does not effect auto-answer zip tone heard prior to the VOA.

- **Intercept Treatment on Failed Trunk Transfers** — Enter "y" to provide intercept treatment to calls that fail trunk transfers. This provides misoperation handling for such calls. Enter "n" to drop these calls. Default is "n."
- **Station Tone Forward Disconnect** — Enter "busy", intercept" or "silence" (default). When a station is the last party remaining off-hook on a call, that station receives the indicated tone or silence until that station is placed on-hook, or until the tone has played for 45 seconds and is followed by silence. The Tone Forward Disconnect applies to any station other than one administered as a data endpoint, an attendant console, an auto answer, or as an Outgoing Call Management (OCM) agent.
- **Level of Tone Detection** — Enter "broadband," "medium," or "precise" to specify the precision level of tone detection to be supported in the switch. Default is "precise."

The next four fields control station-to-switch recall signal timing. If a flashhook interval (recall window) is required, the upper and lower bounds of the interval can be administered. An on-hook that lasts for a period of time greater than or equal to the lower bound and less than or equal to the upper bound will be treated as a recall flash. If an interval is not required, the Disconnect Timing value must be administered. An on-hook that lasts for a period of time less than this value will be ignored; greater than or equal to this value will be regarded as a disconnect. Regardless, an on-hook lasting 50 to 150 ms coming from a 2500-type set will always be treated as a flash unless "Ignore Rotary Digits" is set to "y" for that station.

- **Flashhook Interval** — Enter "y" to indicate that a flashhook interval (recall window) is required. If a "y" is entered, the Upper and Lower Bound fields will appear; if "n" is entered, the Disconnect Timing field will appear. Default is "y."
- **Upper Bound (msec)** — Appears when the Flashhook Interval field is "y." Specifies the upper bound of the station-to-switch recall signal timing interval in milliseconds. Enter 150 through 1250 (in increments of 10) to specify the upper bound of the flashhook interval. Default is "1000."
- **Lower Bound (msec)** — Appears when the Flashhook Interval field is "y." Specifies the lower bound of the station-to-switch recall signal timing interval in milliseconds. Enter 150 through 1250 (in increments of 10) to specify the lower bound of the flashhook interval. Default is "200."
- **Forward Disconnect Timing (msec)** — Specify the duration of a momentary disconnect sent by the PBX to an analog station user when that user is the last party still off-hook on a call.

The next three fields control the Enhanced DCS feature.

- **Enhanced DCS Enabled?** — Enter "y" to enable the Enhanced DCS feature on a systemwide basis. Default is "n."
- **Apply Intercept Locally?** — Enter "y" to indicate that DID/CO intercept treatment will be applied locally instead of on the originating switch. This field appears only if the Enhanced DCS Enabled field is set to "y." Default is "y."
- **Enforce PNT-to-PNT Restrictions?** — Enter "y" in this field to indicate that restrictions and denial of PNT-to-PNT connections will be enforced when the EDCS message is unavailable. A "y" in this field means restrictions will be enforced. This field appears only if the Enhanced DCS Enabled field is set to "y". Default is "n".

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### Call Center System Parameters:

- **Expert Agent Selection (EAS) Enabled** — Only displayed if Expert Agent Selection (EAS) is enabled on the System-Parameters Customer-Options form. Enter "y" to enable Expert Agent Selection. To enable this field, either no ACD or vectoring hunt groups may exist or, existing ACD or vectoring hunt groups must be "skilled." Default is "n."
- **Minimum Agent-LoginID Password Length** — Only displayed if Expert Agent Selection (EAS) is "y" on the System-Parameters Customer-Options form. Enter the minimum number of digits that must be administered as an EAS Agent's LoginID password. Valid entries are 0 through 9 or blank. Entering a "0" or blank indicates no password is required. Default is blank.
- **Direct Agent Announcement Extension** — Only displayed if Expert Agent Selection (EAS) or ASAI are enabled on the System-Parameters Customer-Options form. Enter a valid announcement extension (consistent with the dial plan).
- **Direct Agent Announcement Delay** — Only displayed if Expert Agent Selection (EAS) or ASAI is enabled on the System-Parameters Customer-Options form. Enter the number of seconds (0 to 99) the caller will hear ringback before the Direct Agent Announcement is heard by the calling party.
- **Message Waiting Lamp Indicates Status For** — This field appears only if EAS is optioned on the System-Parameters Customer-Options form. If Expert Agent Selection (EAS) Enabled field is set to "y", you can enter either "station" or "loginID", otherwise you can only enter "station".
- **Converse First Data Delay/Second Data Delay** — Only displayed if Vectoring (Basic) is enabled on the System-Parameters Customer-Options form. The First Data Delay prevents data from being outputted (as a result of a converse vector step) from the System to CONVERSANT before CONVERSANT is ready. The delay commences when the CONVERSANT

port answers the call. Enter the number of seconds (0 to 9) for the delay. Default is "0." The Second Data Delay is used when two groups of digits are being outpulsed (as a result of a converse vector step) from the System to CONVERSANT. The Second Data Delay prevents the second set from being outpulsed before CONVERSANT is ready. The delay commences when the first group of digits has been outpulsed. Enter the number of seconds (0 to 9) for the delay. Default is "2."

- **Converse Signaling Tone/Pause**— Only displayed if Vectoring (Basic) and DTMF are enabled on the System-Parameters Customer-Options form. In the Signaling Tone field, enter the length in milliseconds of the digit tone for digits being passed to the CONVERSANT. In the Pause field, enter the length in milliseconds of the delay between digits being passed. The optimum timers for the CONVERSANT are a 100 msec tone and 70 msec pause.

Values entered in the Tone/Pause fields are rounded up or down depending upon the type of board used to outpulse the digits.

|                                        |                                                                                                                                                                                        |
|----------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| TN742B or later<br>suffix analog board | Tone and pause round up or down to the nearest 25 msecs. For example a 130 msec tone rounds down to 125 msecs, a 70 msec pause rounds up to 75 msec for a total of 200 msecs per tone. |
|----------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

|                                                 |                                                                                                                                                                               |
|-------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| TN464F, TN767E<br>or later suffix DS1<br>boards | Tone and pause round up to the nearest 20 msecs. For example a 130 msec tone rounds up to 140 msecs, a 70 msec pause rounds up to 80 msecs for a total of 220 msecs per tone. |
|-------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

If a board has been used for end-to-end signalling to the CONVERSANT, and has then been used to send digits to a different destination, the CONVERSANT timers may stay in effect. To reset your timers to the system default, pull and reseal the board.

- **Prompting Timeout (secs)** — Only displayed if Vectoring (Prompting) is enabled on the System-Parameters Customer-Options form. Enter the number of seconds, from 4 to 10, before the Collect Digits command times out for callers using rotary dialing. The default is 10.
- **Service Observing Warning Tone** — Service Observing (Basic) must be enabled on the System-Parameters Customer-Options form before this field may be administered. Enter "y" to assign a warning tone to be given to voice terminal users and calling parties whenever their calls are being monitored using the Service Observing feature. Default is "n".

 **NOTE:**

The use of Service Observing features may be subject to federal, state, or local laws, rules or regulations or require the consent of one or both of the parties to the conversation. Customers should familiarize themselves and comply with all applicable laws, rules, and regulations before using these features.

- **Call Classification After Answer Supervision?** — For use with ASAI Outbound Call Management (OCM). Enter “y” to force the switch to rely on the network to provide answer/busy/drop classification to the switch. After the call has been answered, a call classifier can be added to perform answering machine, modem and voice answering detection. Enter “n” for standard operation.

## Page 8 of the Form

Most Idle Agent Parameters:

- **MIA Across Splits or Skills?** — Enter “y” to remove an agent from the MIA queue for all the splits/skills/hunt groups that he or she is available in when the agent answers a call from any of his or her splits/skills/hunt groups. The default is “n.”
- **ACW Agents on MIA List?** — Enter “y” in the ACW Agents on MIA List field to have agents who are in After Call Work included in the Most-Idle Agent queue. Enter “n” to exclude ACW agents from the queue. The default is “y.”

Reason Codes Parameters:

- **Aux Work Reason Code Type:** — Enter “none” if you do not want an agent to enter a Reason Code when entering AUX work. Enter “requested” if you want an agent to enter a Reason Code when entering AUX mode but do not want to force the agent to do so. Enter “forced” to force an agent to enter a Reason Code when entering AUX mode. To enter “requested” or “forced,” Reason Codes must be enabled on the System-Parameters Customer-Option form, EAS must be enabled.
- **Logout Reason Code Type:** — Enter “none” if you do not want an agent to enter a Reason Code when logging out. Enter “requested” if you want an agent to enter a Reason Code when logging out but do not want to force the agent to do so. Enter “forced” to force an agent to enter a Reason Code when logging out. To enter “requested” or “forced,” Reason Codes must be enabled on the System-Parameters Customer-Option form, EAS must be enabled.

Call Management System Parameters:

- **Adjunct CMS Release** — Specifies the release of the CMS adjunct used with the System. Default is blank.
- **ACD Login Identification Length** — Enter the number of digits (0 through 9) for an ACD Agent Login ID if Expert Agent Selection (EAS) is “n” on the System-Parameters Customer-Options form. Default is “0.” If BCMS/VuStats Login IDs is set to “y,” the ACD Login ID length must be greater than 0.
- **BCMS/VuStats Measurement Interval** — You can enter “half-hour” or “hour” for polling and reporting measurement data if the BCMS and/or the VuStats option is enabled on the System-Parameters Customer-Options



form. If neither of these features is optioned, and if you enter a value in the BCMS Measurement Interval field, the system displays the following error message:

<value> cannot be used; assign either BCMS or VuStats first

If you receive this message, you must turn on BCMS and/or VuStats on the System-Parameters Customer-Options form.

There are a maximum of 25 time slots available for measurement intervals. If "hour" is specified, an entire day of traffic information will be available for history reports; otherwise, only half a day will be available. This does not affect daily summaries as they will always reflect traffic information for the entire day. The interval may be changed at any time, but will not go into effect until the current interval completes. Default is "hour."

- **BCMS/VuStats Abandon Call Timer (seconds)** — Enter "none" or 1 - 10 to specify the number of seconds for calls to be considered abandoned. Calls with talk time that is less than this number (and that are not held) are tracked by BCMS and displayed by VuStats as ABAND calls.
- **Validate BCMS/VuStats Login IDs** — Enter "n" to allow entry of any ACD login of the proper length. Enter "y" to allow entry only of login-IDs that have been entered on the BCMS Login-ID form.
- **Clear VuStats Shift Data:** — Enter "on-login" to clear shift data for an agent when the agent logs in. Enter "at-midnight" to clear shift data for all agents at midnight.

Page 1 of 8

FEATURE-RELATED SYSTEM PARAMETERS

Trunk-to-Trunk Transfer? n

Coverage Subsequent Redirection/CFWD No Answer Interval: 3\_

Coverage - Caller Response Interval (seconds): 4\_

Keep Held SBA at Coverage Point? y\_

Automatic Callback - No Answer Timeout Interval (rings): 4\_

Call Park Timeout Interval (minutes): 10

Off-Premises Tone Detect Timeout Interval (seconds): 20\_

AAR/ARS Dial Tone Required? y

Music/Tone On Hold: music Port: \_\_\_\_\_

Music (or Silence) On Transferred Trunk Calls: all

DID/Tie/ISDN Intercept Treatment: attd

Messaging Service Adjunct (MSA) Connected? y

Internal Automatic Answer for Attendant Extended Calls? y

Automatic Circuit Assurance (ACA) Enabled? y

ACA Referral Calls: local

ACA Referral Destination: \_\_\_\_\_

ACA Short Holding Time Originating Extension: \_\_\_\_\_

ACA Long Holding Time Originating Extension: \_\_\_\_\_

Auto Abbreviated/Delayed Interval(rings):

Abbreviated Dial Programming by Assigned Lists:

Screen 5-60. Feature-Related System-Parameters Form (Page 1 of 8)

**Implementation Notes**

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If Automatic Circuit Assurance (ACA) Enabled is "n," associated ACA fields will not be displayed.

If ACA Referral Calls is "local" or "primary," the ACA Referral Destination and the ACA Short and Long Holding Time fields are displayed.

If ACA Referral Calls is "remote," the ACA Remote PBX Identification field is displayed.

If the Music/Tone on Hold field is "music," the Port field is displayed.

Page 2 of 8

FEATURE-RELATED SYSTEM PARAMETERS

LEAVE WORD CALLING PARAMETERS

Maximum Number of Messages Per Station (when MSA not in service): 10\_  
Stations with System-wide Retrieval Permission (enter extension)

1: 34430    3: attd\_    5: \_\_\_\_\_    7: \_\_\_\_\_    9: \_\_\_\_\_  
2: 34412    4: \_\_\_\_\_    6: \_\_\_\_\_    8: \_\_\_\_\_    10: \_\_\_\_\_

WARNING!    SEE USER DOCUMENTATION BEFORE CHANGING TTI STATE

Terminal Translation Initialization (TTI) Enabled? y  
TTI State: voice    TTI Security Code: \_\_\_\_\_  
Record PSA/TTI Transactions in History Log? \_

Prohibit Bridging Onto Calls with Data Privacy? \_  
Enhanced Abbreviated Dial Length (3 or 4)? \_  
Call Forward Override? \_

External Coverage Treatment for Transferred Incoming Calls? \_  
Coverage of Calls Redirected Off-Net Enabled? \_

WIRELESS PARAMETERS

Radio Controllers with Download Server Permission (enter board location)

1: \_\_\_\_ 2: \_\_\_\_ 3: \_\_\_\_ 4: \_\_\_\_ 5: \_\_\_\_

**Screen 5-61. Feature-Related System-Parameters Form (Page 2 of 8)**

Page 3 of 8

FEATURE-RELATED SYSTEM PARAMETERS

Reserved Slots for Attendant Priority Queue: 5\_

Time Before Off-Hook Alert: 10\_\_

Emergency Access Redirection Extension: \_\_\_\_

Number of Emergency Calls Allowed in Attendant Queue: \_\_\_\_

Call Pickup Alerting? n

Temporary Bridged Appearance on Call Pickup? y

Call Pickup on Intercom Calls? y

Directed Call Pickup? n

Deluxe Paging and Call Park Timeout to Originator? n

Controlled Outward Restriction Intercept Treatment: tone \_\_\_\_

Controlled Termination Restriction (Do Not Disturb): tone \_\_\_\_

Controlled Station to Station Restriction: tone \_\_\_\_

AUTHORIZATION CODE PARAMETERS

Authorization Code Enabled? y

Authorization Code Length: 7

Authorization Code Cancellation Symbol? #

Attendant Time Out Flag? n

Display Authorization Code? \_

Display Authorization Code? y

**Screen 5-62. Feature-Related System-Parameters Form (Page 3 of 8)**

### Implementation Notes

The Authorization Code Length, Cancellation Symbol, and Attendant Time Out Flag fields are only displayed when the Authorization Code Enabled field is 'y.'

Page 4 of 8

FEATURE-RELATED SYSTEM PARAMETERS

SYSTEM PRINTER PARAMETERS

System Printer Extension: \_\_\_\_

EIA Device Bit Rate: 9600

Lines Per Page: 60

SYSTEM-WIDE PARAMETERS

Switch Name: \_\_\_\_\_

MALICIOUS CALL TRACE PARAMETERS

Apply MCT Warning Tone? n

MCT Voice Recorder Trunk Group: \_\_\_\_

**Screen 5-63. Feature-Related System-Parameters Form (Page 4 of 8)**

### Implementation Note

The EIA Device Bit Rate field is not displayed for R5r configurations.

Page 5 of 8

FEATURE-RELATED SYSTEM PARAMETERS

Public Network Trunks on Conference Call: 5      Auto Start? n  
 Conference Parties with Public Network Trunks: 6      Auto Hold? n  
 Conference Parties without Public Network Trunks: 6      Attendant Tone? y  
 Night Service Disconnect Timer (seconds): 180      Bridging Tone? n  
 Short Interdigit Timer (seconds): 3      Conference Tone? n  
 Unanswered DID Call Timer (seconds): \_\_\_\_      Intrusion Tone? n  
 Line Intercept Tone Timer (seconds): 30  
     DID Busy Treatment: tone  
 Allow AAR/ARS Access DID/DIOD? \_

ISDN PARAMETERS  
 Send Non-ISDN Trunk Group Name as Connected Name? \_  
 Display Connected Name/Number for ISDN DCS Calls? \_

DISTINCTIVE AUDIBLE ALERTING  
     Internal: 1    External: 2    Priority: 3  
     Attendant originated Calls: \_

DTMF Tone Feedback Signal to VRU - Connection: \_    Disconnection: \_

**Screen 5-64. Feature-Related System-Parameters Form (Page 5 of 8)**

### Implementation Note

The DTMF Tone Feedback Signal to VRU - Connection Disconnection field will display only if the DTMF Feedback Signals for VRU field is set to yes on the System-Parameters Customer-Options form.

Page 6 of 8

FEATURE-RELATED SYSTEM PARAMETERS

Pull Transfer: n      Update Transferred Ring Pattern? n  
 Outpulse Without Tone? y      Wait Answer Supervision Timer? n  
 Misoperation Alerting? n      Repetitive Call Waiting Tone? n  
 Allow Conference via Flash? y      Repetitive Call Waiting Interval (sec): \_  
 Vector Disconnect Timer (min): \_\_\_\_      Network Feedback During Tone Detection? y  
 Hear Zip Tone Following VOA ? y

Intercept Treatment On Failed Trunk Transfers? n  
     Station Tone Forward Disconnect: silence  
     Level Of Tone Detection: precise

RECALL TIMING  
     Flashhook Interval? y      Upper Bound (msec): 1000  
     Lower Bound (msec): 200  
     Forward Disconnect Timing (msec): 600

ENHANCED DCS  
 Enhanced DCS Enabled? n  
 Apply Intercept Locally? \_      Enforce PNT-to-PNT Restrictions? \_

**Screen 5-65. Feature-Related System-Parameters Form (Page 6 of 8)**

**Implementation Notes**

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The Upper Bound and Lower Bound fields appear only if the Flashhook Interval field is 'y.'

A flash of 50 msec to 130 msec is always acceptable from a 2500-type set regardless of the setting of the Upper and Lower bounds.

The Disconnect Timing field appears only if the Flashhook Interval field is 'n'.

The Apply Intercept Locally and Enforce PNT-to-PNT Restrictions fields appear when the Enhanced DCS field is set to 'y.'

The Repetitive Call Waiting (sec) field appears when the Repetitive Call Waiting Tone field is set to 'y.'

|                               |                                                        |                   |
|-------------------------------|--------------------------------------------------------|-------------------|
| CALL CENTER SYSTEM PARAMETERS |                                                        | Page 7 of 8       |
| EAS                           | Expert Agent Selection (EAS) Enabled? n                |                   |
|                               | Minimum Agent-LoginID Password Length:                 |                   |
|                               | Direct Agent Announcement Extension: _____             | Delay: ____       |
|                               | Message Waiting Lamp Indicates Status For: station     |                   |
| VECTURING                     | Converse First Data Delay: 0      Second Data Delay: 2 |                   |
|                               | Converse Signaling Tone (msec): 100                    | Pause (msec): 70_ |
|                               | Prompting Timeout (secs): 10                           |                   |
| SERVICE OBSERVING             | Service Observing Warning Tone? n                      |                   |
| ASAI                          | Call Classification After Answer Supervision? n        |                   |

**Screen 5-66. Feature-Related System-Parameters Form (Page 7 of 8)**

CALL CENTER SYSTEM PARAMETERS

Page 8 of 8

MOST IDLE AGENT

MIA Across Splits or Skills? n  
ACW Agents on MIA List? y

REASON CODES

Aux Work Reason Code Type: none  
Logout Reason Code Type: none

CALL MANAGEMENT SYSTEM

Adjunct CMS Release:  
ACD Login Identification Length: 0  
BCMS/VuStats Measurement Interval: hour  
BCMS/VuStats Abandon Call Timer (seconds):  
Validate BCMS/VuStats Login IDs? n  
Clear VuStats Shift Data: on-login

**Screen 5-67. Feature-Related System-Parameters Form (Page 8 of 8)**

## Hospitality

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This form is used to implement the system parameters associated with the hospitality features. To use and administer the Hospitality-related features, Hospitality must be enabled on the System-Parameters Customer-Options form. Contact your Lucent Technologies support representative for assistance.

### Administration Commands

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Use the following administration commands to administer the Hospitality form.

| Action  | Object                        | Qualifier <sup>1</sup>  |
|---------|-------------------------------|-------------------------|
| change  | system-parameters hospitality | —                       |
| display | system-parameters hospitality | ['print' or 'schedule'] |

- 
1. Brackets [ ] indicate the qualifier is optional. Single quotes ( ' ') indicate the text inside the quote must be entered exactly as shown or an abbreviated form of the word can be entered.

### Form Instructions

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Make assignments as required for the following fields on each page of the form:

#### Page 1 of the Form

- **Message Waiting Configuration** — Indicates if message waiting notification requests and changes are being exchanged between the system and PMS. If it is active, the system and the PMS, when used, exchange message waiting information. Valid entries are "act-nopms" or "act-pms"; act-nopms indicates message waiting is activated but no waiting message information is being transmitted between PMS and the system; act-pms indicates message waiting is activated and transmitting information between the PMS and the system. Default is "act-nopms."
- **Controlled Restrictions Configuration** — Indicates if notification of controlled restriction is being exchanged between the system and PMS. If "act-pms," the system and the PMS, when used, exchange controlled restriction information. Valid entries are "act-nopms" or "act-pms." Default is "act-nopms."
- **Housekeeper Information Configuration** — Indicates if housekeeper information is being exchanged between the system and PMS. If "act-pms," the system and PMS exchange housekeeper information. Valid entries are "act-nopms," or "act-pms." Default is "act-nopms."
- **Number of Housekeeper ID Digits** — Enter the number of digits (0 to 6) that the housekeeper must dial for identification. Default is "0."

- **Extension of PMS Log Printer** — Enter the extension number (cannot be a VDN extension) of the data module or data line that is connected to the PMS/Log printer.
- **Extension of Journal/Schedule Printer** — Enter a valid data extension number (cannot be a VDN extension) assigned to the Journal/Log printer. This extension number is dialed by the system so it can send log and scheduled hospitality reports information to the printer.
- **Client Room Coverage Path Configuration** — This field indicates if the PBX and PMS exchange coverage path information for guest stations. Setting this field to "act-pms" enables the PMS to update the coverage path of a guest station. Setting this field to "act-nopms" (default) prevents the PMS from setting a room's coverage path. When upgrading from a release that does not support this field, the field is "act-pms" if the PMS protocol made was administered as "transparent." Otherwise, this field is "act-nopms."
- **Default Coverage Path For Client Rooms** — Only displayed when the PMS Protocol Mode field is "transparent." Enter a Coverage Path number or leave blank. This field defines the call coverage path number set for an extension when the system receives a checkout message in the "transparent" mode. The extension must belong to a station that has "Client Room" class of service (COS) and has "occupied" room status (before check out). This value is also used during a "save translations" operation as the coverage path for each station with "Client Room" COS.
- **Extension of PMS** — Enter the data extension number (cannot be a VDN extension) the system must dial to access PMS.
- **PMS Protocol Mode** — Enter "normal" or "transparent" to identify the mode of the message protocol and the message set to be used between the digital switch and the PMS. The "normal" mode supports up to 4-digit room extension numbers and the "transparent" mode supports up to 5-digit room extension numbers, name registration, and other enhancements. Default is "normal."
- **Seconds Before PMS Link Idle Timeout** — Enter the idle time in seconds (5 to 20) the system waits before it concludes that the PMS is not sending data across the transmission link. Default is "10."
- **Milliseconds Before PMS Link Acknowledgment Timeout** — Enter the time in milliseconds (100 to 500) the system waits for an acknowledgment from the PMS indicating it correctly received a message. Default is "200."
- **PMS Link Maximum Retransmissions** — Enter the number of times (1 to 5) that the system will retransmit a message in response to a negative acknowledgment or send an inquiry for an acknowledgment from the PMS for a message before giving up on the message transmission. Default is "3."
- **PMS Link Maximum Retransmission Request** — Enter the number of times (1 to 5) that the switch will request the PMS to retransmit a message. Default is "3."



- **Take Down Link for Lost Messages** — Enter a "y" to cause the PBX to take down the PMS link if a message is sent and rejected the number of times specified in the "PMS Link Maximum Retransmissions" field. An "n" in this field causes the PBX to leave up the PMS link but to stop trying to send the message. Careful monitoring of the PMS error log is recommended when using this option. Default is "y."



**NOTE:**

It is recommended that this field be left at the default setting.

## Page 2 of the Form

- **Time of Scheduled Wakeup Activity Report** — Enter the time the Wakeup Activity Report will be printed. This report summarizes the wakeup activity for each extension that had wakeup activity for the past 24 hours. Enter the time hh[:mm][a/pm] where hh=hour, mm=minute, a/pm=am or pm.
- **Time of Scheduled Wakeup Summary Report** — Enter the time the Wakeup Summary Report will be printed. This report gives an hour-by-hour summary of the number of scheduled wakeup calls and a list of extensions to which wakeup calls were attempted but did not complete during the hour. Enter the time hh[:mm][a/pm] where hh=hour, mm=minute, a/pm=am or pm.
- **Time of Scheduled Emergency Access Summary Report** — Enter the time the Emergency Access Summary Report will be printed. Enter the time hh[:mm][a/pm] where hh=hour, mm=minute, a/pm=am or pm.
- **Announcement Type** — Enter the type of automatic wakeup announcement the hotel guest will receive. Valid entries are:
  - external (applicable if you are using an announcement adjunct)
  - integrated (applicable if you are using the TN750B or TN750C announcement board)
  - mult-integ (multi-integrated, applicable if you are using the TN750B or TN750C announcement board)
  - music-on-hold
  - silence (default)
  - voice-synthesis

If "integrated" is entered, complete the Integrated Announcement Extension field. If "mult-integ" is entered, complete the Default Announcement field. In these two cases, the extension you enter must be a valid integrated announcement (administered on the Recorded Announcement form) or a VDN. If you enter an invalid extension, the system displays an error message. If "voice-synthesis" is entered, complete the Announcement Ports field. If "external" is entered, complete the Auxiliary Board for Announcement field.

- **Integrated Announcement Extension** — This field appears only if you entered "integrated" as an Announcement Type. Enter the extension (5 digits or less) of the announcement you want to use for wakeup calls. This extension must be administered on Recorded Announcement form.
- **Default Announcement Extension** — This field appears only if you entered "multi-int" as an Announcement Type. Enter the extension (5 digits or less) of the announcement you want to use for the default wakeup call. Note that an attendant can identify an other announcement extension for any specific wakeup call. This extension and all other extensions used for Auto-Wakeup must be administered on the Recorded Announcement form.
- **Announcement Ports** — Enter two port numbers of seven characters each. This field appears only if you entered "voice-synthesis" as an Announcement Type. The port numbers are assigned to two different ports (01, 02, 03, 04 — any two of the four) on the Voice Synthesizer circuit pack.

The entry breaks down as follows:

| Characters | Meaning        | Value                |
|------------|----------------|----------------------|
| 1-2        | Cabinet Number | 01 through 44 (R5r)  |
|            |                | 01 through 03 (R5si) |
|            |                | 01 (R5vs)            |
| 3          | Carrier        | A through E          |
| 4-5        | Slot Number    | 01 through 20        |
| 6-7        | Circuit Number | 01 through 04        |

- **Auxiliary Board For Announcement** — Enter a 4- or 5-character circuit pack number. This field requests the circuit pack address that connects to the external announcement equipment.

The entry breaks down as follows:

| Characters | Meaning        | Value                |
|------------|----------------|----------------------|
| 1-2        | Cabinet Number | 01 through 44 (R5r)  |
|            |                | 01 through 03 (R5si) |
|            |                | 01 (R5vs)            |
| 3          | Carrier        | A through E          |
| 4-5        | Slot Number    | 01 through 20        |

- **Length of Time To Remain Connected To Announcement** — Enter the length of time in seconds (0 to 300) the hotel guest will receive a wakeup call announcement. Default is 30.

- **Extension To Receive Failed Wakeup LWC Messages** — Enter the unassigned extension number (cannot be a VDN extension) where unsuccessful wakeup LWC messages will be stored. A dedicated unassigned extension is required. Default is blank.
- **Routing Extension On Unavailable Voice Synthesis** — Enter the extension number (cannot be a VDN extension) or "attd" (attendant) to which a call will be placed during voice synthesis entry of wakeup requests when a voice synthesis port is not available. Default is blank.
- **Display Room Information in Call Display** — Enter "y" when the information in the Room field on Station forms is to be used in the Extension Display field on display-equipped voice terminals. If the associated station form defines a "Client Room" COS and a non-blank value in the Room field, the characters in the Room field are shown in the extension portion of call displays. If the Room field has more than five characters, only the first five characters are shown. This supports situations where there are several phones with different extension numbers in one guest room. The room number will always be displayed no matter which phone is in use.  
  
This field also affects redirected client room calls if the Disp. Client Redir field is set to "n" on the station form of a display station receiving redirected client room calls.  
  
Default is "n."
- **Number of Digits from PMS** — This field specifies the number of digits that the switch expects from PMS. Leave blank (the default) to indicate that a variable number of digits can be expected. If the protocol mode is "normal", then you can enter numbers 1 through 4. If the protocol mode is "transparent" then you can enter the numbers 1 through 5.

 **NOTE:**

If the Number of Digits from PMS field is blank and the PMS Sends Prefix field below is set to no, then the switch will not support an extension with a leading digit of 0 as a PMS room.

- **PMS Sends Prefix:** — This field determines whether the switch should consider the first digit as a prefix and thus strip the first digit before trying to find a PMS record for the extension. You may enter "n" or "y".

 **NOTE:**

If the PMS Sends Prefix is set to no and the Number of Digits from PMS field is blank, then the switch will not support an extension with a leading digit of 0 as a PMS room.

- **Number of Digits in PMS Coverage Path:** — Enter the 3 or 4 to determine whether the PMS adjunct switch is using 3 or 4 digit form for messaging coverage paths. Default is 3.

### Page 3 of the Form

- **Definition for Rooms in State 1 - 6** — The default is the Rooms in State number. You can enter up to 30 characters.

### Implementation Notes

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The Announcement Ports field appears only when the Announcement Type field is "voice-synthesis."

The Auxiliary Board for Announcement field appears only when the Announcement Type field is "external."

The Default Announcement Extension field appears only if you entered "multi-int" as an Announcement Type.

The Integrated Announcement Extension field appears only if you entered "integrated" as an Announcement Type.

The definitions for room states (page 3 of the form), are for Attendant Room Status only. If you are not using Attendant Room Status, you do not need to complete these fields.

Page 1 of 3

**HOSPITALITY**

Message Waiting Configuration: act-nopms  
Control Restrictions Configuration: act-nopms  
Housekeeper Information Configuration: act-nopms  
Number of Housekeeper ID Digits: 0  
Extension of PMS Log Printer: \_\_\_\_\_  
Extension of Journal/Schedule Printer: \_\_\_\_\_  
Client Room Coverage Path Configuration: act-nopms  
Default Coverage Path For Client Rooms: \_\_\_\_\_

**PMS LINK PARAMETERS**

Extension of PMS: \_\_\_\_\_  
PMS Protocol Mode: normal\_\_\_\_\_

Seconds before PMS Link Idle Timeout: 10  
Milliseconds before PMS Link Acknowledgement Timeout: 200  
PMS Link Maximum Retransmissions: 3  
PMS Link Maximum Retransmission Requests: 3  
Take Down Link for Lost Messages? y

**Screen 5-68. Hospitality Form (Page 1 of 3)**

Page 2 of 3

HOSPITALITY

Time of Scheduled Wakeup Activity Report: \_\_\_\_\_

Time of Scheduled Wakeup Summary Report: \_\_\_\_\_

Time of Scheduled Emergency Access Summary Report: \_\_\_\_\_

Announcement Type: External

Announcement Ports: \_\_\_\_\_

Auxiliary Board for Announcement: \_\_\_\_\_

Length of Time To Remain Connected To Announcement: 30 \_\_\_\_\_

Extension To Receive Failed Wakeup LWC Messages: \_\_\_\_\_

Routing Extension On Unavailable Voice Synthesis: \_\_\_\_\_

Display Room Information in Call Display? n

Number of Digits from PMS: 1

PMS Sends Prefix? y

Number of Digits in PMS Coverage Path: 3

**Screen 5-69. Hospitality Form (Page 2 of 3)**

Page 2 of 3

change system-parameters hospitality

HOSPITALITY

Time of Scheduled Wakeup Activity Report: \_\_\_\_\_

Time of Scheduled Wakeup Summary Report: \_\_\_\_\_

Time of Scheduled Emergency Access Summary Report: \_\_\_\_\_

Announcement Type: silence

Length of Time to Remain Connected to Announcement: 30

Extension to Receive Failed Wakeup LWC Messages: \_\_\_\_\_

Routing Extension on Unavailable Voice Synthesis: \_\_\_\_\_

Display Room Information in Call Display? n

**Screen 5-70. Hospitality Form (Page 2 of 3)**

Page 2 of 3

HOSPITALITY

Time of Scheduled Wakeup Activity Report: \_\_\_\_\_

Time of Scheduled Wakeup Summary Report: \_\_\_\_\_

Time of Scheduled Emergency Access Summary Report: \_\_\_\_\_

Announcement Type: integrated

Integrated Announcement Extension: xxxxx

Length of Time To Remain Connected To Announcement: \_\_\_\_\_

Extension To Receive Failed Wakeup LWC Messages: \_\_\_\_\_

Routing Extension On Unavailable Voice Synthesis: \_\_\_\_\_

Display Room Information in Call Display? \_

**Screen 5-71. Hospitality Form (Page 2 of 3)**

HOSPITALITY

Page 2 of 3

Time of Scheduled Wakeup Activity Report: \_\_\_\_\_  
Time of Scheduled Wakeup Summary Report: \_\_\_\_\_  
Time of Scheduled Emergency Access Summary Report: \_\_\_\_\_  
Announcement Type: mult-integ  
Default Announcement Extension: xxxxx  
Length of Time To Remain Connected To Announcement: \_\_\_\_\_  
Extension To Receive Failed Wakeup LWC Messages: \_\_\_\_\_  
Routing Extension On Unavailable Voice Synthesis: \_\_\_\_\_  
Display Room Information in Call Display? \_

**Screen 5-72. Hospitality Form (Page 2 of 3)**

Page 3 of 3

Definition for Rooms in State 1: Rooms in State 1  
Definition for Rooms in State 2: Rooms in State 2  
Definition for Rooms in State 3: Rooms in State 3  
Definition for Rooms in State 4: Rooms in State 4  
Definition for Rooms in State 5: Rooms in State 5  
Definition for Rooms in State 6: Rooms in State 6

**Screen 5-73. Hospitality Form — (Page 3 of 3)**

## **Hunt Group**

---

Allows calls to be answered by users (agents) at a predefined group of terminals or devices.

This form is used to create a hunt group that is identified by a hunt group number. Users assigned to a hunt group are identified by their extension number.

 **NOTE:**

If the Hospitality Parameter Reduction option is enabled on the System-Parameters Customer-Options form, only five hunt groups can be assigned.

The Hunt Group form can be used to implement a hunt group and its associated features such as Automatic Call Distribution (ACD) and Hunt Group Queuing. Look at the various hunt group forms and choose the forms that can be used to implement your hunt group requirements.

The System checks for the busy or idle status of extension numbers in the hunt group when answering calls. A Uniform Call Distribution (UCD) type hunt group selects the “most idle” extension in the group when answering a new call. A Direct Department Calling (DDC) type hunt group selects the first available extension (in the administered sequence) when answering a new call. Expert Agent Distribution (EAD), used only with Expert Agent Selection (EAS), selects the “most idle” agent with the highest skill level for the call's skill.

Once the forms have been chosen, review the following instructions and use them for the fields that appear on the forms. The instructions listed below describe all the fields that can be used; however, some of the fields cannot appear on the forms you selected. Implementation Notes at the bottom of the screen form examples lists the field entries required to obtain the associated form.

 **NOTE:**

Vector controlled splits/skills can be called directly via the split/skill extension (instead of calling a VDN mapped to a vector that will terminate the call to a vector controlled split/skill); however, the calls will not receive any announcements, be forwarded, redirect to coverage, or intraflow/interflow to another hunt group.

## **Administration Commands**

---

Use the following administration commands to administer the Hunt Group form

|                                                       | Action  | Object     | Qualifier <sup>1</sup>        |
|-------------------------------------------------------|---------|------------|-------------------------------|
| Without Hospitality<br>Parameter Reduction<br>Feature | add     | hunt-group | 1-MAX (or 'next')             |
|                                                       | change  | hunt-group | 1-MAX                         |
|                                                       | display | hunt-group | 1-MAX ['print' or 'schedule'] |
|                                                       | list    | hunt-group | ['print' or 'schedule']       |
|                                                       | remove  | hunt-group | 1-MAX                         |
| With Hospitality<br>Parameter Reduction<br>Feature    | add     | hunt-group | 1-5 (or 'next')               |
|                                                       | change  | hunt-group | 1-5                           |
|                                                       | display | hunt-group | 1-5 ['print' or 'schedule']   |
|                                                       | list    | hunt-group | ['print' or 'schedule']       |
|                                                       | remove  | hunt-group | 1-5                           |

1. Brackets [ ] indicate the qualifier is optional. Single quotes ( ' ') indicate the text inside the quote must be entered exactly as shown or an abbreviated form of the word can be entered. MAX is the maximum number available in your system configuration.

## Form Instructions

---

Make assignments as required for the following fields on each page of the form:

### Page 1 of the Form

- **Group Name** — Enter a 28-character string that uniquely identifies the group (for example, "parts dept," "purchasing," or "sales dept").
- **Group Number** — Enter a hunt group number when completing a paper form (only five hunt groups can be assigned if the Hospitality Parameters Reduction option is enabled on the System-Parameters Customer-Options form). This is a display-only field when the form is accessed using an administration command such as *add* or *change*.
- **Group Extension** — Enter an unused extension number (1 to 5 digits) to be assigned to the hunt group.
- **Group Type** — Enter the type of hunt group: "ucd," "ddc," or "ead." Enter "ucd" if the hunt group has an AUDIX or Messaging Server Adjunct message. Also, "ucd" is required when supporting the Outbound Call Management feature and when the "Controlling Adjunct" field is administered as "asai."

Enter "ddc" (direct department calling) when the call should be routed to the first available agent in the administered string. Group types "ddc" is also known as "hot seat". "ddc" distribution is not available when the group is administered as a skill.



Enter "ucd" to route the call to the most-idle agent.

When "ead" is optioned, a call routes to the most-idle agent with the highest skill level for the call's skill. This allows a call to be distributed to an agent best able to handle the call if multiple agents are available.

The default is "ucd."

- **Skill** — Only appears if Expert Agent Selection is enabled on the System-Parameters Customer-Options form. Enter "y" if this hunt group has an associated skill. When set to "y," the ACD and Vector fields will automatically be set to "y." Default is "n."



**NOTE:**

If this field is "y," then the Group Type field must be "ucd" or "ead".

- **ACD** — Enter "y" if the hunt group will function as an ACD split/skill. AUDIX and MSA hunt groups can function as ACD splits/skills. This field cannot be set to "y" if the ACD option is not enabled on the System-Parameters Customer-Options form. Enter "n" if this feature is not desired, even if ACD is enabled on the System-Parameters Customer-Options form. When the hunt group is assigned as an ACD split/skill, the hunt group members will serve as ACD agents. The agents in this split/skill must log in to receive ACD split/skill calls. If this hunt group is on a remote switch using the AUDIX in a DCS feature, enter "n" in this field. Default is "n".
- **Queue** — Enter "y" if the hunt group will be served by a queue. Default is "n."
- **AAS** — Displayed when the "ACD" field for this hunt group is "y." Enter "y" when this hunt group will serve as an Auto-Available Split.
- **Vector** — Enter "y" to indicate that this hunt group will be vector controlled. The Vectoring-Basic option must be enabled on the System-Parameters Customer-Option form before "y" can be entered in the field. Default is "n." (See example screen forms for fields that are displayed when "y" is entered in this field.)
- **Security Code** — Enter a 4-digit security code (password) used for the Demand Print feature. Valid entries are a 4-digit security code or leave blank.
- **Night Service Destination** — Not displayed if Vector is "y." Enter the destination where calls to this split will redirect when the split is in the night service mode. Valid entries are an assigned extension number (can be a VDN extension), the attendant group code, or leave blank.
- **COR** — Enter the class of restriction (COR) number from 0 through 95 that reflects the desired restriction for the hunt group. If this is a hunt group supporting the AUDIX in a DCS feature, the CORs on the Hunt Group form on each switch must be the same. Default is "1."

- **ISDN Caller Disp** — Enter "grp-name" or "mbr-name" to specify whether the hunt group name or member name, respectively, will be sent to the originating user. This field is required if the ISDN-PRI option on the System-Parameters Customer-Options form is enabled. If ISDN-PRI is not enabled, this field must be blank.
- **Coverage Path** — Not displayed if Vector is "y." Enter a coverage path number. This assigns a coverage path for the hunt group. The coverage path is assigned using the Call Coverage Path form. Valid entries vary depending on the system configuration, or this field can be left blank.
- **TN** — Enter the Tenant Partition number. The default is 1.

The following fields are displayed if ACD is "y":

- **Measured** — Enter "internal" to have measurement data for the ACD split/skill collected (internal to the switch) for VuStats or BCMS. This measurement data is collected for VuStats and BCMS only if they are optioned on the System-Parameters Customer-Options form. If you enter "internal" in the measured field and neither VuStats nor BCMS is optioned on the System-Parameters Customer-Options form, the system displays the following message:  
  

```
<value> cannot be used; assign either BCMS or VuStats first
```

  
Contact a Lucent Technologies representative to assist with any changes you want to make on the System-Parameters Customer-Options form.  
  
Enter "external" to have measurements made by the Call Management System (external to switch).  
  
Enter "both" to have measurements collected both internally and externally.  
  
Enter "none" if measurement reports for this hunt group is not required. Default is "none."
- **Supervisor Extension** — Enter the extension number (cannot be a VDN number) of the ACD split/skill supervisor that agents will reach when using the Assist feature.
- **Priority On Intraflow** — Not displayed if Vector is "y." Enter "y" if calls intraflowing from this split to a covering split will be given priority over other calls waiting in the covering split queue. Default is "n."
- **Controlling Adjunct** — Displayed when the ACD field is "y." Enter "none" to indicate that members of the split/skill or hunt group are not controlled by an adjunct processor. When set to "asai," all agent logins are controlled by an associated adjunct and logged-in agents can only use their data terminal keyboards to perform voice terminal functions (for example, change work state). If the controlling adjunct is a CONVERSANT voice system (requires an ASAI link), then enter "asai" in this field. (The ASAI option must be enabled on the System-Parameters Customer-Option form for CallVisor ASAI capability.) Valid entries are "asai" or "none."

- **Multiple Call Handling** — Displayed only if the ACD field is set to "y" and the Multiple Call Handling field on the System-Parameters Customer-Options form is set to "y." This field defines whether the hunt group can have multiple call handling capabilities, and if so, what type. Valid input is: "none", "on-request.", "many-forced", "one-forced", or "one-per-skill". "One-Per-Skill" is only valid in an EAS environment and only when "Skills" is set to "y". Default is "none".
- **ASAI Link Extension** — Displayed when Controlling Adjunct field is "asai." Enter the appropriate ASAI Link extension (see CallVisor Adjunct/Switch Applications Interface Link information elsewhere in this chapter). This field cannot be blank.
- **Acceptable Service Level (sec)** — The "Acceptable Service Level" field does not appear on the Hunt Group form unless the BCMS/VuStats Service Level option is set to yes on the System-Parameters Customer-Options form and either "internal" or "both" appears in the Measured field on the Hunt Group form. Enter the number of seconds within which calls to this hunt group should be answered. This will allow BCMS and/or VuStats to report a percentage of calls that were answered within the specified time. Valid entries are blank or 0 through 9999 seconds. Default is blank.
- **Objective** — Enter a numerical user-defined objective. An objective is a split or skill goal for the call. This could be an agent objective such as a specific number of calls handled or an average talk time. The objective could also be a percent within the service level. The objective appears on the VuStats display and allows agents and supervisors to compare the current performance against the value of the objective for the split or skill.

You can use this value in a customized VuStats display format if the value in the Object Type field on the VuStats display format form is either "vu-agent," "vu-agent-extension," or "vu-split."

This field will appear only if the VuStats option is enabled on the System-Parameters Customer-Options form and either "internal" or "both" is entered in the Measured field on this form.
- **Expected Call Handling Time (sec)** — This field will appear only if the Vectoring (Advanced Routing) field on the System-Parameters Customer-Options form is set to yes. Enter a number from 0 to 9999 to establish the number of seconds for expected call handling when:
  - adding a hunt group
  - reading a tape, including reset system 3 (read translation from the tape)
  - reading a tape, including resent system 4 (read in object and translation from the tape)

The value in the Expected Call Handling Time (sec) field does not establish expected call handling when:

  - changing a hunt group

- resetting system 1 (warm start)
- resetting system 2 (re-initialization)
- **Timed ACW Interval** — When a value is entered in this field, an agent in auto-in work mode who receives an ACD call from this hunt group is automatically placed into After Call Work (ACW) when the call drops. Enter the number of seconds the agent should remain in ACW following the call. When the administered time is over, the agent automatically becomes available. Timed ACW cannot be administered if the hunt group is adjunct controlled, is an AUDIX Message Center, or is an auto-available split.
- **Redirect on No Answer (rings)** — Enter the maximum number of rings (1 to 20, or blank) before a call will redirect back to the split/skill, or to the administered VDN.
- **Redirect to VDN** — To redirect a RONA call to a VDN instead of to the split/skill, enter the extension number of the VDN. The administered VDN must be on-premises and must be administered on the system. The VDN can specify a vector that will in turn route to an off-premises VDN. You cannot enter an extension in this field if the "Redirection on No Answer (rings)" field is blank. Direct Agent calls go to the agent's coverage path if it is administered. If not, the calls go to a VDN.
- **Forced Entry of Stroke Counts or Call Word Codes** — This field is only displayed when the Controlling Adjunct field is set to "none." Enter "y" if either a Stroke Count or Call Work Code must be entered for each call answered by an agent when in the Manual-In mode.

The following fields are displayed if Queue is set to "y":

- **Queue Length** — Enter the maximum number of calls that can be in the queue at the same time. This field must have an entry when Queue is "y."
- **Calls Warning Threshold** — Enter the number of calls that can be queued before the System flashes the queue status (feature buttons assigned on agents voice terminals) and the optional Auxiliary Queue Call Warning Threshold lamp assigned to the split/skill. These lamps are lighted steadily when at least one call is in queue and the threshold has not yet been reached. Must be less than or equal to the queue length or leave blank. This field must not be left blank if the Calls Warning Port field is assigned a port number.
- **Calls Warning Port** — Enter the seven-character port number assigned to connect the optional external Auxiliary Queue Call Warning Threshold lamp that will flash when the number of calls in queue has exceeded the queue warning threshold (assigned in the Calls Warning Threshold field).

The entry breaks down as follows:

| Characters | Meaning        | Value                |
|------------|----------------|----------------------|
| 1-2        | Cabinet Number | 01 through 44 (R5r)  |
|            |                | 01 through 03 (R5si) |
|            |                | 01 (R5vs)            |
| 3          | Carrier        | A through E          |
| 4-5        | Slot Number    | 01 through 20        |
| 6-7        | Circuit Number | 01 through 32        |



**NOTE:**

This port is assigned to an Analog Line circuit pack or given an "X" designation if an extension is used.

- **(Calls Warning) Extension** — An extension is needed when an X is placed in the Calls Warning Port field. This extension can be used by the Terminal Translation Initialization (TTI) feature to assign a port to this extension from the port itself. Once the Calls Warning Port field is assigned a valid port (either via TTI or the *change hunt-group* command), then the extension is removed and considered unassigned.
- **Time Warning Threshold** — Enter the time in seconds (0 through 999, or blank) that a call can remain in the queue before the System flashes the Queue status lamps (feature buttons assigned members voice terminals) and the Auxiliary Queue Time Warning lamp assigned to this split/skill. An entry of "0" provides a warning whenever a call is queued.
- **Time Warning Port** — Enter the seven-character port number assigned to the Auxiliary Queue Time Warning lamp that flashes when the time entered in the Time Warning Threshold field has been reached by a call in queue. The entry breaks down as follows:

| Characters | Meaning        | Value                |
|------------|----------------|----------------------|
| 1-2        | Cabinet Number | 01 through 44 (R5r)  |
|            |                | 01 through 03 (R5si) |
|            |                | 01 (R5vs)            |
| 3          | Carrier        | A through E          |
| 4-5        | Slot Number    | 01 through 20        |
| 6-7        | Circuit Number | 01 through 32        |



**NOTE:**

This port is assigned to an Analog Line circuit pack or given an "X" designation if an extension is used.

- **(Time Warning) Extension** — An extension is needed when an X is placed in the Time Warning Port field. This extension can be used by the Terminal Translation Initialization (TTI) feature to assign a port to this extension from the port itself. Once the Time Warning Port field is assigned a valid port (either via TTI or the "change hunt-group command), then the extension is removed and considered unassigned.

The following field is displayed when ACD is "y" and Queue is "y":

- **Inflow Threshold** — Enter the number of seconds (0 through 999) that a call can remain in the queue before no more calls will be accepted by the queue. If "0" is entered, a call will be redirected to this split/skill only if there is an available agent.

## Page 2 of the Form

- **Message Center** — Enter the type of messaging adjunct for the hunt group. Valid entries are "msa" (Messaging Server Adjunct), "rem-audix" (DCS feature allowing AUDIX to be located on another switch), or "audix" (for AUDIX located on this switch). Entering "none" indicates the hunt group does not serve as a message hunt group. Default is "none." Except on R5r configurations, only one hunt group in the System can be administered as msa, one as audix, and one as rem-audix.
- **AUDIX Extension** — Displayed when Message Center is "rem-audix." Enter a valid 4- to 5-digit Uniform Dial Plan (UDP) extension that identifies the AUDIX hunt group on the host switch used as the Message Center for this hunt group (supports the AUDIX In A DCS feature).
- **Message Center MSA Name** — Only appears on R5r configurations for hunt groups with "msa" as the Message Center. Enter the name of the Message Center MSA.
- **Message Center AUDIX Name** — Only appears on R5r and higher configurations for hunt groups with "audix" as the Message Center. Enter the name of the Message Center AUDIX.
- **Primary** — Only appears on R5r configurations for hunt groups with "audix" or "msa" as the Message Center. Enter "y" to indicate that the specified AUDIX or Messaging Server is the primary adjunct.
- **LWC Reception** — Defines the destination for Leave Word Calling (LWC) messages left for the hunt group. Valid entries are "audix," "msa," "spe," or "none."
- **AUDIX Name** — Only appears on R5r configurations. Enter the name of the AUDIX machine as it appears on the User-Defined Adjunct Names form.
- **Messaging Server Name** — Name of the server as it appears in the User-Defined Adjunct Names form. Only displayed for R5r configurations.

- **First Announcement Extension** — Appears when Queue is "y." Not displayed if Vector is "y." Enter a recorded announcement extension number or leave blank. This is the announcement the caller will receive after being in the queue for the time interval specified in the First Announcement Delay field. If the call hasn't been answered after the announcement, the caller will hear music (only for first announcement) if Music-on-Hold is provided, or ringing for as long as it remains in the queue. Leaving this field blank indicates there will be no announcement. If this is the forced first announcement, the caller always hears ringback after the announcement; otherwise, the caller will hear music (if provided).
- **First Announcement Delay (sec)** — Displayed only if Queue is "y" and Vector is "n." Enter the number of seconds (0 through 99) that a call can remain in queue before the associated first announcement is given the calling party. The call retains its place in the queue while the caller is listening to the recorded announcement. If the call hasn't been answered after the announcement, the caller will hear music (for first announcement only) if Music-on-Hold is provided or ringing for as long as the call remains in queue. When "0" is entered, the first announcement is provided immediately to the caller. This value is automatically set to "0" if there is no queue. This field must be blank if there is no first announcement.

The following fields are displayed only when ACD and Queue are both "y" and Vector is "n":

- **Second Announcement Extension** — Enter the extension number assigned to a recorded announcement or leave blank. Leaving the field blank indicates that there is no second announcement.
- **Second Announcement Delay (sec)** — Enter the time in seconds (1 through 99) before the call in the queue receives a second recorded announcement or that the second announcement is repeated. It is recommended that, if this split/skill or hunt group is a coverage point for another split/skill, that this delay should not be more than 15 seconds. Leave blank if there is no second announcement.
- **Second Announcement Recurring** — Enter "y" if the second announcement can be repeated. Leave blank if there is no second announcement.

### Pages 3 through X of the Form

The total number of pages will vary depending on your System configuration. Refer to Table C-1 in Appendix C, "System Capacity Limits" for the maximum number of hunt groups supported by each configuration.

#### NOTE:

Only Pages 1 and 2 will be displayed if the hunt group is skilled.

- **Group Number** — Display-only field.
- **Group Extension** — Display-only field.

- **Group Type** — Display-only field.
- **Member Range Allowed** — The range of allowed members will be displayed on all member pages. These values vary depending on the particular system and/or configuration.
- **Administered Members (min/max)** — This field will be displayed on all member pages. Indicates the minimum and maximum member number administered for this hunt group.
- **Total Administered Members** — This field will be displayed on all member pages. Indicates the total number of members administered for this hunt group.
- **More Members Exist** — Display-only field showing that there are more members than currently displayed (the current page is not the last page).
- **At End of Member List** — Display-only field showing that the current page is also the last page.
- **Ext** — Display-only field if the Controlling Adjunct field is "asai." Controlled Agent extensions must be entered on the Adjunct Controlled Agent Table form. If Controlling Adjunct is "none," enter the extension number associated with a member in the hunt group or with an associated data module. The extension cannot be a VDN. The data module cannot be a member of an ACD split/skill.
- **Name** — Make no entry, this is a display-only field. The name is assigned to the above extension number when it is administered in the System.

Page 1 of X

HUNT GROUP

|                         |                                 |                 |
|-------------------------|---------------------------------|-----------------|
| Group Name: _____       |                                 |                 |
| Group Number: ____      | Group Extension: ____           | Group Type: ucd |
|                         | Skill? n                        | ACD? n          |
| Queue: n                | Vector? n                       |                 |
| Security Code: ____     | Night Service Destination: ____ | COR: 1          |
| ISDN Caller Disp: _____ | Coverage Path: ____             | TN: 1           |

**Screen 5-74. Hunt Group Form (Page 1 of X)**



Page 2 of X

HUNT GROUP

|                          |       |                  |       |
|--------------------------|-------|------------------|-------|
| Message Center:          | _____ | AUDIX Extension: | _____ |
| Message Center MSA Name: | _____ | Primary?         | _____ |
| LWC Reception:           | _____ |                  |       |
| AUDIX Name:              | _____ |                  |       |
| Messaging Server Name:   | _____ |                  |       |

**Screen 5-75. Hunt Group Form (Page 2 of X)**

### **Implementation Notes**

---

Pages 1 and 2 when the ACD, Queue, and Vector fields are "n."

Night Service Destination and Coverage Path fields are not displayed if Vector is "y."

AUDIX Extension is only displayed when Message Center is "rem-audix."

The Message Center MSA Name, Message Center AUDIX Name, Primary, AUDIX Name, and Messaging Server Name fields are only displayed for R5r.

Message Center MSA Name is only displayed when Message Center is "msa."

Message Center AUDIX Name is only displayed when Message Center is "audix" or "rem-audix."

Primary is only displayed when Message Center is "audix" or "msa".

| HUNT GROUP                     |                                  | Page 1 of X      |
|--------------------------------|----------------------------------|------------------|
| Group Number: 35               | Group Extension: 3035            | Group Type: ucd_ |
| Group Name: hu 35 non-ACD      | Skill? n                         | ACD? n           |
| Queue: y                       | Vector? n                        |                  |
| Security Code? _____           | Night Service Destination: _____ | COR: 1           |
| ISDN Caller Disp: _____        | Coverage Path: _____             | TN: 1            |
| Queue Length: 1                |                                  |                  |
| Calls Warning Threshold: _____ | Calls Warning Port: X            | Extension: _____ |
| Time Warning Threshold: _____  | Time Warning Port: X             | Extension: _____ |

**Screen 5-76. Hunt Group Form (Page 1 of X)**

| HUNT GROUP                          |                                   | Page 2 of X |
|-------------------------------------|-----------------------------------|-------------|
| Message Center: _____               | AUDIX Extension: _____            |             |
| Message Center MSA Name: _____      | Primary? _                        |             |
| LWC Reception: _____                |                                   |             |
| AUDIX Name: _____                   |                                   |             |
| Messaging Server Name: _____        |                                   |             |
| First Announcement Extension: _____ | First Announcement Delay (sec): _ |             |

**Screen 5-77. Hunt Group Form (Page 2 of X)**

## **Implementation Notes**

---

Pages 1 and 2 when the ACD and Vector fields are "n" and the Queue field is "y."

Night Service Destination, Coverage Path, First Announcement Extension, and First Announcement Delay (sec) fields are not displayed if Vector is "y."

The two Extension fields on Page 1 are displayed only when Calls Warning Port and Time Warning Port are "X."

AUDIX Extension is only displayed when Message Center is "rem-audix."

The Message Center MSA Name, Message Center AUDIX Name, Primary, AUDIX Name, and Messaging Server Name fields are only displayed for R5r.

Message Center MSA Name is only displayed when Message Center is "msa."

Message Center AUDIX Name is only displayed when Message Center is "audix" or "rem-audix."

Primary is only displayed when Message Center is "audix" or "msa".

|                                                      |                                    |                            |
|------------------------------------------------------|------------------------------------|----------------------------|
| HUNT GROUP                                           |                                    | Page 1 of X                |
| Group Number: 5                                      | Group Extension: 3005              | Group Type: ucd            |
| Group Name: int acd no que                           | Skill? n                           | ACD? y                     |
| Queue: n                                             | Vector? n                          | AAS? n                     |
| Security Code? ____                                  | Night Service Destination: ____    | COR: 1                     |
| ISDN Caller Disp: ____                               | Coverage Path: ____                | TN: 1                      |
| Measured: internal                                   |                                    | Supervisor Extension: ____ |
| Priority On Intraflow? n                             |                                    |                            |
| Controlling Adjunct? none                            |                                    |                            |
| Multiple Call Handling: none                         | Acceptable Service Level (sec):    |                            |
| Objective:                                           | Expected Call Handling Time (sec): |                            |
|                                                      |                                    |                            |
| Timed ACW Interval: ____                             |                                    |                            |
| Redirect on No Answer (rings):      Redirect to VDN: |                                    |                            |
| Forced Entry of Stroke Counts or Call Work Codes? n  |                                    |                            |

**Screen 5-78. Hunt Group Form (Page 1 of X)**

|                                    |                       |             |
|------------------------------------|-----------------------|-------------|
| HUNT GROUP                         |                       | Page 2 of X |
| Message Center: ____               | AUDIX Extension: ____ |             |
| Message Center MSA Name: ____      | Primary? _            |             |
| LWC Reception: ____                |                       |             |
| AUDIX Name: ____                   |                       |             |
| Messaging Server Name: ____        |                       |             |
| First Announcement Extension: ____ |                       |             |

**Screen 5-79. Hunt Group Form (Page 2 of X)**

## Implementation Notes

Pages 1 and 2 when Queue and Vector are "n" and ACD is "y."

Night Service Destination, Coverage Path, Priority On Intraflow, and First Announcement Extension fields are not displayed if Vector is "y."

Timed ACW Interval is displayed only if ACD is "y."

BCMS Acceptable Service Level (sec) is only displayed when the BCMS Acceptable Service Level option is enabled on the System-Parameters Customer-Options form and the Measured field is "internal" or "both."

AUDIX Extension is only displayed when Message Center is "rem-audix."

The Message Center MSA Name, Message Center AUDIX Name, Primary, AUDIX Name, and Messaging Server Name fields are only displayed for R5r.

Message Center MSA Name is only displayed when Message Center is "msa."

Message Center AUDIX Name is only displayed when Message Center is "audix" or "rem-audix."

Primary is only displayed when Message Center is "audix" or "msa."

|                                                     |                                    |                 |
|-----------------------------------------------------|------------------------------------|-----------------|
|                                                     |                                    | Page 1 of 27    |
| HUNT GROUP                                          |                                    |                 |
| Group Name: 27 character hunt groupname             |                                    |                 |
| Group Number: 11                                    | Group Extension: 3011              | Group Type: ucd |
|                                                     | Skill? n                           | ACD? y          |
| Queue? y                                            | Vector? n                          | AAS? n          |
| Security Code:                                      | Night Service Destination:         | COR: 1          |
| ISDN Caller Disp:                                   | Coverage Path:                     | TN: 1           |
| Measured: both                                      | Supervisor Extension:              |                 |
| Priority On Intraflow? n                            | Inflow Threshold (sec): 999        |                 |
| Controlling Adjunct: none                           | Adjunct Link Extension:            |                 |
| Multiple Call Handling? on-request                  | Acceptable Service Level (sec):    |                 |
| Objective:                                          | Expected Call Handling Time (sec): |                 |
| Queue Length: 5                                     |                                    |                 |
| Calls Warning Threshold: 2                          | Calls Warning Port:                | Extension:      |
| Time Warning Threshold: 15                          | Time Warning Port:                 | Extension:      |
| Timed ACW Interval:                                 |                                    |                 |
| Redirect on No Answer (rings):                      | Redirect to VDN:                   |                 |
| Forced Entry of Stroke Counts or Call Work Codes? n |                                    |                 |

**Screen 5-80. Hunt Group Form (Page 1 of X)**

|                                      |                                    |             |
|--------------------------------------|------------------------------------|-------------|
| HUNT GROUP                           |                                    | Page 2 of X |
| Message Center: _____                | AUDIX Extension: _____             |             |
| Message Center MSA Name: _____       | Primary? _                         |             |
| LWC Reception: _____                 |                                    |             |
| AUDIX Name: _____                    |                                    |             |
| Messaging Server Name: _____         |                                    |             |
| First Announcement Extension: _____  | First Announcement Delay (sec): _  |             |
| Second Announcement Extension: _____ | Second Announcement Delay (sec): _ |             |
| Second Announcement Recurring? _     |                                    |             |

**Screen 5-81. Screen 5-67. Hunt Group Form (Page 2 of X)**

## Implementation Notes

Pages 1 and 2 when the Queue and ACD fields are "y" and the Vector field is "n."

Night Service Destination, Coverage Path, Priority On Intraflow, Inflow Threshold, First Announcement Extension, First Announcement Delay (sec), Second

Announcement Extension, Second Announcement Delay (sec), and Second Announcement Recurring fields are not displayed if Vector is "y."

Acceptable Service Level (sec) is only displayed when the BCMS/VuStats Service Level option is enabled on the System-Parameters Customer-Options form and the Measured field is "internal" or "both."

The Objective field does not appear on the Hunt Group form unless VuStats is enabled on the System-Parameters Customer-Options form and either "internal" or "both" is in the Measured field on the Hunt Group form. (Note that the Measured field does not appear on the Hunt Group form unless the ACD field on the Hunt Group form is set to "y," which requires ACD being enabled on the System-Parameters Customer-Options form.)

AUDIX Extension is only displayed when Message Center is "rem-audix."

The Message Center MSA Name, Message Center AUDIX Name, Primary, AUDIX Name, and Messaging Server Name fields are only displayed for R5r.

Message Center MSA Name is only displayed when Message Center is "msa."

Message Center AUDIX Name is only displayed when Message Center is "audix" or "rem-audix."

Primary is only displayed when Message Center is "audix" or "msa."

Expected Call Handling Time is displayed only when the Vectoring (G3V4 Advanced Routing) field on the System-Parameters Customer-Options form is set to "y".

|                               |                                      |                               |              |
|-------------------------------|--------------------------------------|-------------------------------|--------------|
| change hunt-group 1           |                                      | Page 3 of 39                  |              |
| HUNT GROUP                    |                                      |                               |              |
| Group Number: 1               | Group Extension: 3001                | Group Type: ucd               |              |
| Member Range Allowed: 1 - 999 | Administered Members (min/max): 1 /9 |                               |              |
|                               |                                      | Total Administered Members: 9 |              |
| GROUP MEMBER ASSIGNMENTS      |                                      |                               |              |
| Ext                           | Name                                 | Ext                           | Name         |
| 1: 1022                       | station 1022                         | 14: 1023                      | station 1023 |
| 2: 1010                       | bri 1010                             | 15:                           |              |
| 3: 1095                       | Station 1095                         | 16:                           |              |
| 4: 1002                       | station 1002                         | 17:                           |              |
| 5: 1001                       | Station 1001                         | 18:                           |              |
| 6: 1053                       | stat x1053                           | 19:                           |              |
| 7: 1094                       | Station 1094                         | 20:                           |              |
| 8: 311                        | stat x311                            | 21:                           |              |
| 9:                            |                                      | 22:                           |              |
| 10:                           |                                      | 23:                           |              |
| 11:                           |                                      | 24:                           |              |
| 12:                           |                                      | 25:                           |              |
| 13:                           |                                      | 26:                           |              |
|                               |                                      | 27:                           |              |
| At End of Member List         |                                      |                               |              |

**Screen 5-82. Hunt Group Form (Page 3 of X)**

To reduce repetition, the remaining pages are not shown. For a complete set of blank forms, refer to the "Blank Forms Package."

### **Implementation Notes**

---

Pages 3 and above are not displayed if the hunt group is skilled.

#### **List Hunt Group Form**

- **Grp No.** — The number of a hunt group.
- **Grp Ext.** — The extension of the hunt group.
- **Name** — The name administered for the hunt group.
- **Grp Typ** — The type of the hunt group. See the Group Type field description for page 1 of the Hunt Group form.
- **ACD/MEAS** — Indicates whether the hunt group will function as an ACD split/skill ("y" or "n") and how it is measured ("I," "B," or "N"). See the ACD and Measured field descriptions for Page 1 of the Hunt Group form.
- **Vec** — An indicator ("y" or "n") of whether the hunt group is controlled by a vector. See the Vector field description for page 1 of the Hunt Group form.

- **MCH** — The MCH type assigned to the hunt group. Values are:
  - “none”
  - “req” for on-request
  - “one” for one-forced
  - “per” for one-per-skill
  - “many” for many-forced
- **Que Siz** — The maximum number of calls that can be in queue for the hunt group.
- **No. Mem** — The actual number of hunt group members.
- **Cov Path** — The number of the coverage path for the hunt group.
- **Notif/Ctg Adj** (Notifying/Controlling Adjunct) — An indicator of notification (“N”) or controlling adjunct (“C”), or none (“n”). If the Notification field displays “N,” it also contains the extension of the ASAI application link that has the notification. You can have up to three ASAI applications monitoring a single hunt group. If the field contains “C,” it also displays the extension of the controlling adjunct. You can have one controlling adjunct for each hunt group.
- **Dom Ctrl (Domain Control)** — Displays the extension of the ASAI link over which the domain split is set up.
- **Message Center** — An indicator of the type of message (if any) used. See the Messaging Center field description for page 2 of the Hunt Group form.

|         |                   | HUNT GROUPS |            |              |     |      |            |            |             |                   |             |                   |
|---------|-------------------|-------------|------------|--------------|-----|------|------------|------------|-------------|-------------------|-------------|-------------------|
| Grp No. | Grp Name/<br>Ext. | Grp         | Grp<br>Typ | ACD/<br>MEAS | Vec | MCH  | Que<br>Siz | No.<br>Mem | Cov<br>Psth | Notif/<br>Ctg Adj | Dom<br>Ctrl | Message<br>Center |
| 1       | hu 1 meas<br>3001 | vec         | ucd        | y/R          | y   | many | 5          | 4          |             | n                 |             | n                 |
| 2       | hu 2 meas<br>3002 | vec         | ucd        | n/-          | y   | none | 5          | 11         |             | n                 |             | n                 |
| 33      | hu 33 non<br>3003 | acd         | ucd        | n/-          | n   | none | S          | 5          | 1           | n                 |             | n                 |

Screen 5-83. List Hunt Group Form (Page 1 of X)

## Intercom Group

---

The Automatic and Dial Intercom features are available to users whose voice terminals have intercom feature button assignments. Members of an intercom group may have Dial Intercom, Automatic Intercom, both, or neither with respect to placing an Intercom call. Single-line voice terminals, if a member of the group, can receive an Intercom call, but cannot place an Intercom call.

This form is used to specify the group members, not the type of Intercom. (The intercom type and associated feature buttons are assigned to multi-appearance voice terminals using the multi-appearance voice terminal forms.)

## Administration Commands

---

Use the following administration commands to administer the Intercom Group form.

| Action  | Object         | Qualifier <sup>1</sup>                                               |
|---------|----------------|----------------------------------------------------------------------|
| add     | intercom-group | 1-MAX (or 'next')                                                    |
| change  | intercom-group | 1-MAX                                                                |
| display | intercom-group | 1-MAX ['print' or 'schedule']                                        |
| list    | intercom-group | [1-MAX]['number' x]['to-number' x]['count' n]['print' or 'schedule'] |
| remove  | intercom-group | 1-MAX                                                                |

- 
1. Brackets [ ] indicate the qualifier is optional. Single quotes ( ' ' ) indicate the text inside the quote must be entered exactly as shown or an abbreviated form of the word may be entered. MAX is the maximum number available in your system configuration. Refer to Table C-1 in Appendix C, "System Capacity Limits".

## Form Instructions

---

Make assignments as required for the following fields on each page of the form:

### Pages 1 and 2 of the Form

- **Group Number** — Enter a Group number (1 to 3 digits) when completing a paper form. This is a display-only field when the form is accessed using an administration command such as *add* or *change*.
- **Length of Dial Code** — On Page 1, enter "1" or "2". This is the number of digits that must be dialed to access someone in the group. Enter "1" if group members are fewer than ten or "2" if group members are ten or more. Default is "1". (On Page 2, this is a display-only field.)



- **Ext** — Enter the extension number of each member of the group. VDN extensions are not allowed.
- **DC** — Enter a 1- or 2-digit code. The number of digits entered depends on the number assigned in the Length of Dial Code field. This field cannot be left blank. This is the code that must be dialed to access that group member.

**NOTE:**

If "2" was entered in the Length of Dial Code field, a 2-digit code must always be dialed. For example, to access member number 8 with a 2-digit dial code specified, "08" must be dialed.

- **Name** — Make no entry. The name is assigned when the member's associated extension was administered.

change intercom-group 1
Page 1 of 2 SPE B

**INTERCOM GROUP**

Group Number: 1  
 Length of Dial Code: 1

**GROUP MEMBER ASSIGNMENTS**

|     | Ext  | DC | Name                        |
|-----|------|----|-----------------------------|
| 1:  | 1010 | 1  | 27 Character BRIsation1010  |
| 2:  |      |    |                             |
| 3:  |      |    |                             |
| 4:  |      |    |                             |
| 5:  |      |    |                             |
| 6:  |      |    |                             |
| 7:  |      |    |                             |
| 8:  |      |    |                             |
| 9:  |      |    |                             |
| 10: |      |    |                             |
| 11: |      |    |                             |
| 12: |      |    |                             |
| 13: |      |    |                             |
| 14: | 1002 | 3  | 27 Character Station ex1002 |
| 15: |      |    |                             |
| 16: |      |    |                             |

**Screen 5-84. Intercom Group Form (Page 1 of 2)**

To reduce repetition, Page 2 is not shown. For a complete set of forms, refer to the "Blank Forms Package."

## **Inter-Exchange Carrier (IXC) Codes**

---

This form is used to allow identification of the IXC in the CDR record.

### **Administration Commands**

---

Use the following administration commands to administer the Inter-Exchange Carrier Codes form.

| Action  | Object    | Qualifier <sup>1</sup>  |
|---------|-----------|-------------------------|
| change  | ixc-codes | —                       |
| display | ixc-codes | ['print' or 'schedule'] |

- 
1. Brackets [ ] indicate the qualifier is optional. Single quotes ( ' ' ) indicate the text inside the quote must be entered exactly as shown or an abbreviated form of the word may be entered.

### **Form Instructions**

---

Make assignments as required for the following fields on each page of the form:

#### **Page 1 of the Form**

- **IXC Access Number** — Enter the digits dialed or inserted by AAR/ARS into the outpulsed digit string to gain access to the interexchange carrier. No duplicate access numbers are allowed in the table.
- **IXC Name** — Enter 0 to 15 characters to identify the IXC. This description is for information purposes only.

#### **Page 2 of the Form**

- **IXC Prefix** — Enter a valid 1 to 3 digit prefix.
- **IXC Code Format** — Enter a valid 2 to 4 digit code format, or enter "x" or "X".

Page 1 of 2

INTER-EXCHANGE CARRIER CODES

IXC Codes Assignments (Enter up to 15)

| CDR  | IXC    |          | CDR  | IXC    |          |
|------|--------|----------|------|--------|----------|
| IXC  | Access |          | IXC  | Access |          |
| Code | Number | IXC Name | Code | Number | IXC Name |
| 1:   | _____  | _____    | 9:   | _____  | _____    |
| 2:   | _____  | _____    | 10:  | _____  | _____    |
| 3:   | _____  | _____    | 11:  | _____  | _____    |
| 4:   | _____  | _____    | 12:  | _____  | _____    |
| 5:   | _____  | _____    | 13:  | _____  | _____    |
| 6:   | _____  | _____    | 14:  | _____  | _____    |
| 7:   | _____  | _____    | 15:  | _____  | _____    |
| 8:   | _____  | _____    |      |        |          |

**Screen 5-85. Inter-Exchange Carrier Codes Form (Page 1 of 2)**

Page 2 of 2

|    | IXC Prefix | IXC Code Format |
|----|------------|-----------------|
| 1. | _____      | _____           |
| 2. | _____      | _____           |
| 3. | _____      | _____           |
| 4. | _____      | _____           |
| 5. | _____      | _____           |

**Screen 5-86. Inter-Exchange Carrier Codes Form (Page 2 of 2)**

## Intra-Switch CDR

---

This form is used to administer extensions for which Intra-Switch CDR is to be enabled.

**NOTE:**

Attendants are not allowed to be optioned for the Intra-Switch CDR feature.

### Administration Commands

---

Use the following administration commands to administer the Intra-Switch CDR form.

| Action  | Object           | Qualifier <sup>1</sup>             |
|---------|------------------|------------------------------------|
| add     | intra-switch-cdr |                                    |
| change  | intra-switch-cdr | [extension]                        |
| display | intra-switch-cdr | [extension]['print' or 'schedule'] |
| list    | intra-switch-cdr | [extension][count x]               |

- 
1. Brackets [ ] indicate the qualifier is optional. Single quotes ( ' ' ) indicate the text inside the quote must be entered exactly as shown or an abbreviated form of the word can be entered.

If your system can record more than 100 stations (see "Capacities" below), the system only displays two pages of extensions (112 per page) at one time. When you enter the **add** command to add extensions, the system automatically begins after the last administered extensions. If you enter the **change** command, the system display begins with the first extension. If you enter the **change** command with an extension number, the system begins the display with that extension.

When you enter the command **list intra-switch-cdr <extension> count x**, the system lists "x" switch extensions administered for Intra-Switch CDR beginning with the extension specified by <extension>. For example, if you enter "list intra-switch-cdr 81000 count 500," the system displays extension 81000 (if it is administered for Intra-Switch CDR) and the next 500 extensions that are administered for Intra-Switch CDR. The **display** command functions similarly to the **change** command.

### Capacities

The Intra-Switch CDR extension capacities vary from switch to switch. Refer to Table C-1 in Appendix C, "System Capacity Limits".

## Form Instructions

Make assignments as required for the following fields on each page of the form:

### Page 1 of X of the Add/Change/Display Form

- **Assigned Members** — The number of extensions administered out of the switch version maximum. To add the Intra-Switch CDR feature to additional extensions, enter the extension number(s) on this form.

Page 1 of 1

INTRA-SWITCH CDR

Assigned Members: 2 of 100 administered

|           |           |           |           |           |           |            |
|-----------|-----------|-----------|-----------|-----------|-----------|------------|
| 1: 72447  | 17: _____ | 33: _____ | 49: _____ | 65: _____ | 81: _____ | 97: _____  |
| 2: 72448  | 18: _____ | 34: _____ | 50: _____ | 66: _____ | 82: _____ | 98: _____  |
| 3: _____  | 19: _____ | 35: _____ | 51: _____ | 67: _____ | 83: _____ | 99: _____  |
| 4: _____  | 20: _____ | 36: _____ | 52: _____ | 68: _____ | 84: _____ | 100: _____ |
| 5: _____  | 21: _____ | 37: _____ | 53: _____ | 69: _____ | 85: _____ |            |
| 6: _____  | 22: _____ | 38: _____ | 54: _____ | 70: _____ | 86: _____ |            |
| 7: _____  | 23: _____ | 39: _____ | 55: _____ | 71: _____ | 87: _____ |            |
| 8: _____  | 24: _____ | 40: _____ | 56: _____ | 72: _____ | 88: _____ |            |
| 9: _____  | 25: _____ | 41: _____ | 57: _____ | 73: _____ | 89: _____ |            |
| 10: _____ | 26: _____ | 42: _____ | 58: _____ | 74: _____ | 90: _____ |            |
| 11: _____ | 27: _____ | 43: _____ | 59: _____ | 75: _____ | 91: _____ |            |
| 12: _____ | 28: _____ | 44: _____ | 60: _____ | 76: _____ | 92: _____ |            |
| 13: _____ | 29: _____ | 45: _____ | 61: _____ | 77: _____ | 93: _____ |            |
| 14: _____ | 30: _____ | 46: _____ | 62: _____ | 78: _____ | 94: _____ |            |
| 15: _____ | 31: _____ | 47: _____ | 63: _____ | 79: _____ | 95: _____ |            |
| 16: _____ | 32: _____ | 48: _____ | 64: _____ | 80: _____ | 96: _____ |            |

**Screen 5-87. Intra-Switch CDR Form for R5vs and R5si**

Page 1 of 1

INTRA-SWITCH CDR

Assigned Members: 2 of 100 administered

|           |           |           |           |           |           |            |
|-----------|-----------|-----------|-----------|-----------|-----------|------------|
| 1: 72447  | 17: _____ | 33: _____ | 49: _____ | 65: _____ | 81: _____ | 97: _____  |
| 2: 72448  | 18: _____ | 34: _____ | 50: _____ | 66: _____ | 82: _____ | 98: _____  |
| 3: _____  | 19: _____ | 35: _____ | 51: _____ | 67: _____ | 83: _____ | 99: _____  |
| 4: _____  | 20: _____ | 36: _____ | 52: _____ | 68: _____ | 84: _____ | 100: _____ |
| 5: _____  | 21: _____ | 37: _____ | 53: _____ | 69: _____ | 85: _____ | 101: _____ |
| 6: _____  | 22: _____ | 38: _____ | 54: _____ | 70: _____ | 86: _____ | 102: _____ |
| 7: _____  | 23: _____ | 39: _____ | 55: _____ | 71: _____ | 87: _____ | 103: _____ |
| 8: _____  | 24: _____ | 40: _____ | 56: _____ | 72: _____ | 88: _____ | 104: _____ |
| 9: _____  | 25: _____ | 41: _____ | 57: _____ | 73: _____ | 89: _____ | 105: _____ |
| 10: _____ | 26: _____ | 42: _____ | 58: _____ | 74: _____ | 90: _____ | 106: _____ |
| 11: _____ | 27: _____ | 43: _____ | 59: _____ | 75: _____ | 91: _____ | 107: _____ |
| 12: _____ | 28: _____ | 44: _____ | 60: _____ | 76: _____ | 92: _____ | 108: _____ |
| 13: _____ | 29: _____ | 45: _____ | 61: _____ | 77: _____ | 93: _____ | 109: _____ |
| 14: _____ | 30: _____ | 46: _____ | 62: _____ | 78: _____ | 94: _____ | 110: _____ |
| 15: _____ | 31: _____ | 47: _____ | 63: _____ | 79: _____ | 95: _____ | 111: _____ |
| 16: _____ | 32: _____ | 48: _____ | 64: _____ | 80: _____ | 96: _____ | 112: _____ |

**Screen 5-88. Intra-Switch CDR Form for GI and R5r**

## Implementation Notes

---

If your configuration allows more than 112 trackable extensions, this will be a multipage form.

### Page 1 of X of the List Form

- **Extension** — The extensions administered for Intra-Switch CDR.
- **Type** — A user-defined description of the extension.
- **Name** — A user-defined name associated with the extension.

| INTRA-SWITCH CDR |                             |              |             |
|------------------|-----------------------------|--------------|-------------|
| Extension        | Type                        | Name         |             |
| -----            | -----                       | -----        |             |
| 56001            | station-user                | 27 character | dr06-1c1101 |
| 56002            | station-user                | dr06-1c1102  |             |
| 56098            | terminating-extension-group | TEG 1        |             |
| 56311            | station-user                | dr6-1c0702   |             |

**Screen 5-89. List Intra-Switch CDR Form**

## Language Translations

---

These forms are used to administer a "user-defined" language for display messages. This allows a user-customized language to be added to the four languages (English, French, Italian, and Spanish) provided with the System.

Only Roman letters, punctuation, and digits are accepted (blanks are also acceptable). Diacritical marks are not supported.

### NOTE:

If "user-defined" is selected for the display language and no translations have been made on these forms, all display messages will appear as a string of asterisks.

## Administration Commands

---

Use the following administration commands to administer the Language Translations forms.

| Action  | Object                                  | Qualifier <sup>1</sup>  |
|---------|-----------------------------------------|-------------------------|
| change  | display-messages auto-wakeup-dn-dst     | —                       |
| display | display-messages auto-wakeup-dn-dst     | ['print' or 'schedule'] |
| change  | display-messages call-identifiers       | —                       |
| display | display-messages call-identifiers       | ['print' or 'schedule'] |
| change  | display-messages date-time              | —                       |
| display | display-messages date-time              | ['print' or 'schedule'] |
| change  | display-messages leave-word-calling     | —                       |
| display | display-messages leave-word-calling     | ['print' or 'schedule'] |
| change  | display-messages malicious-call-trace   | —                       |
| display | display-messages malicious-call-trace   | ['print' or 'schedule'] |
| change  | display-messages miscellaneous-features | —                       |
| display | display-messages miscellaneous-features | ['print' or 'schedule'] |
| change  | display-messages property-management    | —                       |
| display | display-messages property-management    | ['print' or 'schedule'] |
| change  | display-messages softkey-labels         | —                       |
| display | display-messages softkey-labels         | ['print' or 'schedule'] |
| change  | display-messages time-of-day-routing    | —                       |
| display | display-messages time-of-day-routing    | ['print' or 'schedule'] |

- 
1. Brackets [ ] indicate the qualifier is optional. Single quotes ( ' ' ) indicate the text inside the quote must be entered exactly as shown or an abbreviated form of the word can be entered.

**Form Instructions**

---

Make assignments as required for the following fields on the form:

- **English** — Display-only field. This field contains the English term to be translated.
- **Meaning of English term** — Display-only field. Only appears on certain forms. This field contains a short explanation of the English message if that message is an abbreviation.
- **Translation** — Enter the desired translation for the corresponding English term.

|    |                                                         |             |
|----|---------------------------------------------------------|-------------|
|    | LANGUAGE TRANSLATIONS                                   | Page 1 of 3 |
| 1. | English: AUTO WAKEUP - Ext:<br>Translation: *****;      |             |
| 2. | English: WAKEUP ENTRY DENIED<br>Translation: *****      |             |
| 3. | English: WAKEUP REQUEST CANCELED<br>Translation: *****  |             |
| 4. | English: WAKEUP REQUEST CONFIRMED<br>Translation: ***** |             |
| 5. | English: Wakeup Call<br>Translation: *****              |             |
| 6. | English: Time:<br>Translation: *****;                   |             |

**Screen 5-90. Auto-Wakeup-Dn-Dst Language Translation Form (Page 1 of 3)**



|                       |                                                                         |             |
|-----------------------|-------------------------------------------------------------------------|-------------|
| LANGUAGE TRANSLATIONS |                                                                         | Page 2 of 3 |
| 7.                    | English: DO NOT DIST - Ext:<br>Translation: *****;                      |             |
| 8.                    | English: DO NOT DIST - Group:<br>Translation: *****;                    |             |
| 9.                    | English: DO NOT DIST ENTRY DENIED<br>Translation: *****                 |             |
| 10.                   | English: THANK YOU - DO NOT DIST ENTRY CONFIRMED<br>Translation: *****  |             |
| 11.                   | English: THANK YOU - DO NOT DIST REQUEST CANCELED<br>Translation: ***** |             |

**Screen 5-91. Auto-Wakeup-Dn-Dst Language Translation Form (Page 2 of 3)**

|                       |                                                              |             |
|-----------------------|--------------------------------------------------------------|-------------|
| LANGUAGE TRANSLATIONS |                                                              | Page 3 of 3 |
| 12.                   | English: INTERVAL FULL<br>Translation: *****                 |             |
| 13.                   | English: NO PERMISSION<br>Translation: *****                 |             |
| 14.                   | English: SYSTEM FULL<br>Translation: *****                   |             |
| 15.                   | English: TOO SOON<br>Translation: *****                      |             |
| 16.                   | English: INVALID EXTENSION - TRY AGAIN<br>Translation: ***** |             |
| 17.                   | English: INVALID GROUP - TRY AGAIN<br>Translation: *****     |             |

**Screen 5-92. Auto-Wakeup-Dn-Dst Language Translation Form (Page 3 of 3)**

| LANGUAGE TRANSLATIONS |                                           |                 | Page 1 of 4 |
|-----------------------|-------------------------------------------|-----------------|-------------|
| English Term          | Meaning of English term                   | Translated Term |             |
| 1. sa                 | ACD Supervisor Assistance                 | 1: **           |             |
| 2. ac                 | Attendant Assistance Call                 | 2: **           |             |
| 3. tc                 | Attendant Control Of A Trunk Group        | 3: **           |             |
| 4. an                 | Attendant No Answer                       | 4: **           |             |
| 5. pc                 | Attendant Personal Call                   | 5: **           |             |
| 6. rc                 | Attendant Recall Call                     | 6: **           |             |
| 7. rt                 | Attendant Return Call                     | 7: **           |             |
| 8. sc                 | Attendant Serial Call                     | 8: **           |             |
| 9. co                 | Controlled Outward Restriction            | 9: **           |             |
| 10. cs                | Controlled Station To Station Restriction | 10: **          |             |
| 11. ct                | Controlled Termination Restriction        | 11: **          |             |
| 12. db                | DID Find Busy Station With CO Tones       | 12: **          |             |
| 13. da                | DID Recall Go To Attendant                | 13: **          |             |
| 14. qf                | Emergency Queue Full Redirection          | 14: **          |             |

**Screen 5-93. Call-Identifiers Language Translation Form  
(Page 1 of 4)**

| LANGUAGE TRANSLATIONS |                                   |                 | Page 2 of 4 |
|-----------------------|-----------------------------------|-----------------|-------------|
| English Term          | Meaning of English term           | Translated Term |             |
| 15. hc                | Held Call Timed Reminder          | 15: **          |             |
| 16. ic                | Intercept                         | 16: **          |             |
| 17. ip                | Interposition Call                | 17: **          |             |
| 18. ld                | LDN Calls On DID Trunks           | 18: **          |             |
| 19. so                | Service Observing                 | 19: **          |             |
| 20. na                | Unanswered Or Incomplete DID Call | 20: **          |             |
| 21. ACB               | Automatic Callback                | 21: *****       |             |
| 22. callback          | Callback Call                     | 22: *****       |             |
| 23. park              | Call Park                         | 23: *****       |             |
| 24. control           | Control                           | 24: *****       |             |
| 25. ICOM              | Intercom Call                     | 25: *****       |             |
| 26. OTQ               | Outgoing Trunk Queuing            | 26: *****       |             |
| 27. priority          | Priority Call                     | 27: *****       |             |
| 28. recall            | Recall Call                       | 28: *****       |             |

**Screen 5-94. Call-Identifiers Language Translation  
Form (Page 2 of 4)**

| LANGUAGE TRANSLATIONS |                                            |                 | Page 3 of 4 |
|-----------------------|--------------------------------------------|-----------------|-------------|
| English Term          | Meaning of English term                    | Translated Term |             |
| 29. return            | Return Call                                | 29: *****       |             |
| 30. ARS               | Automatic Route Selection                  | 30: *****       |             |
| 31. forward           | Call Forwarding                            | 31: *****       |             |
| 32. cover             | Cover                                      | 32: *****       |             |
| 33. DND               | Do Not Disturb                             | 33: *****       |             |
| 34. p                 | Call Pickup                                | 34: *           |             |
| 35. c                 | Cover All Calls                            | 35: *           |             |
| 36. n                 | Night Station Service, Including No Answer | 36: *           |             |
| 37. B                 | All Calls Busy                             | 37: *           |             |
| 38. f                 | Call Forwarding                            | 38: *           |             |
| 39. b                 | Cover Busy                                 | 39: *           |             |
| 40. d                 | Cover Don't Answer                         | 40: *           |             |
| 41. s                 | Send All Calls                             | 41: *           |             |

**Screen 5-95. Call-Identifiers Language Translation Form (Page 3 of 4)**

| LANGUAGE TRANSLATIONS |                                   |                 | Page 4 of 4 |
|-----------------------|-----------------------------------|-----------------|-------------|
| English Term          | Meaning of English term           | Translated Term |             |
| 42. OPERATOR          | Operator                          | 42: *****       |             |
| 43. EXT               | Extension                         | 43: *****       |             |
| 44. OUTSIDE CALL      | Outside Call                      | 44: *****       |             |
| 45. UNKNOWN NAME      | Unknown Name                      | 45: *****       |             |
| 46. CONFERENCE        | Conference                        | 46: *****       |             |
| 47. ringing           | Ringing                           | 47: *****       |             |
| 48. busy              | Busy                              | 48: *****       |             |
| 49. busy(I)           | Busy With Intrusion Allowed       | 49: *****       |             |
| 50. wait              | Wait                              | 50: *****       |             |
| 51. (I)               | Intrusion                         | 51: ***         |             |
| 52. to                | <calling party> to <called party> | 52: **          |             |
| 53. Sta               | Station                           | 53: *****       |             |
| 54. Trk               | Trunk                             | 54: *****       |             |
| 55: VDN               | Vector Directory Number           | 55: ***         |             |

**Screen 5-96. Call-Identifiers Language Translation Form (Page 4 of 4)**

Page 1 of 1

| LANGUAGE TRANSLATIONS                    |             |               |             |
|------------------------------------------|-------------|---------------|-------------|
| English                                  | Translation | English       | Translation |
| 1. SUNDAY                                | 1: *****    | 11. APRIL     | 11: *****   |
| 2. MONDAY                                | 2: *****    | 12. MAY       | 12: *****   |
| 3. TUESDAY                               | 3: *****    | 13. JUNE      | 13: *****   |
| 4. WEDNESDAY                             | 4: *****    | 14. JULY      | 14: *****   |
| 5. THURSDAY                              | 5: *****    | 15. AUGUST    | 15: *****   |
| 6. FRIDAY                                | 6: *****    | 16. SEPTEMBER | 16: *****   |
| 7. SATURDAY                              | 7: *****    | 17. OCTOBER   | 17: *****   |
| 8. JANUARY                               | 8: *****    | 18. NOVEMBER  | 18: *****   |
| 9. FEBRUARY                              | 9: *****    | 19. DECEMBER  | 19: *****   |
| 10. MARCH                                | 10: *****   |               |             |
| 20. English: SORRY, TIME UNAVAILABLE NOW |             |               |             |
| Translation: *****                       |             |               |             |

**Screen 5-97. Date-Time Language Translation Form (Page 1 of 1)**

Page 1 of 2

| LANGUAGE TRANSLATIONS                               |                    |
|-----------------------------------------------------|--------------------|
| 1. English: MESSAGES FOR                            | Translation: ***** |
| 2. English: WHOSE MESSAGES? (DIAL EXTENSION NUMBER) | Translation: ***** |
| 3. English: END OF MESSAGES (NEXT TO REPEAT)        | Translation: ***** |
| 4. English: MESSAGES UNAVAILABLE - TRY LATER        | Translation: ***** |
| 5. English: MESSAGE RETRIEVAL DENIED                | Translation: ***** |
| 6. English: MESSAGE RETRIEVAL LOCKED                | Translation: ***** |

**Screen 5-98. Leave-Word-Calling Language Translation Form (Page 1 of 2)**

Page 2 of 2

LANGUAGE TRANSLATIONS

7. English: NO MESSAGES  
Translation: \*\*\*\*\*
8. English: IN PROGRESS  
Translation: \*\*\*\*\*
9. English: DELETED  
Translation: \*\*\*\*\*
10. English: GET DIAL TONE, PUSH Cover Msg Retrieval  
Translation: \*\*\*\*\*
11. English: Message Center (AUDIX) CALL  
Translation: \*\*\*\*\*
12. English: CANNOT BE DELETED - CALL MESSAGE CENTER  
Translation: \*\*\*\*\*

**Screen 5-99. Leave-Word-Calling Language Translation Form (Page 2 of 2)**

Page 1 of 2

LANGUAGE TRANSLATIONS

1. English: MALICIOUS CALL TRACE REQUEST  
Translation: \*\*\*\*\*
2. English: END OF TRACE INFORMATION  
Translation: \*\*\*\*\*
3. English: original call redirected from:  
Translation: \*\*\*\*\*;
4. English:                   voice recorder port:  
Translation: \*\*\*\*\*;
5. English: MCT activated by:                   for:  
Translation: \*\*\*\*\*;                   \*\*\*\*;

**Screen 5-100. Malicious-Call-Trace Language Translation Form (Page 1 of 2)**

Page 2 of 2

LANGUAGE TRANSLATIONS

|    |              |         |                |
|----|--------------|---------|----------------|
| 6. | English:     | party : | (EXTENSION)    |
|    | Translation: | ***** : | *****          |
| 7. | English:     | party : | (ISDN SID/CNI) |
|    | Translation: | ***** : | *****          |
| 8. | English:     | party : | (PORT ID)      |
|    | Translation: | ***** : | *****          |
| 9. | English:     | party : | (ISDN PORT ID) |
|    | Translation: | ***** : | *****          |

**Screen 5-101. Malicious-Call-Trace Language Translation Form (Page 2 of 2)**

Page 1 of 6

LANGUAGE TRANSLATIONS

| English           | Translation |
|-------------------|-------------|
| 1. ALL MADE BUSY  | 1: *****    |
| 2. BRIDGED        | 2: *****    |
| 3. DENIED         | 3: *****    |
| 4. INVALID        | 4: *****    |
| 5. NO MEMBER      | 5: *****    |
| 6. OUT OF SERVICE | 6: *****    |
| 7. RESTRICTED     | 7: *****    |
| 8. TERMINATED     | 8: *****    |
| 9. TRUNK SEIZED   | 9: *****    |
| 10. VERIFIED      | 10: *****   |
| 11. CDR OVERLOAD  | 11: *****   |
| 12. ANSWERED BY   | 12: *****   |
| 13. CALL FROM     | 13: *****   |
| 14. Skills        | 14: *****   |

**Screen 5-102. Miscellaneous-Features Language Translation Form (Page 1 of 6)**

| LANGUAGE TRANSLATIONS |                                |                 | Page 2 of 6 |
|-----------------------|--------------------------------|-----------------|-------------|
| English Term          | Meaning of English term        | Translated Term |             |
| 15. TOLL              | Toll                           | 15: ****        |             |
| 16. FULL              | Full                           | 16: ****        |             |
| 17. NONE              | None                           | 17: ****        |             |
| 18. ORIG              | Origination                    | 18: ****        |             |
| 19. OTWD              | Outward                        | 19: ****        |             |
| 20. CALL              | <call> This Number             | 20: ****        |             |
| 21. INTL              | International                  | 21: ****        |             |
| 22. Info              | Information                    | 22: *****       |             |
| 23. p                 | Primary                        | 23: *           |             |
| 24. s                 | Secondary                      | 24: *           |             |
| 25. m                 | Mark                           | 25: *           |             |
| 26. p                 | Pause                          | 26: *           |             |
| 27. s                 | Suppress                       | 27: *           |             |
| 28. w                 | Wait For A Specified Time      | 28: *           |             |
| 29. W                 | Wait For Off-Premise Dial Tone | 29: *           |             |

**Screen 5-103. Miscellaneous Features Language Translation Form (Page 2 of 5)**

| LANGUAGE TRANSLATIONS |                                                                  | Page 3 of 6 |
|-----------------------|------------------------------------------------------------------|-------------|
| 30.                   | English: You have adjunct messages<br>Translation: *****         |             |
| 31.                   | English: Login Violation<br>Translation: *****                   |             |
| 32.                   | English: Barrier Code Violation<br>Translation: *****            |             |
| 33.                   | English: DIRECTORY - PLEASE ENTER NAME<br>Translation: *****     |             |
| 34.                   | English: DIRECTORY UNAVAILABLE - TRY LATER<br>Translation: ***** |             |
| 35.                   | English: NO MATCH - TRY AGAIN<br>Translation: *****              |             |

**Screen 5-104. Miscellaneous-Features Language Translation Form (Page 3 of 6)**

## LANGUAGE TRANSLATIONS

36. English: NO NUMBER STORED  
Translation: \*\*\*\*\*
37. English: TRY AGAIN  
Translation: \*\*\*\*\*
38. English: Ext                      in EMRG Q  
Translation: \*\*\*                      \*\*\*\*\*
39. English:                      HUNT GROUP                      NOT ADMINISTERED  
Translation: \*\*\*\*\*                      \*\*\*\*\*
40. English: Q-time                      calls  
Translation: \*\*\*\*\*                      \*\*\*\*\*

**Screen 5-105. Miscellaneous-Features Language Translation Form (Page 4 of 6)**

## LANGUAGE TRANSLATIONS

41. English: Add Skill: Enter number, then # sign  
Translation: \*\*\*\*\*
42. English: Remove Skill: Enter number, then # sign  
Translation: \*\*\*\*\*
43. English: Press 1 for primary or 2 for secondary  
Translation: \*\*\*\*\*
44. English: Enter Agent LoginID  
Translation: \*\*\*\*\*

**Screen 5-106. Miscellaneous-Features Language Translation Form (Page 5 of 6)**



Page 6 of 6

LANGUAGE TRANSLATIONS

48. English: Station Security Code Violation  
Translation: \*\*\*\*\*

49. English: ENTER REASON CODE  
Translation: \*\*\*\*\*

**Screen 5-107. Miscellaneous-Features Language Translation Form (Page 6 of 6)**

Page 1 of 5

LANGUAGE TRANSLATIONS

1. English: CHECK IN - Ext:  
Translation: \*\*\*\*\*;

2. English: CHECK IN: ROOM ALREADY OCCUPIED  
Translation: \*\*\*\*\*

3. English: CHECK IN COMPLETE  
Translation: \*\*\*\*\*

4. English: CHECK IN FAILED  
Translation: \*\*\*\*\*

**Screen 5-108. Property-Management Language Translation Form (Page 1 of 5)**

Page 2 of 5

LANGUAGE TRANSLATIONS

5. English: CHECK OUT - Ext:  
Translation: \*\*\*\*\*;
6. English: CHECK OUT: ROOM ALREADY VACANT  
Translation: \*\*\*\*\*
7. English: CHECK OUT FAILED  
Translation: \*\*\*\*\*
8. English: MESSAGE NOTIFICATION FAILED  
Translation: \*\*\*\*\*
9. English: MESSAGE NOTIFICATION ON - Ext:  
Translation: \*\*\*\*\*;
10. English: MESSAGE NOTIFICATION OFF - Ext:  
Translation: \*\*\*\*\*;

**Screen 5-109. Property-Management Language Translation Form (Page 2 of 5)**

Page 3 of 5

LANGUAGE TRANSLATIONS

11. English: CHECK OUT COMPLETE: MESSAGE LAMP OFF  
Translation: \*\*\*\*\*
12. English: CHECK OUT COMPLETE: MESSAGE LAMP ON  
Translation: \*\*\*\*\*
13. English: MESSAGE LAMP ON  
Translation: \*\*\*\*\*
14. English: MESSAGE LAMP OFF  
Translation: \*\*\*\*\*

**Screen 5-110. Property-Management Language Translation Form (Page 3 of 5)**

Page 4 of 5

LANGUAGE TRANSLATIONS

15. English: Occupied Rooms  
 Translation: \*\*\*\*\*

16. English: Enter Room Status  
 Translation: \*\*\*\*\*

17. English: Invalid Maid State  
 Translation: \*\*\*\*\*

**Screen 5-111. Property-Management Language Translation Form (Page 4 of 5)**

Page 5 of 5

LANGUAGE TRANSLATIONS

18. English: WAKEUP MESSAGE:  
 Translation: \*\*\*\*\*

19. English: INVALID NUMBER - TRY AGAIN  
 Translation: \*\*\*\*\*

**Screen 5-112. Property-Management Language Translation Form (Page 5 of 5)**

LANGUAGE TRANSLATIONS

| English   | Translation | English   | Translation |
|-----------|-------------|-----------|-------------|
| 1. AD     | 1. *****    | 16. LWC   | 16. *****   |
| 2. AutCB  | 2. *****    | 17. Mark  | 17. *****   |
| 3. CFrwd  | 3. *****    | 18. Pause | 18. *****   |
| 4. CnLWC  | 4. *****    | 19. PCall | 19. *****   |
| 5. Cnslt  | 5. *****    | 20. Prog  | 20. *****   |
| 6. Count  | 6. *****    | 21. RngOf | 21. *****   |
| 7. CPark  | 7. *****    | 22. SAC   | 22. *****   |
| 8. CPkUp  | 8. *****    | 23. SFunc | 23. *****   |
| 9. Dir    | 9. *****    | 24. Spres | 24. *****   |
| 10. Excl  | 10. *****   | 25. Stats | 25. *****   |
| 11. HFAns | 11. *****   | 26. Stop  | 26. *****   |
| 12. IAuto | 12. *****   | 27. Timer | 27. *****   |
| 13. IDial | 13. *****   | 28. TmDay | 28. *****   |
| 14. Inspt | 14. *****   | 29. View  | 29. *****   |
| 15. Last  | 15. *****   | 30. Wait  | 30. *****   |

**Screen 5-113. Softkey Labels Form (Page 1 of 1)**

LANGUAGE TRANSLATIONS

1. English: ENTER ACTIVATION ROUTE PLAN, DAY & TIME  
Translation: \*\*\*\*\*
2. English: ENTER DEACTIVATION DAY AND TIME  
Translation: \*\*\*\*\*
3. English: OLD ROUTE PLAN: ENTER NEW PLAN:  
Translation: \*\*\*\*\*: \*\*\*\*\*:
4. English: OLD ROUTE PLAN: NEW PLAN:  
Translation: \*\*\*\*\*: \*\*\*\*\*:
5. English: ROUTE PLAN: FOR ACT-TIME:  
Translation: \*\*\*\*\*: \*\*\*\* \*\*\*\*\*:
6. English: ROUTE PLAN: FOR DEACT-TIME:  
Translation: \*\*\*\*\*: \*\*\*\* \*\*\*\*\*:

**Screen 5-114. Time-Of-Day-Routing Language Translation Form (Page 1 of 1)**

## Listed Directory Numbers

---

Allows Direct Inward Dialing (DID) numbers to be treated as public Listed Directory Numbers (LDNs). When one of these numbers is direct inward dialed, the calling party is routed to the attendant. The attendant display indicates a Listed Directory Number call and the name associated with the dialed extension. Refer to the "Multiple Listed Directory Numbers" feature in *DEFINITY Enterprise Communications Server Release 5 Feature Description* for additional information.

## Administration Commands

---

Use the following administration commands to administer the Listed Directory Numbers form.

| Action  | Object                   | Qualifier <sup>1</sup>  |
|---------|--------------------------|-------------------------|
| change  | listed-directory-numbers | —                       |
| display | listed-directory-numbers | ['print' or 'schedule'] |

- 
1. Brackets [ ] indicate the qualifier is optional. Single quotes ( ' ' ) indicate the text inside the quote must be entered exactly as shown or an abbreviated form of the word can be entered.

## Form Instructions

---

Make assignments as required for the following fields on the form:

- **Ext** — Enter a valid unassigned extension number (1 to 5 digits).
- **Name** — Enter a name used to identify the Listed Directory Number. Up to 27 alphanumeric characters may be used.
- **TN** — Enter the Tenant Partition number. Default is 1.
- **Night Destination** — Enter the valid assigned extension number (may be a night service extension, a recorded announcement extension, a Vector Directory Number, an individual attendant extension, or a hunt group extension) that will receive calls to these listed numbers when the System is in the Night Service mode. Enter 1 to 5 digits.

LISTED DIRECTORY NUMBERS

Page 1 of 2

| Ext      | Name                       | TN |
|----------|----------------------------|----|
| 1: 51001 | 27 character station 51001 | 1  |
| 2:       |                            | 1  |
| 3:       |                            | 1  |
| 4:       |                            | 1  |
| 5:       |                            | 1  |
| 6:       |                            | 1  |
| 7:       |                            | 1  |
| 8:       |                            | 1  |
| 9:       |                            | 1  |
| 10:      |                            | 1  |

Night Destination: 51002

**Screen 5-115. Listed Directory Numbers Form (Page 1 of 2)**

change listed-directory-numbers

Page 2 of 2

LISTED DIRECTORY NUMBERS

| Ext       | Name                       | TN |
|-----------|----------------------------|----|
| 11: 51003 | 27 character station 51003 | 1  |
| 12:       |                            | 1  |
| 13:       |                            | 1  |
| 14:       |                            | 1  |
| 15:       |                            | 1  |
| 16:       |                            | 1  |
| 17:       |                            | 1  |
| 18:       |                            | 1  |
| 19:       |                            | 1  |
| 20:       |                            | 1  |

**Screen 5-116. Listed Directory Numbers Form (Page 2 of 2)****Implementation Note:**

---

The number of Listed Directory Numbers that can be assigned varies depending on System configuration. Refer to Table C-1 in Appendix C, "System Capacity Limits" for maximum values.

## **Loudspeaker Paging and Code Calling Access**

---

This form is used to implement Loudspeaker Paging, Loudspeaker Paging - Deluxe and Code Calling Access. The Loudspeaker Paging Access form contains the fields required to assign zone (speaker location) information for the Loudspeaker Paging, Loudspeaker Paging - Deluxe, and Code Calling Access features.

The Code Calling IDs form is used to assign extension numbers to code calling identification numbers. As many as 125 three-digit chime codes can be provided. Only one extension number can be assigned to each chime code. The System translates the ID number associated with a code calling extension to a chime code and then plays the code over a zone loudspeaker as assigned on the Loudspeaker Paging form.

### **Administration Commands**

---

Use the following administration commands to administer the Loudspeaker Paging Access form.

| <b>Action</b> | <b>Object</b>           | <b>Qualifier<sup>1</sup></b> |
|---------------|-------------------------|------------------------------|
| change        | paging loudspeaker      | —                            |
| display       | paging loudspeaker      | ['print' or 'schedule']      |
| change        | paging code-calling-ids | —                            |
| display       | paging code-calling-ids | ['print' or 'schedule']      |

- 
1. Brackets [ ] indicate the qualifier is optional. Single quotes ( ' ') indicate the text inside the quote must be entered exactly as shown or an abbreviated form of the word may be entered.

### **Form Instructions**

---

Make assignments as required for the following fields on each page of the form:

#### **Page 1 of the Loudspeaker Paging Access Form**

- **CDR** — Enter "y" to indicate if you want CDR data collection on the paging ports. Default is "y".

- **Voice Paging Timeout (sec)** — Enter from 10 to 600 seconds. This is the length of time the user can be connected to the paging equipment. After the time has elapsed, the call is disconnected. Analyze the typical messages you expect to broadcast; time them; then add another 4 to 5 seconds.
- **Code Calling Playing Cycles** — Enter a number from 1 to 3 to indicate the number of times the code calling identification will play. Analyze who your code calling users are and whether they are likely to hear the code chime the first time.
- **Port** — Enter seven characters.

The entry breaks down as follows:

| Characters | Meaning        | Value                |
|------------|----------------|----------------------|
| 1-2        | Cabinet Number | 01 through 22 (R5r)  |
|            |                | 01 through 03 (R5si) |
|            |                | 01 (G3s)             |
| 3          | Carrier        | A through E          |
| 4-5        | Slot Number    | 01 through 20        |
| 6-7        | Circuit Number | 01 through 32        |

**NOTE:**

When using the Administration Without Hardware feature, place an "X" in this field to indicate that there is no hardware associated with this port assignment.

Each assigned paging zone requires a port on a TN763 Auxiliary Line circuit pack.

If a port is not assigned to a zone, then the CDR, Voice Paging Timeout, and Code Calling Playing Cycles will be set to the System default values when the System is administered.

- **Voice Paging — TAC** — Enter a 1- to 4-digit Trunk Access Code (TAC) that corresponds with the Dial Plan Record. One TAC must be assigned for each zone. This is the code you will dial to access the zone (the physical location of the loudspeakers). The TAC for the field labeled **ALL** activates all speakers in the nine zones when that access code is dialed. These codes can be assigned to Abbreviated Dialing feature buttons on user stations or to the DTGS buttons on the attendant consoles for easy activation by attendants. A different TAC must be assigned for each paging zone.
- **Voice Paging — COR** — Enter the desired number from 0 through 95. Each TAC must be assigned a class of restriction (COR) that reflects the desired restriction for Loudspeaker Paging.



- **Voice Paging — TN**— Enter the Tenant Partition number. Default is 1.
- **Code Calling — TAC** — Enter a 1- to 4-digit TAC that corresponds with the Dial Plan Record. These codes can be assigned to Abbreviated Dialing feature buttons on user stations or to the DTGS buttons on the attendant console for direct access to the zone by the attendant. A different TAC must be assigned for each paging zone.
- **Code Calling — COR** — Enter the desired number from 0 through 95. Each TAC must be assigned a class of restriction (COR) that reflects the desired restriction for Code Calling.
- **Code Calling — TN** — Enter the Tenant Partition number. Default is 1.
- **Location** — Enter the location where the loudspeakers are installed (such as conference room A, warehouse, storeroom). Default is "PAGING".

### Pages 1 and 2 of the Code Calling IDs Form

Make assignments as required for the following fields on each page of the form:

- **Ext** — Enter an assigned or unassigned extension number (may not be a VDN extension). The extension number, when dialed using the Code Calling Access feature, will cause an associated chime signal to be broadcast via an associated zone loudspeaker. Leave this field blank if you do not want to assign a code.

change paging loudspeaker
LOUDSPEAKER PAGING
Page 1 of 1

CDR? y  
 Voice Paging Timeout (sec):  
 Code Calling Playing Cycles:

| PAGING PORT ASSIGNMENTS |      | Voice Paging |     |    | Code Calling |     |    | Location:                   |
|-------------------------|------|--------------|-----|----|--------------|-----|----|-----------------------------|
| Zone                    | Port | TAC          | COR | TN | TAC          | COR | TN |                             |
| 1:                      |      |              |     | 1  |              |     | 1  | 27 character LOUDSPK PAGING |
| 2:                      |      |              |     | 1  |              |     | 1  | PAGING                      |
| 3:                      |      |              |     | 1  |              |     | 1  | PAGING                      |
| 4:                      |      |              |     | 1  |              |     | 1  | PAGING                      |
| 5:                      |      |              |     | 1  |              |     | 1  | PAGING                      |
| 6:                      |      |              |     | 1  |              |     | 1  | PAGING                      |
| 7:                      |      |              |     | 1  |              |     | 1  | PAGING                      |
| 8:                      |      |              |     | 1  |              |     | 1  | PAGING                      |
| 9:                      |      |              |     | 1  |              |     | 1  | PAGING                      |
| ALL:                    |      |              |     | 1  |              |     | 1  |                             |

Screen 5-117. Loudspeaker Paging Access Form (Page 1 of 1)

Page 1 of 2

| ID ASSIGNMENTS |       | CODE CALLING IDS |       |      |       |      |       |      |       |
|----------------|-------|------------------|-------|------|-------|------|-------|------|-------|
| Id             | Ext   | Id               | Ext   | Id   | Ext   | Id   | Ext   | Id   | Ext   |
| 111:           | _____ | 141:             | _____ | 221: | _____ | 251: | _____ | 331: | _____ |
| 112:           | _____ | 142:             | _____ | 222: | _____ | 252: | _____ | 332: | _____ |
| 113:           | _____ | 143:             | _____ | 223: | _____ | 253: | _____ | 333: | _____ |
| 114:           | _____ | 144:             | _____ | 224: | _____ | 254: | _____ | 334: | _____ |
| 115:           | _____ | 145:             | _____ | 225: | _____ | 255: | _____ | 335: | _____ |
| 121:           | _____ | 151:             | _____ | 231: | _____ | 311: | _____ | 341: | _____ |
| 122:           | _____ | 152:             | _____ | 232: | _____ | 312: | _____ | 342: | _____ |
| 123:           | _____ | 153:             | _____ | 233: | _____ | 313: | _____ | 343: | _____ |
| 124:           | _____ | 154:             | _____ | 234: | _____ | 314: | _____ | 344: | _____ |
| 125:           | _____ | 155:             | _____ | 235: | _____ | 315: | _____ | 345: | _____ |
| 131:           | _____ | 211:             | _____ | 241: | _____ | 321: | _____ | 351: | _____ |
| 132:           | _____ | 212:             | _____ | 242: | _____ | 322: | _____ | 352: | _____ |
| 133:           | _____ | 213:             | _____ | 243: | _____ | 323: | _____ | 353: | _____ |
| 134:           | _____ | 214:             | _____ | 244: | _____ | 324: | _____ | 354: | _____ |
| 135:           | _____ | 215:             | _____ | 245: | _____ | 325: | _____ | 355: | _____ |

**Screen 5-118. Code Calling IDs Form (Page 1 of 2)**

To reduce repetition, Page 2 of the Code Calling IDs form is not shown.

## Malicious Call Trace

This form assigns the Malicious Call Trace (MCT) feature to specific extensions.

### Administration Commands

The following administration command can be used to access the Malicious Call Trace form.

| Action | Object               | Qualifier |
|--------|----------------------|-----------|
| change | mct-group-extensions | —         |

### Form Instructions

Make assignments as required for the following fields on the form:

- **1-100** — Assign an extension assigned to an extension or attendant that will have an MCT-Control Button.

Page 1 of 1

Extensions Administered to have an MCT-Control Button:

|           |           |           |           |           |           |            |
|-----------|-----------|-----------|-----------|-----------|-----------|------------|
| 1: _____  | 16: _____ | 31: _____ | 46: _____ | 61: _____ | 76: _____ | 91: _____  |
| 2: _____  | 17: _____ | 32: _____ | 47: _____ | 62: _____ | 77: _____ | 92: _____  |
| 3: _____  | 18: _____ | 33: _____ | 48: _____ | 63: _____ | 78: _____ | 93: _____  |
| 4: _____  | 19: _____ | 34: _____ | 49: _____ | 64: _____ | 79: _____ | 94: _____  |
| 5: _____  | 20: _____ | 35: _____ | 50: _____ | 65: _____ | 80: _____ | 95: _____  |
| 6: _____  | 21: _____ | 36: _____ | 51: _____ | 66: _____ | 81: _____ | 96: _____  |
| 7: _____  | 22: _____ | 37: _____ | 52: _____ | 67: _____ | 82: _____ | 97: _____  |
| 8: _____  | 23: _____ | 38: _____ | 53: _____ | 68: _____ | 83: _____ | 98: _____  |
| 9: _____  | 24: _____ | 39: _____ | 54: _____ | 69: _____ | 84: _____ | 99: _____  |
| 10: _____ | 25: _____ | 40: _____ | 55: _____ | 70: _____ | 85: _____ | 100: _____ |
| 11: _____ | 26: _____ | 41: _____ | 56: _____ | 71: _____ | 86: _____ |            |
| 12: _____ | 27: _____ | 42: _____ | 57: _____ | 72: _____ | 87: _____ |            |
| 13: _____ | 28: _____ | 43: _____ | 58: _____ | 73: _____ | 88: _____ |            |
| 14: _____ | 29: _____ | 44: _____ | 59: _____ | 74: _____ | 89: _____ |            |
| 15: _____ | 30: _____ | 45: _____ | 60: _____ | 75: _____ | 90: _____ |            |

Screen 5-119. Malicious Call Trace Form (Page 1 of 1)

## Modem Pool Group

---

There are two types of conversion resources for Modem Pooling. The first type, an *integrated conversion resource*, is a circuit pack that emulates a Trunk Data Module connected to a 212A-type modem. Two conversion resources are on each circuit pack.

The second type, a *combined conversion resource*, is a separate Trunk Data Module and modem administered as a unit. The Trunk Data Module component of the conversion resource may be either a Modular Trunk Data Module (MTDM) or 7400A Data Module and connects to a digital port using Digital Communications Protocol (DCP); the modem connects to an analog port.

## Administration Commands

---

Use the following administration commands to administer the Modem Pool Group form.

| Action  | Object         | Qualifier <sup>1</sup>          |
|---------|----------------|---------------------------------|
| add     | modem-pool num | [1-MAX]                         |
| change  | modem-pool num | [1-MAX]                         |
| display | modem-pool num | [1-MAX] ['print' or 'schedule'] |
| list    | modem-pool num | ['print' or 'remove']           |
| remove  | modem-pool num | [1-MAX]                         |

- 
1. Brackets [ ] indicate the qualifier is optional. Single quotes ( ' ') indicate the text inside the quote must be entered exactly as shown or an abbreviated form of the word may be entered. MAX is the maximum number available in your system configuration. Refer to Table C-1 in Appendix C, "System Capacity Limits".

## Form Instructions

---

Make assignments as required for the following fields on the form:

- **Group Number** — Enter a group number when completing a paper form. This is a display-only field when the form is accessed using an administration command such as *add* or *change*.
- **Group Type** — Enter "integrated" or "combined".
- **Receiver Responds to Remote Loop** — Enter "y" to allow far-end modem to put conversion resource into loop back mode. Default is "n". (This field is displayed only when Group Type is "integrated".)

- **Hold Time (min)** — Enter the maximum number of minutes (1 through 99) that a conversion resource in the group may be held while a call waits in a queue or reserved after Data Call Preindication. Default is "5".
- **Send Space Disconnect** — Enter 'y' to allow the conversion resource to send 4 seconds of space before disconnecting. Default is "y". (This field is displayed only when Group Type is "integrated".)
- **Receive Space Disconnect** — Enter "y" to allow the conversion resource to disconnect after receiving 1.6 seconds of space. Default is "y". (This field is displayed only when Group Type is "integrated".)
- **CF-CB Common** — Enter "y" to indicate that the CF and CB leads on the conversion resource are logically connected. Default is "y". (This field is displayed only when Group Type is "integrated".)
- **Loss of Carrier Disconnect** — Enter "y" to permit conversion resource to disconnect if it detects a dropped carrier. Default is "y". (This field is displayed only when Group Type is "integrated".)
- **Modem Name** — Enter a 1- to 6-alphanumeric character string to indicate the name of the modem pool. (This field is displayed only when Group Type is "combined".)
- **Time Delay** — Enter the time delay in seconds (0 through 255) to insert between sending the ringing to the modem and the off-hook alert to the data module. Default is "0". (This field is displayed only when Group Type is "combined".)
- **Direction** — Enter the direction (incoming, outgoing or two way) of the call for which modem pool will operate. Default is "two-way". (This field is displayed only when Group Type is "combined".)

The following fields (Speed, Duplex, and Synchronization) cannot be filled out for the "integrated" pooled modem forms but can be assigned on the "combined" pooled modem form. The integrated conversion resource will automatically adjust its speed and synchronization to the endpoint it is connected to. In synchronous mode, the integrated modem pool can operate at 1200 baud. In asynchronous mode, it can operate at 300 or 1200 baud. Full-duplex operation is always used.

- **Speed** — Enter the communication speed in bits per second (LOW — 0 to 300 blind sampled, 300, 1200, 2400, 4800, 9600, or 19200) of the conversion resources in the group. Enter one to three speeds separated by slashes (for example, 300/1200/2400) to indicate a maximum of three running speeds. Default is "LOW/300/1200".
- **Duplex** — Enter "full" or "half" to indicate the duplex mode of the conversion resources in the group. Default is "full".
- **Synchronization** — Enter "sync" or "async" to indicate the synchronization mode of the conversion resources in the group. Default is "async".

**CIRCUIT PACK ASSIGNMENTS** are optional on "integrated" conversion resource forms only.

- **Circuit Pack Location** — Enter the port associated with the conversion resource on the integrated modem pool board. Enter seven characters.

The entry breaks down as follows:

| Characters | Meaning        | Value                |
|------------|----------------|----------------------|
| 1-2        | Cabinet Number | 01 through 22 (R5r)  |
|            |                | 01 through 03 (R5si) |
|            |                | 01 (G3s)             |
| 3          | Carrier        | A through E          |
| 4-5        | Slot Number    | 01 through 20        |
| 6-7        | Circuit Number | 01 through 32        |

**PORT PAIR ASSIGNMENTS** are optional on "combined" pooled modem forms only.

- **Analog Digital** — Enter the port numbers of the modem/TDM pair in a conversion resource. Enter seven characters.

The entry breaks down as follows:

| Characters | Meaning        | Value                |
|------------|----------------|----------------------|
| 1-2        | Cabinet Number | 01 through 22 (R5r)  |
|            |                | 01 through 03 (R5si) |
|            |                | 01 (G3s)             |
| 3          | Carrier        | A through E          |
| 4-5        | Slot Number    | 01 through 20        |
| 6-7        | Circuit Number | 01 through 32        |



**NOTE:**

Two port entries are required.

Page 1 of 1

MODEM POOL GROUP

Group Number: 1                      Group Type: integrated

Receiver Responds to Remote Loop? n                      Hold Time (min): 5

Send Space Disconnect? y                      Receive Space Disconnect? y

CF-CB Common? y                      Loss of Carrier Disconnect? y

Speed: LOW/300/1200                      Duplex: full                      Synchronization: a/sync

CIRCUIT PACK ASSIGNMENTS

| Circuit Pack<br>Location | Circuit Pack<br>Location |
|--------------------------|--------------------------|
| 1: _____                 | 9: _____                 |
| 2: _____                 | 10: _____                |
| 3: _____                 | 11: _____                |
| 4: _____                 | 12: _____                |
| 5: _____                 | 13: _____                |
| 6: _____                 | 14: _____                |
| 7: _____                 | 15: _____                |
| 8: _____                 | 16: _____                |

**Screen 5-120. Integrated Modem Pool Group Form (Page 1 of 1)**

### Implementation Note

This is Page 1 when the Group Type field is "integrated".

Page 1 of 1

MODEM POOL GROUP

Group Number: \_                      Group Type: combined

Modem Name: \_\_\_\_\_                      Hold Time (min): 5\_

Time Delay: 0 \_\_\_\_\_                      Direction: two-way

Speed: LOW/300/1200 \_\_\_\_\_                      Duplex: full                      Synchronization: async

PORT PAIR ASSIGNMENTS

| Analog Digital | Analog Digital | Analog Digital | Analog Digital |
|----------------|----------------|----------------|----------------|
| 1: _____       | 9: _____       | 17: _____      | 25: _____      |
| 2: _____       | 10: _____      | 18: _____      | 26: _____      |
| 3: _____       | 11: _____      | 19: _____      | 27: _____      |
| 4: _____       | 12: _____      | 20: _____      | 28: _____      |
| 5: _____       | 13: _____      | 21: _____      | 29: _____      |
| 6: _____       | 14: _____      | 22: _____      | 30: _____      |
| 7: _____       | 15: _____      | 23: _____      | 31: _____      |
| 8: _____       | 16: _____      | 24: _____      | 32: _____      |

**Screen 5-121. Combined Modem Pool Group Form (Page 1 of 1)**

### Implementation Note

This is Page 1 when the Group Type field is "combined".

## Multifrequency Signaling System Parameters

---

This form is used to set the system parameters associated with R2 multifrequency compelled (MFC) signaling.

### Administration Commands

---

Use the following administration commands to administer the System Parameter Multifrequency Signaling form.

| Action  | Object                                     | Qualifier <sup>1</sup>  |
|---------|--------------------------------------------|-------------------------|
| change  | system-parameters multifrequency-signaling |                         |
| display | system-parameters multifrequency-signaling | ['print' or 'schedule'] |

- 
1. Brackets [ ] indicate the qualifier is optional. Single quotes ( ' ') indicate the text inside the quote must be entered exactly as shown or an abbreviated form of the word may be entered.

### Form Instructions

---

Additional information on the parameters listed below can be found in the "Reason Codes" in Chapter 3.

Make assignments as required for the following fields on each page of the form:

#### Page 1 of the Form.

- **Incoming Call Type** — Enter "group-ii-mfc" (default), "non-group-ii-mfc," or "mfe" (multi-frequency Espanol, used only in Spain). This field defines the signal type that a CO uses to place an incoming call to the PBX.  
  
If the value of the Incoming Call Type field is "group-ii-mfc," the second page of the form will display entries for all group-I, group-II, group-A, and group-B signal types with a set of default values (see page 2 of form). If the value is "non-group-ii-mfc," the second page displays only group-I and group-A signal types.
- **Outgoing Call Type** — Enter "group-ii-mfc," "none" (default), or "mfe" (multi-frequency Espanol, used only in Spain). This field defines the signal type that the PBX uses to place an outgoing call into a CO.  
  
If the contents of the Outgoing Call Type field is "group-ii-mfc," the third page of the form is displayed. On the third page appear entries for all group-I, group-II group-A, and group-B signal types with a set of default values. If the contents of the Outgoing Call Type field is "none," the third page is not displayed. In addition, Outgoing Forward Signal Present Timer,



Outgoing Forward Signal Absent Timer, ANI Prefix, ANI for PBX, Next ANI Digits, and Collect All Digits Before Seizure fields will not be displayed on page 1 of the form.

- **MFE Type** — Enter "2/5" (default) or "2/6" to determine which public signaling the switch will use. The field only appears when the Incoming Call Type is "mfe" and the Outgoing Call Type is "mfe" or "none."
- **Maintenance Call Type** — Enter "1," "2," or "none" (default) to indicate which maintenance test is indicated when the CO sends an MFC maintenance tone. Currently, "1" indicates the Belgium maintenance sequence, and "2" indicates the Saudi Arabian sequence.
- **Test Call Extension** — Enter an unassigned extension to specify the destination of a call between the CO and the PBX that tests R2-MFC signaling. A test call extension is used when the call type is "1." Default is blank.
- **Interdigit Timer (sec)** — Enter a number between 1 and 255 to specify the maximum number of seconds the switch will wait for the first forward signal (digit) to arrive, and for subsequent expected digits to arrive. Intercept is returned to the calling party if this timer expires. Default is 10.



**NOTE:**

Make sure the number of seconds entered in this field is less than the number of seconds entered in the short interdigit timer.

- **Outgoing Forward Signal Present Timer (sec)** — Enter a number between 1 and 255 to specify the maximum number of seconds to elapse between signals on a call. This timer runs when MFC tones are being sent or received on an outgoing call. The timer starts (and restarts) timing when the PBX begins sending a forward signal, and stops timing when the PBX receives the corresponding backward signal. This field is only displayed when the value of the Outgoing Call Type field is "group-ii-mfc." Default is 15.
- **Outgoing Forward Signal Absent Timer (sec)** — Enter a number between 11 and 255 to indicate the maximum number of seconds to elapse between forward signals on outgoing calls. The timer starts (and restarts) when a forward tone is taken off the link and it stops when the next forward tone is applied to the link. This field is only displayed when the contents of the Outgoing Call Type field is "group-ii-mfc." Default is 30.
- **Multifrequency Signaling Incoming Intercept Treatment** — Enter "y" (default) or "n" to indicate whether a group B "intercept" message is sent to the CO. If the value of this field is "n," then the normal DID/TIE/ISDN intercept treatment is applied. If the value is "y," then the group B signal for the intercept is sent to the CO, and the intercept tone is played on the trunk.

- **Received Signal Gain (-Loss) (dB)** — Enter a number between -15 and 3 to specify the loss/gain when the MFC port listens to the trunk port. Default is 0. Currently listens with a range of -5 to -35; this value moves the range (for example, a value of -5 provides a range of -10 to -40).
- **Transmitted Signal Gain (-Loss) (dB)** — Enter a number between -15 and 3 to specify the loss/gain when the trunk port listens to the MFC port. Default is -3. The MFC port currently generates at -5 for MFC and -8 for MFE; this field adds gain or loss to the starting value of -5.
- **ANI Prefix** — Enter between 1 and 6 digits to define the prefix to apply to an extension number when ANI is sent to the CO. This field appears only when the Outgoing Call Type is "group-ii-mfc" or "mfe." Default is blank.
- **ANI for PBX** — Enter a number from 2 to 15 to define the PBX identification number that is sent to the CO when ANI is requested (by the CO) on a particular call but is not available, such as tandem tie trunk calls. This field appears only when the Outgoing Call Type is "group-ii-mfc." Default is blank.
- **Next ANI Digit** — This field appears when the Outgoing Call Type is "group-ii-mfc." Valid input is "next-digit" and "send-ani" (default). This field determines whether the Next ANI Digit signal will be the same as the "send-ani" signal or the "next-digit" signal.
- **Collect All Digits Before Seizure** — Enter "y" or "n" (default) to determine whether the system collects all the digits before seizing the trunk. This field appears only when the Outgoing Call Type is "group-ii-mfc" or "mfe."
- **Request Incoming ANI (non-AAR/ARS)** — Enter "y" or "n" (default) to determine whether ANI should be request on incoming R2-MFC calls.

**NOTE:**

The following three fields appear only if the Incoming Call Type is "mfe" and the Outgoing Call Type is "mfe" or "none."

- **Forward Cycle Timer (sec)** — Enter a number from 1 to 255 to determine how many seconds to wait to receive the check frequency after sending an MFE signal. Default is 5.
- **Backward Cycle Timer (sec)** — Enter a number from 1 to 255 to determine how many seconds to wait to send the check frequency after receiving an MFE signal. Default is 5.
- **Income Dial Timer (sec)** — Enter a number between 45 - 255 to determine how long to wait from the start of a call until the end of the check frequency of the last signal. Default is 90.
- **Outgoing Start Timer (sec)** — Enter a number from 1 to 255 to indicate how long to time from seizure until the beginning of the first Group A signal from the receiving end, and from the end of the check frequency until the beginning receipt of the first digit following the Group II signal. The field appears only if the Incoming Call Type and the Outgoing Call Types are both "mfe".

- **Called Party Category** — Enter “user-type” (default) or “call-type” to determine which type of group II signals should be used on the outgoing R2-MFC call.
- **Use COR for Calling Party Category** — Enter “y” or “n” (default) to indicate what category should be sent with ANI if requested on an outgoing R2-MFC call. If you enter “y”, the category translated for the calling facility’s COR is used. If you enter “n”, the category is determined based on the calling party’s user-type.

## Page 2 of the Form

The fields shown on Page 2 define the meaning of MFC tones for calls originated at the CO.

When the form initially appears, either of two sets of default values is possible. One set is for the group II call type; the other set is for non-group II call type. In each set, the default value for each field is set to the most common value.

- **Tones from CO on Incoming Forward Calls — Group I** — Message codes 11 to 15 are displayed. (Numbers 1 through 10 are assigned to the digits of the destination telephone number.) Assign a meaning to each code. If the Incoming Call Type is “group-ii-mfc,” acceptable meanings are “drop,” “ani-avail,” “end-of-ani,” “end-of-dial,” “ignored,” “maint-call,” “ani-not-avail,” and “send-congest.” If the Incoming Call Type is “non-group-ii-mfc,” acceptable meanings are “drop” and “ignored.”

## Group I Signals

---

Group I signals are a basic set of forward signals generated by the originating switch. Group I signals are as follows:

### ani-avail

If this MFC tone is defined, and ANI is requested on outgoing R2-MFC calls, then this MFC tone is sent to the CO before caller digits of ANI are sent. Note that this signal is sent after caller category signal of ANI. This signal is used in Hungary.

### ani-not-avail

When this MFC tone is sent to the CO in response to the ANI request, it means that the caller’s number (ANI) is not available and the CO initiates the disconnect sequence. This signal is used on DOD calls and used in Brazil and Colombia.

### digits from 1 to 10

The signals from group I.1 to I.10 are reserved for address digits from 0 to 9.

**drop**

If this MFC tone is received from the CO, the disconnect sequence is initiated by PBX and the call is dropped.

**end-of-ani**

When ANI digits are sent to the CO, an MFC tone is sent to indicate the end of ANI digits. This tone is used on DOD calls.

**end-of-dial**

The CO sends this tone to indicate the end of address digits. The PBX should respond with a request for a group II signal. This tone is used in DID calls.

**end-of-digits**

This signal is sent if the PBX is making an outgoing call, is sending digits, has received a "next-digit" group A signal from the receiving switch, and the PBX knows there are no more digits to be sent to the far end. This signal may also be sent if the PBX does not have "end-of-ani" assigned, is making an outgoing call, is sending ANI, has received a "call-info-ani" group A signal from the receiving switch, and the PBX knows there are no more ANI digits to be sent to the far end. If both "end-of-digits" and "end-of-ani" are assigned, the PBX will use "end-of-ani" after sending the last ANI digit and "end-of-digits" after sending the last called number digit.

**ignored**

If this MFC tone is received from the CO, the tone is acknowledged by a corresponding tone (that is, A.1, and so on) from the PBX but no action is taken in the response to this tone and the tone is not counted as a digit. When this tone is received in countries other than Belgium, this tone is acknowledged. In Belgium, this tone is not acknowledged.

**maint-call**

The CO sends a MFC tone to indicate the call is a maintenance call. This tone may be used on DID calls in Saudi Arabia. If the PBX receives this tone, the PBX prepares the special maintenance call sequences for the CO depending on the type of the maintenance call.

**send-congestion**

When the PBX receives this signal from the CO on a DID call, it returns a congestion signal (group A) to the CO. This signal is sent in the compel mode rather than in the pulse mode.

- **Tones from CO on Incoming Forward Calls — Group II** — Message codes 1 to 15 are displayed. Assign a meaning to each code. Acceptable meanings are "attendant," "busy-rt-attd," "data-call," "drop," "toll-auto", "toll-operator", "maint-call," "normal," "data-verify," and "send-intercept."

## **Group II Signals**

---

Group II signals are a more elaborate set of forward signals generated by the originating switch. Group II signals are as follows:

### **attendant**

If the PBX receives this tone on DID calls, the call should terminate at an attendant regardless of the extension number dialed. On DOD calls, this tone is sent to the CO if the CO requests the calling category information and the originating extension is an attendant. This tone is used on both DID and DOD calls.

### **busy-rt-attd**

If the PBX receives this tone on DID calls, the call terminates at an attendant if the called extension is busy. If the called destination is not busy, then the call terminates at the called extension. This tone is used on DID calls.

### **data-call**

If the PBX receives this tone on DID calls and the terminating extension is not a data extension, then intercept treatment is given to the caller. On DOD calls, this tone is sent to the CO if the CO requests the calling category information and the originating extension is a data extension. This tone is used on both DID and DOD calls.

### **drop**

If this MFC tone is received from the CO, the disconnect sequence is initiated by PBX and the call is dropped.

### **maint-call**

The CO sends this tone to the PBX on a DID call to indicate the call is a maintenance call. When the PBX receives this tone, it prepares a special maintenance sequence for the call. The sequence it prepares depends upon the type of the maintenance call it expects.

### **normal**

This MFC tone is used to indicate the caller is a normal subscriber. If this tone is received on DID calls, then the call is terminated at the called extension. For an outgoing MFC call that uses group II signaling, this tone is sent to the CO when the CO requests the calling category information and the originating extension is a station. This tone is used in both DID and DOD calls. All countries that use the group II signal use this tone.

### **send-intercept**

When the PBX receives this signal from the CO on a DID call, it returns an intercept signal (group B) to the CO.

### **toll-auto**

This MFC tone indicates that the call is an automatic toll call. When this call is terminated at a busy station, then a special busy MFC tone is sent to the CO if the special busy tone is defined. The special busy MFC tone can be defined by choosing the option "toll-busy" on the incoming group B signals. This tone is used in China.

### **toll-operator**

This MFC tone is treated as a "normal" subscriber tone. Refer to the definition of "normal" subscriber tone given above.

**Tones to CO on Incoming Backward Calls — Group A** — Enter numbers between 1 and 15 to identify the message codes. Then assign a meaning to each code. If the Incoming Call Type is "group-ii-mfc," acceptable meanings are "end-of-dial," "congestion," "intercept," "send-ani," and "next-digit." If the Incoming Call Type is "non-group-ii-mfc," acceptable meanings are "next-digit" and "setup-sppath."

## **Group A Signals**

---

Group A signals are basic backward signals generated by the destination switch. Group A signals are as follows:

### **call-info-ani**

The first tone is sent from the CO to request the calling party's category and additional tones are sent from the CO to request the ANI digits. The tone is used on DOD calls.

**congestion**

This tone is sent from the CO to indicate that the CO is experiencing the network congestion. When the PBX receives this tone on DOD calls, the PBX drops the trunk and plays reorder tone to the calling party. The tone is used on DOD calls.

**drop**

If this MFC tone is sent, the disconnect sequence is initiated by the receiving switch.

**end-of-dial**

This tone is sent to indicate the end of the address digit string. For MFC group II calls, this tone requests a group II signal and switches the sender over to the group B signaling mode. The tone is used on both DID and DOD calls.

**last-2-digits**

This tone is sent to the PBX to adjust the outpulsing pointer so that the last 3 digits can be resent. The tone is used on DOD calls.

**last-3-digits**

This tone is sent to the PBX to adjust the outpulsing pointer so that the last 4 digits can be resent. The tone is used on DOD calls.

**last-digit**

This tone is sent to the PBX to adjust the outpulsing pointer so that last 2 digits can be resent. The tone is used on DOD.

**next-digit**

This tone is sent to request the next digit. The tone is used on both DID calls and DOD calls.

**restart**

This tone is sent to the PBX to request the whole digit string again from the first digit. The tone is used on DOD calls.

**setup-sppath**

This tone is sent to the PBX from the CO to set up the speech path. The tone is used on DOD calls and on DID calls in Belgium.

- **Tones to CO on Incoming Backward Calls — Group B** — Enter numbers between 1 and 15 to identify the message codes. Then assign a meaning to each code. Acceptable meanings are "busy," "congestion," "toll-busy", "free," and "intercept."

## **Group B Signals**

---

Group B signals enhance group A signals for backward signaling from the destination switch. Group B signals are sent to provide the status of the called party. In addition, if the originating switch used group II signals, the destination switch answers with group B signals. Group B signals are as follows:

### **busy**

This tone is sent to indicate that the called party is busy. On DID calls, the tone is sent to the CO to indicate the called party is busy and there is no coverage point to terminate the call. If the PBX receives this tone on DOD calls, it plays busy tone to the calling party and drops the trunk.

### **congestion**

The tone is sent to indicate the system/network is experiencing congestion and the call cannot be terminated successfully. On DID calls, the tone is sent to the CO to indicate that a resource/facility is not available. On DOD calls, if the PBX receives this tone, reorder tone is played to the calling party and the trunk is dropped.

### **free**

This tone is sent to indicate the called party is idle. On DID calls, the tone is sent to the CO to indicate that the called party is idle and the call is terminated successfully. If the PBX receives this tone on DOD calls, it connects the trunk to the calling party.

### **intercept**

The tone is sent to indicate the called party number is not in service or is not correct. On DID calls, if the MFC intercept treatment is set to provide a tone, this tone is sent to the CO to indicate the called number is invalid. If the PBX receives the tone on DOD calls, the PBX plays intercept tone to the calling party and drops the trunk.

### **toll-busy**

This tone, used in China, is sent to indicate the called party is busy when the call is an automatic toll call.



**Page 3 of the Form**

This page only appears if the Outgoing Call Type is "group-ii-mfc" or "mfe." The fields shown on this page define the meaning of MFC tones for calls originated at the PBX.

- **Tones to CO on Outgoing Forward Calls — Group I** — Enter numbers between 11 and 15 to identify the message codes. (Numbers 1 through 10 are assigned to the digits of the destination telephone number.) Then assign a meaning to each code. Acceptable meanings are "end-of-digits," "ani-avail," "end-of-ani," and "ani-not-avail."
- **Tones to CO on Outgoing Forward Calls — Group II** — Enter numbers between 1 and 15 to identify the message codes. Then assign a meaning to each code. Acceptable meanings are "attendant," "data-call," "toll-auto," and "normal." Each of these can only appear once in the group II column.
- **Tones from CO on Outgoing Backward Calls — Group A** — Message codes between 1 and 15 are displayed. Assign a meaning to each code. Acceptable meanings are "send-ani," "congestion," "drop," "end-of-dial," "last-2-digits," "last-3-digits," "last-digit," "next-digit," "restart," "intercept," "resend-digit," and "setup-sppath."
- **Tones from CO on Outgoing Backward Calls — Group B** — Message codes between 1 and 15 are displayed. Then assign a meaning to each code. Acceptable meanings are "busy," "congestion," "free," and "intercept."

| MULTIFREQUENCY-SIGNALING-RELATED SYSTEM PARAMETERS       |                                          | Page 1 of 2 |
|----------------------------------------------------------|------------------------------------------|-------------|
| Incoming Call Type:                                      | group-ii-mfc                             |             |
| Outgoing Call Type:                                      | none                                     |             |
| Maintenance Call Type:                                   | none                                     |             |
| Test Call Extension:                                     | _____                                    |             |
| Interdigit Timer (sec):                                  | 10                                       |             |
| Multifrequency Signaling Incoming Intercept Treatment? n |                                          |             |
|                                                          | Received Signal Gain (-Loss) (dB): 0     |             |
|                                                          | Transmitted Signal Gain (-Loss) (dB): -3 |             |
| Next ANI Digit: send-ani                                 |                                          |             |
| Request Incoming ANI (non-AAR/ARS)? n                    |                                          |             |

**Screen 5-122. Multifrequency Signaling System Parameters (Page 1 of 3)**

**Implementation Notes**

Screen 5-122 appears when the Incoming Call Type field is "group-ii-mfc" and the Outgoing Call Type field is "none".

| MULTIFREQUENCY-SIGNALING-RELATED SYSTEM PARAMETERS |                                                          | Page 1 of 3 |
|----------------------------------------------------|----------------------------------------------------------|-------------|
|                                                    | Incoming Call Type: group-ii-mfc                         |             |
|                                                    | Outgoing Call Type: group-ii-mfc                         |             |
|                                                    | Maintenance Call Type: none                              |             |
|                                                    | Test Call Extension: _____                               |             |
|                                                    | Interdigit Timer (sec): 10                               |             |
|                                                    | Outgoing Forward Signal Present Timer (sec): 15          |             |
|                                                    | Outgoing Forward Signal Absent Timer (sec): 30           |             |
|                                                    | Multifrequency Signaling Incoming Intercept Treatment? n |             |
|                                                    | Received Signal Gain(-Loss) (dB): 0                      |             |
|                                                    | Transmitted Signal Gain(-Loss) (dB): -3                  |             |
|                                                    | Collect All Digits Before Seizure? n                     |             |
| ANI Prefix: _____                                  |                                                          |             |
| ANI for PBX: _____                                 |                                                          |             |
| Next ANI Digit: send-ani                           |                                                          |             |
|                                                    | Request Incoming ANI (non-AAR/ARS)? n                    |             |
|                                                    | Called Party Category: user-type                         |             |
|                                                    | Use COR for Calling Party Category? n                    |             |

**Screen 5-123. Multifrequency Signaling System Parameters (Page 1 of 3)**

### **Implementation Notes**

---

Screen 5-123 appears when the Incoming Call Type and Outgoing Call Type fields are "group-ii-mfc."

The Outgoing Forward Signal Present Timer (sec) and the Outgoing Forward Signal Absent Timer (sec) fields appear only when the value of Outgoing Call Type fields is "group-ii-mfc".

The ANI Prefix, ANI for PBX, and Collect All Digits before Seizure fields appear only when the value of the Outgoing Call Type field is "group-ii-mfc" or "mfe."

MULTIFREQUENCY-SIGNALING-RELATED SYSTEM PARAMETERS    Page 1 of 3

Incoming Call Type: mfe  
Outgoing Call Type: mfe  
MFE Type: 2/5

Interdigit Timer (sec): 10

Multifrequency Signaling Incoming Intercept Treatment? n  
Received Signal Gain(-Loss) (dB): 0  
Transmitted Signal Gain(-Loss) (dB): -3  
ANI for PBX: \_\_\_\_\_  
Collect All Digits Before Seizure? n  
Forward Cycle Timer (sec): 5  
Backward Cycle Timer (sec): 5  
Incomplete Dial Timer (sec): 90  
Outgoing Start Timer (sec): 10

**Screen 5-124. Multifrequency Signaling System  
Parameters (Page 1 of 3)**

Screen 5-124 appears when the Incoming Call Type and Outgoing Call Type fields are "mfe."

**Implementation Notes**

---

The ANI Prefix, ANI for PBX, Collect All Digits Before Seizure, Outgoing Forward Signal Present Timer, and Outgoing Forward Signal Absent Timer fields appear when the Outgoing Call Type field is equal to "group-ii-mfc".

The Outgoing Start Timer (sec) field is displayed when the value of the Outgoing Call Type field is "mfe".

## MULTIFREQUENCY-SIGNALING-RELATED SYSTEM PARAMETERS

INCOMING FORWARD SIGNAL TYPES  
(Tones from CO)

Group-I  
11: ignored  
12: ignored  
13: ignored  
14: ignored  
15: ignored

Group-II  
1: normal  
2: normal  
3: normal  
4: normal  
5: normal  
6: normal  
7: normal  
8: normal  
9: normal  
10: normal  
11: normal  
12: normal  
13: normal  
14: normal  
15: normal

INCOMING BACKWARD SIGNAL TYPES  
(Tones to CO)

Group-A  
1: next-digit  
3: end-of-dial

—: —  
—: —  
—: —  
—: —  
—: —  
—: —  
—: —  
—: —  
—: —  
—: —  
—: —  
—: —  
—: —  
—: —  
—: —

Group-B  
1: free  
2: busy  
4: congestion  
7: intercept

—: —  
—: —  
—: —  
—: —  
—: —  
—: —  
—: —  
—: —  
—: —  
—: —  
—: —  
—: —  
—: —  
—: —  
—: —

**Screen 5-125. Multifrequency Signaling System  
Parameters (Page 2 of 3)****Implementation Note**

---

The above defaults are shown when the Incoming Call Type is "group-ii-mfc." A variation of the above appears if the Incoming Call Type is equal to "non-group-ii-mfc." In addition, when the Incoming Call Type is "non-group-ii-mfc," group II and group B columns are not displayed.

## MULTIFREQUENCY-SIGNALING-RELATED SYSTEM PARAMETERS

OUTGOING FORWARD SIGNAL TYPES  
(Tones to CO)

## Group-I

\_: \_\_\_\_\_  
\_: \_\_\_\_\_  
\_: \_\_\_\_\_  
\_: \_\_\_\_\_  
\_: \_\_\_\_\_

## Group-II

2: normal  
5: attendant  
6: data-call  
\_: \_\_\_\_\_  
\_: \_\_\_\_\_  
\_: \_\_\_\_\_  
\_: \_\_\_\_\_  
\_: \_\_\_\_\_  
\_: \_\_\_\_\_  
\_: \_\_\_\_\_  
\_: \_\_\_\_\_  
\_: \_\_\_\_\_  
\_: \_\_\_\_\_  
\_: \_\_\_\_\_  
\_: \_\_\_\_\_  
\_: \_\_\_\_\_  
\_: \_\_\_\_\_

OUTGOING BACKWARD SIGNAL TYPES  
(Tones from CO)

## Group-A

1: next-digit  
2: congestion  
3: end-of-dial  
4: congestion  
5: call-info-ani  
6: congestion  
7: last-2-digits  
8: last-3-digits  
9: congestion  
10: congestion  
11: congestion  
12: congestion  
13: congestion  
14: congestion  
15: congestion

## Group-B

1: free  
2: busy  
3: congestion  
4: congestion  
5: congestion  
6: free  
7: intercept  
8: congestion  
9: congestion  
10: congestion  
11: congestion  
12: congestion  
13: congestion  
14: congestion  
15: congestion

**Screen 5-126. Multifrequency Signaling System  
Parameters (Page 3 of 3)**

**Implementation Note**

The above page is displayed only if the Outgoing Call Type is "group-ii-mfc."

## Music Sources

---

This form is used to define music sources for Tenant Partitions. Each music source defined on the form can be used by one or more Tenant Partitions. However, a partition may have only one music source.

 **NOTE:**

If you use equipment that rebroadcasts music or other copyrighted materials, you may be required to obtain a copyright license from, or pay fees to, a third party such as the American Society of Composers, Artists, and Producers (ASCAP) or Broadcast Music Incorporated (BMI). You can purchase a Magic Hold® system, which does not require such a license, from Lucent Technologies.

## Administration Commands

---

The Music Sources form is accessible only if Tenant Partitioning is enabled on the System-Parameters Customer-Options form.

You can use the change and display commands to administer the Tenant Partitions. The syntax for executing these commands is provided below.

| Action  | Object        | Qualifier <sup>1</sup> |
|---------|---------------|------------------------|
| change  | music-sources |                        |
| display | music-sources | [print or schedule]    |

- 
1. Brackets indicate that the qualifier is optional.

 **NOTE:**

The maximum number of music sources is 20 for GAZ and 100 for MIPS.

## Form Instructions

---

### Page 1 of the Music Sources Form

**Source** - This is a display only field.

**Type** - Enter the type of treatment to be provided by the music source. The options are music, tone, or none. If you entered a value in the Music/Tone on Hold field on the Feature-Related System Parameters form, that value will appear in this Type field. Only one music source is allowed to use tone-on-hold.

**Port** - This field appears only if you entered "music" in the Type field. Enter the auxiliary trunk or analog port address of the music source. Duplicates are not allowed.

**Description** - This field appears only if you entered "music" or "tone" in the Type field. Enter a 20 character (maximum) description of the administered music source.

**⇒ NOTE:**

When Tenant Partitioning is enabled, The Music/Tone on Hold field on the Feature-Related System Parameters form disappears. However, the value in that field (tone, music, or none) will appear as the first entry on the Music Sources form. If the value was "music", the port number will also appear on the Music Sources form. When Tenant partitioning is disabled, the Music/Tone on Hold field reappears on the Feature-Related System Parameters form, along with and the values from the Music Sources form.

| Music Sources |       |         |                |  | Page 1 of X |
|---------------|-------|---------|----------------|--|-------------|
| Source        | Type  | Port    | Description    |  |             |
| 1             | music | 01A1003 | Easy listening |  |             |
| 2             | tone  |         | Tone-on-Hold   |  |             |
| 3             | music | 01A1004 | Rock           |  |             |
| 4             | none  |         |                |  |             |
| 5             | none  |         |                |  |             |
| 6             | none  |         |                |  |             |
| 7             | music | 12B1301 | Oldies         |  |             |
| 8             | none  |         |                |  |             |
| 9             | none  |         |                |  |             |
| 10            | none  |         |                |  |             |
| 11            | music | 04C2003 | Classical      |  |             |
| 12            | none  |         |                |  |             |
| 13            | none  |         |                |  |             |
| 14            | none  |         |                |  |             |
| 15            | none  |         |                |  |             |

**Screen 5-127. Sample Music Sources Page 1**

### Implementation Notes

The Port field appears only when the Type field contains "music"

The Description field appears only when the Type field contains "music" or "tone".

Page 2, for R5si/vs, and pages 2 through 4, for G3r, contain the same information as Page 1, and are not displayed here to conserve space. Remember that the maximum number of music sources for R5si/vs is 20 and the maximum for G3r is 100.

## Pickup Groups

---

This form is used to implement call pickup groups with up to 50 extensions per group. A pickup group is a group of users authorized to answer calls to a voice terminal extension within that group of users. A voice terminal extension number can only belong to one pickup group.

### Administration Commands

---

Use the following administration commands to administer the Pickup Group form.

|                     | Action  | Object         | Qualifier <sup>1</sup>                        |
|---------------------|---------|----------------|-----------------------------------------------|
| Without Hospitality | add     | pickup-group   | 1-MAX (or 'next')                             |
| Parameter Reduction | change  | pickup-group   | 1-MAX                                         |
| Feature             | display | pickup-group   | 1-MAX ['print' or 'schedule']                 |
|                     | list    | intercom-group | [1-MAX]['number' x]['to-number' x]['count' n] |
|                     |         |                | ['print' or 'schedule']                       |
|                     | remove  | pickup-group   | 1-MAX                                         |
| With Hospitality    | add     | pickup-group   | 1-5 (or 'next')                               |
| Parameter Reduction | change  | pickup-group   | 1-5                                           |
| Feature             | display | pickup-group   | 1-5 ['print' or 'schedule']                   |
|                     | list    | intercom-group | [1-5]['number' x]['to-number' x]['count' n]   |
|                     |         |                | ['print' or 'schedule']                       |
|                     | remove  | pickup-group   | 1-5                                           |

- 
1. Brackets [ ] indicate the qualifier is optional. Single quotes ( ' ' ) indicate the text inside the quote must be entered exactly as shown or an abbreviated form of the word may be entered. MAX is the maximum number available in your system configuration. Refer to Table C-1 in Appendix C, "System Capacity Limits".



## Form Instructions

Make assignments as required for the following fields on each page of the form:

### Pages 1 and 2 of the Form

- **Group Number**—Enter a Pickup Group number when completing a paper form. This is a display-only field when the form is accessed using an administration command such as *add* or *change*. If the Hospitality Parameters Reduction option is enabled on the System-Parameters Customer-Options form, only five (maximum) group numbers may be assigned.
- **Ext**—Enter the extension number of each user in the group. A VDN cannot be assigned to a Call Pickup group.
- **Name**—Make no entry. The name is assigned to the above extension number when the users and their associated extensions were administered.

Page 1 of 2

PICKUP GROUP

Group Number: 1

GROUP MEMBER ASSIGNMENTS

| Ext      | Name                       | Ext       | Name                       |
|----------|----------------------------|-----------|----------------------------|
| 1: 51001 | 27 character station 51001 | 14: 51002 | 27 character station 51002 |
| 2:       |                            | 15:       |                            |
| 3:       |                            | 16:       |                            |
| 4:       |                            | 17:       |                            |
| 5:       |                            | 18:       |                            |
| 6:       |                            | 19:       |                            |
| 7:       |                            | 20:       |                            |
| 8:       |                            | 21:       |                            |
| 9:       |                            | 22:       |                            |
| 10:      |                            | 23:       |                            |
| 11:      |                            | 24:       |                            |
| 12:      |                            | 25:       |                            |
| 13:      |                            |           |                            |

**Screen 5-128. Pickup Group Form (Page 1 of 2)**

To reduce repetition, Page 2 of the Pickup Group form is not shown.

## PRI Endpoints

---

This form is used to administer PRI Endpoints for the Wideband Switching feature.

### NOTE:

A PRI Endpoint with a width greater than one may be administered only if the Wideband Switching feature has been enabled on the System-Parameters Customer-Options form.

A PRI Endpoint is an endpoint application connected to line-side ISDN-PRI facilities and has standard ISDN-PRI signaling interfaces to the System. For information on endpoint applications connected to line-side non-ISDN T1 or E1 facilities, refer to "Access Endpoint" in this chapter.

A PRI Endpoint is defined as 1 to 31 adjacent DS0s/B-channels, addressable via a single extension, and signaled via a D-channel (Signaling Group) over a standard T1 or E1 ISDN-PRI interface.

## Administration Commands

---

Use the following administration commands to administer the PRI Endpoint form.

| Action  | Object       | Qualifier <sup>1</sup>                       |
|---------|--------------|----------------------------------------------|
| add     | pri-endpoint | extension or 'next'                          |
| change  | pri-endpoint | extension                                    |
| display | pri-endpoint | extension ['print' or 'schedule']            |
| list    | pri-endpoint | extension ['count' X]['print' or 'schedule'] |
| remove  | pri-endpoint | extension                                    |

- 
1. Brackets [ ] indicate the qualifier is optional. Single quotes ( ' ' ) indicate the text inside the quote must be entered exactly as shown or an abbreviated form of the word may be entered.

## Form Instructions

---

Make assignments as required for the following fields on the form:

- **Extension** — Display-only field when the form is accessed using an administration command such as *change* or *display*. This is the extension number used to access the PRI endpoint. Enter a valid unassigned extension number when completing a paper form. Default is blank.
- **Name** — Enter up to 27 alphanumeric characters to identify the endpoint. Default is blank.

- **(Starting) Port** — Enter the seven-character starting port of the PRI Endpoint.

The entry breaks down as follows:

| Characters | Meaning        | Value                               |
|------------|----------------|-------------------------------------|
| 1-2        | Cabinet Number | 01 through 22 (R5r)                 |
|            |                | 01 through 03 (R5si)                |
|            |                | 01 through 02 (G3s)                 |
| 3          | Carrier        | A through E                         |
| 4-5        | Slot Number    | 01 through 20                       |
| 6-7        | Circuit Number | 01 through 31 (DS1 Interface ports) |

- **Width** — Enter the number of adjacent DS0 ports (1 to 31), beginning with the specified Starting Port, that make up the PRI Endpoint. A width of "6" defines a PRI Endpoint that can support data rates up to 384 kbps. This field cannot be blank.
- **Originating Auto Restoration** — Enter "y" to automatically restore calls originating from this PRI Endpoint (while maintaining endpoint call status) in the case of network failure if the call is over SDDN network facilities. Default is "n".
- **Signaling Group** — Enter the D-channel or D-channel pair that will provide the signaling information for the set of B-channels that make up the PRI Endpoint.  
  
Valid entries are: 1 to 166 (R5r), 1 to 8 (R5si), and 1 to 4 (G3s). Default is blank.
- **COR** — Enter the appropriate class of restriction (COR) number in the range from 0-95, to determine calling and called party privileges. Default is "1".
- **COS** — Enter the appropriate COS number in the range from 0 to 15. The COS is administered (see COS form instructions) to determine a certain class of features that can be activated by, or on behalf of, the endpoint. Default is "1".
- **Maintenance Tests** — Enter "y" to run hourly maintenance tests on this PRI Endpoint. Entering "n" disables the hourly maintenance tests for this PRI Endpoint. Default is "y".
- **Simultaneous Calls** — Enter "y" to specify that multiple simultaneous calls can be placed to/from the PRI Endpoint. Default is "n".
- **H0** — Enter "y" to specify the ISDN information transfer rate for 384 kbps data, which is comprised of six B-channels. When a PRI Endpoint is administered to support H0, the hunt algorithm to satisfy a call requiring 384 kbps of bandwidth uses a fixed allocation scheme. Default is "n".

- The hunt algorithm to satisfy an NXDS0 call is as follows:

- ⇒ NOTE:**

- Enter "n" to specify the "flexible" scheme. NXDS0 calls are placed on any set of B-channels on the same facility as long as the requested bandwidth is satisfied. There are no constraints such as contiguity of B-channels or fixed starting points.

**Screen 5-129. PRI Endpoint Form**

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## Reason Code Names

---

Use the Reason Code Names form to assign names to Reason Codes. You can assign a different name to each Reason Code for Aux Work and for Logout.

### Administration Commands

---

Use the following administration commands in Table 5-12 to access the Reason Code Names form.

**Table 5-12. Administration Commands**

| Action  | Object            |
|---------|-------------------|
| display | reason-code-names |
| change  | reason-code-names |

### Form Instructions

---

Make assignments as required for the following fields on the form.

- **Aux Work** — For each Reason Code enter the name to be associated with this Reason Code when the agent uses this Reason Code to enter Aux Work mode. Names can be up to ten characters long.
- **Logout** — For each Reason Code enter the name to be associated with this Reason Code when the agent uses this Reason Code to log out. Names can be up to ten characters long.

| REASON CODE NAMES    |          |        |
|----------------------|----------|--------|
|                      | Aux Work | Logout |
| Reason Code 1:       | _____    | _____  |
| Reason Code 2:       | _____    | _____  |
| Reason Code 3:       | _____    | _____  |
| Reason Code 4:       | _____    | _____  |
| Reason Code 5:       | _____    | _____  |
| Reason Code 6:       | _____    | _____  |
| Reason Code 7:       | _____    | _____  |
| Reason Code 8:       | _____    | _____  |
| Reason Code 9:       | _____    | _____  |
| Default Reason Code: | _____    | _____  |

**Screen 5-130. Reason Code Names form (Page 1 of 1)**

## **Recorded Announcements**

---

This form is used to assign analog, auxiliary trunk, or integrated announcements such as audio/music source, or any desired combination of announcements and audio sources. Integrated announcements are assigned and recorded on all TN750A, B, and C announcement circuit packs.

The analog announcements are assigned on analog line circuit packs, such as TN746 or TN2183, that are connected to external recording or playback equipment. External announcement equipment can also be connected via an auxiliary trunk (TN763).

Each announcement is accessed by dialing an extension number that is assigned to each announcement.

Integrated announcements on the TN750B and TN750C circuit packs can be recorded at 16 kbps (for 8 minutes and 32 seconds of total announcement time), 32 kbps (for 4 minutes and 16 seconds of total announcement time), or 64 kbps (for 2 minutes and 8 seconds of total announcement time) depending on administration. A different recording speed may be used for each integrated announcement. These capacities are different if a combination of different recording speeds is used.

A R5r system supports a maximum of 10 integrated announcement boards (TN750Cs). At 16 kbps this provides 5120 seconds (1 hour and 24 minutes) of announcement time. At 32 kbps this provides 2560 seconds (42 minutes) of announcement time.

## **Copy Announcements**

---

The TN750C board contains FLASH memory which provides internal backup of announcements on the boards. Thus, the TN750C board does not need the Save and Restore processes still available for the TN750 and TN750B boards. However, you can use the save and restore processes to copy announcements between TN750B/C boards. Refer to Appendix B, "System Administration" for information on the save announcement and restore announcement commands.



### **CAUTION:**

*Do not copy announcements from a TN750C to a TN750 or TN750B, as it may corrupt the announcement data.*

## **Erase Announcements**

---

You can erase the existing announcements stored on a TN750C board's FLASH and DRAM memory by executing the erase announcements command. You must supply the circuit pack location of the board as part of the command argument. When you execute a valid erase announcements command, you will see a warning message:

WARNING: This erase announcement command will erase the specified boards flash and DRAM memory.

If you respond by pressing the enter key, the announcement board is erased. If you respond by pressing the cancel key, the announcement board is not erased. The erase command outputs the status (busy, success, etc.) of the flash memory after executing the erase command.

## **Remove Announcement**

---

Use the change announcements command to remove an existing announcement. You need only blank out the extension field of the existing entry. The integrated announcement will be removed from the integrated announcement board; it will not be removed from the backup tape or disk.

## **Administration Commands**

---

Use the following administration commands to administer the recorded announcements form. In some cases, just the most commonly used commands are shown. Refer to Chapter 2, "Administration Commands", for a complete listing of all administration commands, the command structure, and the use of abbreviated command words when entering a command.

| Action  | Object                 | Qualifier <sup>1</sup>  |
|---------|------------------------|-------------------------|
| change  | announcements          | —                       |
| change  | integ-annc-brd-loc     |                         |
| display | announcements          | ['print' or 'schedule'] |
| display | integrated-annc-boards | ['print' or 'schedule'] |
| erase   | announcements          | board-location          |

---

*Continued on next page*

| Action  | Object                  | Qualifier <sup>1</sup>                                                   |
|---------|-------------------------|--------------------------------------------------------------------------|
| list    | integrated-annnc-boards | board-location<br>['print' or 'schedule']<br>This qualifier is optional. |
| restore | announcements           | 2                                                                        |
| save    | announcements           | 3                                                                        |

- 
1. Brackets [ ] indicate the qualifier is optional.
  2. Refer to Appendix B, "System Administration" in this manual for more information.
  3. Refer to Appendix B, "System Administration" in this manual for more information

## **Form Instructions**

---

Make assignments as required for the following fields on the form:

### **Pages 1 through 8 of the Form**

- **Ext** — Enter a 1- to 5-digit unassigned extension number that agrees with the dial plan. References to a particular announcement "Ext" may be from the following forms: Hunt Group, Call Coverage Paths, Trunk Group (Incoming Destination and Night Destination), Vector, and Feature-Related System Parameters (DID/Tie/ISDN Intercept Treatment, Controlled Restriction fields).
- **Type** — Enter the type of announcement you want to assign to this extension number. Valid entries are "analog-m," "analog," "aux-trunk" (auxiliary trunk, for using an adjunct), "aux-trk-m", "ds1-fd", "ds1-ops", "ds1-sa", "integ-rep" (integrated repeating), and "integrated".  
  
If "integrated" or "integ-rep" is entered, the Protect and Rate fields must be completed. If "analog" or "aux-trunk" is entered, the Queue Length and Port fields must be completed.  
  
Integrated announcement circuit packs have pre-set queue lengths based on the model type.
- **COR** — Enter the desired class of restriction (COR) number from 0 through 95. Default is "1."
- **TN** — Enter the Tenant Partition number. Default is "1."
- **Name** — Enter up to 27 alphanumeric characters to describe the announcement message.



- **Queue** — Enter “y” in the Queue field to queue calls for the announcement. If the type is either “integ-rep” or “aux-trunk,” enter “y” to queue calls or “b” to enable barge-in. The default is “n” (no queue and no barge-in). You can enter “b” only if the type is “aux-trunk” or “integrated.” The Queue Length field only applies if “y” is entered in the Queue field (which applies only to Analog/Aux). Default is “n.”
- **Queue Length** — Applicable if the Queue field is “y” and the Type field is “analog” or “aux-trunk.” Enter the number of calls that can be queued for this analog announcement. The sum of the queue entries for all analog announcements cannot exceed the maximum number allowed for your system configuration. Default is “0.” When the Type field entry is “integrated” or “integ-rep,” “N/A” is displayed in this field.
- **Protect** — Enter “y” to protect the integrated announcement from being deleted or changed by any user. Enter “n” to allow only users with a console permission COS to change or delete an announcement. Default is “n.” When the Type field is “analog” or “aux-trunk,” “N/A” is displayed in this field.
- **Rate** — Used to specify the recording speed (in 1000 bits/second) when recording announcements on the TN750B or TN750C Integrated circuit pack. Valid entries are “16,” “32,” or “64.” Default is “32.” When the Type field is “analog” or “aux-trunk,” “N/A” is displayed in this field.
- **Port** — You can enter an integrated announcement board location in this field. If the type field is “integrated,” “N/A” is displayed in this field. When a port location is changed for an integrated announcement the recording on the previous board location is erased. To change the port locations for all announcement extensions assigned to a board location to another board location without erasing the announcements on the original board, use the change Integrated Announcement Translations form.

An integrated announcement board location breaks down as follows:

| Characters | Meaning        | Value                |
|------------|----------------|----------------------|
| 1-2        | Cabinet Number | 01 through 44 (R5r)  |
|            |                | 01 through 44 (R5si) |
|            |                | 01 (G3s)             |
| 3          | Carrier        | A through E          |
| 4-5        | Slot Number    | 01 through 20        |

An aux or analog location breaks down as follows:

| Characters | Meaning        | Value                |
|------------|----------------|----------------------|
| 1-2        | Cabinet Number | 01 through 44 (R5r)  |
|            |                | 01 through 44 (R5si) |
|            |                | 01 (G3s)             |
| 3          | Carrier        | A through E          |
| 4-5        | Slot Number    | 01 through 20        |
| 6-7        | Circuit Number | 01 through 32        |

Page 1 of X

| Ext.      | Type       | COR | TN | Name           | Q | QL   | Pro | Rate | Port   |
|-----------|------------|-----|----|----------------|---|------|-----|------|--------|
| 1: 1701   | analog     | 1   | 1  | busy           | y | 1000 | N/A | N/A  | 1B0404 |
| 2: 1702   | analog     | 1   | 1  | out of service |   | N/A  | N/A | N/A  | 1B1701 |
| 3: 1703   | integrated | 1   | 1  | please dial    | n | N/A  | n   | 32   | 1B18   |
| 4: 1704   | aux-trunk  | 1   | 1  | call-back      | y | 20   | N/A | N/A  | 2C0902 |
| 5: _____  | _____      | 1   | 1  | _____          | n |      |     |      |        |
| 6: _____  | _____      | 1   | 1  | _____          | n |      |     |      |        |
| 7: _____  | _____      | 1   | 1  | _____          | n |      |     |      |        |
| 8: _____  | _____      | 1   | 1  | _____          | n |      |     |      |        |
| 9: _____  | _____      | 1   | 1  | _____          | n |      |     |      |        |
| 10: _____ | _____      | 1   | 1  | _____          | n |      |     |      |        |
| 11: _____ | _____      | 1   | 1  | _____          | n |      |     |      |        |
| 12: _____ | _____      | 1   | 1  | _____          | n |      |     |      |        |
| 13: _____ | _____      | 1   | 1  | _____          | n |      |     |      |        |
| 14: _____ | _____      | 1   | 1  | _____          | n |      |     |      |        |
| 15: _____ | _____      | 1   | 1  | _____          | n |      |     |      |        |
| 16: _____ | _____      | 1   | 1  | _____          | n |      |     |      |        |

#### Screen 5-131. Recorded Announcements Form (Page 1 of X)

To reduce repetition, the remaining pages of the Recorded Announcements form are not shown.

#### Implementation Notes

Announcements 1 and 3 show the fields that are assigned to the analog and integrated announcement, respectively.

The Queue Length field is only displayed when the Type field is "analog" or "aux-trunk" and the Queue field is "y."

The Protect field is only displayed when the Type field is "integrated."

| INTEGRATED ANNOUNCEMENT BOARDS                      |               |     |                             |                                          |
|-----------------------------------------------------|---------------|-----|-----------------------------|------------------------------------------|
| Last Board Location Saved 02C09 on 07/24/94 0:30 am |               |     |                             |                                          |
|                                                     | Board<br>Loc. | Sfx | Time Remaining<br>at 32Kbps | Number of<br>Recordings      Checksum ID |
| 1:                                                  | 01B04         | B   | 30                          | <b>25</b>                                |
| 2:                                                  | 01B05         | C   | 256                         | 0      0000                              |
| 3:                                                  | 02C09         | C   | 65                          | 15      0015                             |
| 4:                                                  | 02C11         | C   | 95                          | 45      00A8                             |
| 5:                                                  |               |     |                             |                                          |
| 6:                                                  |               |     |                             |                                          |
| 7:                                                  |               |     |                             |                                          |
| 8:                                                  |               |     |                             |                                          |
| 9:                                                  |               |     |                             |                                          |
| 10:                                                 |               |     |                             |                                          |

**Screen 5-132. Example Display Integrated Announcements**

- The number of lines displayed corresponds to the number of announcement boards plugged in with the maximum dictated by the system maximum.
- Time Remaining displays the time, in seconds, that can be recorded in the remaining memory at 32 Kbps.
- Number of Recordings is the count of non-zero length recordings on the board.
- Checksum ID is a four character hexadecimal value (the first two characters are always 00) returned from the TN750C board. The checksum is calculated from the announcements stored on the board. The board internally updates this value every time an announcement is recorded or deleted. The checksum is 0000 when nothing is recorded on the board. Boards other than the TN750C do not provide the Checksum ID and will display a dash (-) in the Checksum ID column.
- The date, time, and location of the announcement board most recently saved on MSS, and which still has data remaining in MSS, is displayed after the "Last Board Location Saved" heading. These fields can be blank if a board has not been saved using the save announcement command. The information here may not be the same time as displayed on "list config software". (If the time is not the same, the announcements for a TN750 or TN750B should be saved again.) "List config software" presents the announcement as reported and stored on the mss.

|                          |                           |                 |                              |                      |
|--------------------------|---------------------------|-----------------|------------------------------|----------------------|
| Page 1 of X              |                           |                 |                              |                      |
| INTEGRATED ANNOUNCEMENTS |                           |                 |                              |                      |
| Board Location: 01B04    |                           |                 | Time Remaining at 32Kbps: 25 |                      |
| Internal<br>Number       | Announcement<br>Extension | Name            | Rate                         | Length in<br>Seconds |
| 1                        |                           |                 | 16                           | 6                    |
| 2                        | 16003                     | sales ad        | 32                           | 18                   |
| 3                        | 15003                     | sales 1st delay | 32                           | 210                  |
| 4                        | 15005                     | sales 2nd delay | 64                           | 0                    |

**Screen 5-133. Example List Integrated Announcements  
(Page 1 of X)**

- The List Integrated Announcements command provides information on all integrated announcement boards (default) or only a selected board. Use this command to verify announcement extension assignments.
- If a board does not have announcements on it, no information about the board will be presented with the list command.
- Announcements that are recorded on the board, but which are not assigned to an extension, are displayed by their internal number. You can see this in the first line of the example.
- An R5r can list a maximum of 256 announcements per board. An R5si can list a maximum of 128.
- Internal Number is the internal announcement number referring to a specific announcement on the board that you requested. It is not the reference number that is displayed on the Announcement form.
- Announcement Extension is the extension that was mapped to the internal number when the extension was administered on the Announcement form.
- Name is the name administered on the Announcement form.
- Rate is administered on the Announcement form.
- Length information is obtained by the system at the time the List Integrated Announcements command is executed.
- Time Remaining displays the time, in seconds, that can be recorded in the remaining memory at 32 kbps. Double this time for recording at 16 kbps or halve the time for recording at 64 kbps.

CHANGE INTEGRATED ANNOUNCEMENT TRANSLATIONS

Change all board location translations from board: \_\_\_\_ to: \_\_\_\_

Changing board locations using this command will change all currently administered "from" board locations on the "ANNOUNCEMENTS/AUDIO SOURCES" screen to the "to" board location.

**Screen 5-134. Change Integrated Announcement  
Translations Form**

## Remote Access

---



### CAUTION:

*Lucent Technologies has designed the Remote Access feature incorporated in this product that, when properly administered by the customer, will enable the customer to minimize the ability of unauthorized persons to gain access to the network. It is the customer's responsibility to take the appropriate steps to properly implement the features, evaluate and administer the various restriction levels, protect access codes and distribute them only to individuals who have been advised of the sensitive nature of the access information. Each authorized user should be instructed concerning the proper use and handling of access codes.*

*In rare instances, unauthorized individuals make connections to the telecommunications network through use of remote access features. In such an event, applicable tariffs require that the customer pay all network charges for traffic. Lucent Technologies cannot be responsible for such charges, and will not make any allowance or give any credit for charges that result from unauthorized access.*

To assist you in maintaining the security of your system, DEFINITY ECS provides the Status Remote Access command, which provides information and status on each remote access barrier code and on the remote access feature. A sample Status Remote Access screen follows the Remote Access form.

The Remote Access form is used to implement the Remote Access feature. Remote Access permits a caller located outside the System to access the System through the public or private network and then use the features and services of the System.

Remote Access users can dial into the System using Central Office, Foreign Exchange, WATS, and ISDN-PRI trunks. In addition, a dedicated Remote Access Direct Inward Dialing number can be provided.

To ensure the security of your system, consider the following:

1. All remote access facilities should be unlisted directory telephone numbers.
2. Users should be required to enter a Barrier Code of seven random digits AND an Authorization Code of at least seven random digits to make network calls.
3. Authorization Codes should be nonconsecutive (random) and changed at least quarterly.
4. Deactivate Authorization Codes immediately if the user leaves the company or changes assignments.

5. Each Authorization Code should have assigned the minimum level of calling permissions required.
6. When possible, block off-hours and weekend remote access calling. Use Alternative Facility Restriction Levels, if available.
7. Use a voice recording, warble tone, or no tone and avoid use of a dial tone as a prompt when the remote access unit answers.
8. Assign the lowest possible FRL to only allow internal PBX calls.

As an additional step to ensure System security, you can permanently disable the Remote Access feature if you do not intend to use it now or in the future. If you do decide to permanently disable the feature, it will require Services intervention to activate the feature again.

**CAUTION:**

*Your attempt to disable the Remote Access feature will be lost if the switch is rebooted without saving translations. Therefore, execute a "save translation" command after permanently disabling the Remote Access feature.*

Refer to Figure 5-8 at the end of this section. The chart depicts the sequence of events associated with Remote Access call processing.

---

**Administration Commands**

---

Use the following administration commands to administer the Remote Access form. In some cases, just the most commonly used commands are shown. Refer to Chapter 2, "Administration Commands", for a complete listing of all administration commands, the command structure, and the use of abbreviated command words when entering a command.

| Action  | Object        | Qualifier <sup>1</sup>  |
|---------|---------------|-------------------------|
| change  | remote-access | —                       |
| display | remote-access | ['print' or 'schedule'] |
| list    | remote-access |                         |

- 
1. Brackets [ ] indicate the qualifier is optional. Single quotes ( ' ') indicate the text inside the quote must be entered exactly as shown or an abbreviated form of the word may be entered.

## Form Instructions

---

Make assignments as required for the following fields on the form:

- **Remote Access Extension** — Enter an extension number (cannot be a VDN extension) for Remote Access. This extension is associated with each trunk that supports the Remote Access feature. This field can be left blank if no barrier code is assigned and the Remote Access feature is not accessible. The default for this field is blank. The remote access extension is used as if was a DID extension. Only one DID extension can be assigned as the remote access extension. Calls to that number are treated the same as calls on the remote access trunk.

When a trunk group is dedicated to Remote Access, the remote access extension number is administered on the trunk group's incoming destination field.

- **Barrier Code Length** — Enter the desired barrier code length (4 to 7 digits), or leave this field blank indicating that a barrier is not required. Assigning a barrier code length of 7 provides maximum security.
- **Authorization Code Required** — Enter "y" if a authorization code must be dialed by Remote Access users to access the system's Remote Access facilities. The default for this field is "n." Use of an authorization code in conjunction with barrier codes increases the security of the Remote Access feature.
- **Remote Access Dial Tone** — This field appears on the form if the Authorization Code Required field is set to "y." Enter "y" in this field if Remote Access Dial Tone is required, as a prompt to the user, to enter an authorization code to access Remote Access. Enter "n" if Remote Access Dial Tone is not required as a prompt.
- **Barrier Code** — Assign a barrier code that conforms to the number entered in the Barrier Code Length field. All codes must be a 4- to 7-digit number. The code can be any combination of the digits 0 through 9. If the Barrier Code length field is blank, the first Barrier Code field must be specified as "none". Duplicate entries are not allowed. The system default for this field is a blank. Assign a 7-digit number in this field for maximum security.
- **COR** — Enter the class of restriction (COR) number (0 through 95) associated with the barrier code that defines the call restriction features. The default for this field is "1." Assigning the most restrictive COR that provides only the level of service required, will provide the maximum security.
- **TN** — Enter the Tenant Partition number. Default is 1.
- **COS** — Enter a class of service (COS) number (0 through 15) associated with the barrier code that defines access permissions for Call Processing features. The system default for this field is "1." Assigning the most restrictive COS that provides only the level of service required provides the maximum security.



- **Expiration Date** — Assign an expiration date based on the expected length of time the barrier code will be needed. Enter the date the remote access barrier code will expire. Valid entries are a date greater than the current date or a blank. The default is tomorrow's date. If it is expected that the barrier code will be used for a 2-week period, assign a date two weeks from the current date. If the Expiration Date is assigned, a warning message is displayed on the system copyright screen seven days prior to the expiration date. The system administrator can modify the expiration date to extend the time interval if needed.
- **No. of Calls** — This field specifies the number of Remote Access calls that can be placed using the associated barrier code. Valid entries are any number from 1 to 9999 or a blank. The default is one call. The Expiration Date field and No. of Calls field can be used independently or in conjunction to provide the maximum security. If both the Expiration Date and No. of Calls fields are assigned, the corresponding barrier code expires when the first of these criteria is satisfied.
- **Calls Used** — This field is a display only field that specifies the number of calls that have been placed using the corresponding barrier code. The Calls Used field is incremented each time a barrier code is successfully used to access the Remote Access feature. A usage that exceeds the expected rate can indicate improper use.
- **Permanently Disable** — A "y" entered in this field permanently disables the Remote Access feature. Once you have set this field to "y", you permanently block access to the administration interface. Reactivation of access to the interface requires Services intervention.
- **Disable Following a Security Violation** — A "y" entered in this field disables the remote access feature following detection of a remote access security violation. This field appears on the form if the remote access component of the SVN feature is enabled. The system administrator can re-enable Remote Access with the **enable remote access** command. This field appears on the form if the remote component of the SVN feature is enabled.

-----  
-----

REMOTE ACCESS

Remote Access Extension\_\_\_\_\_ Barrier Code Length\_\_\_\_

Authorization Code Required? y Remote Access Dial Tone: n

| Barrier Code | COR | TN | COS | Expiration Date | No. of Calls | Calls Used |
|--------------|-----|----|-----|-----------------|--------------|------------|
| 1:_____      | 1_  | 1_ | 1_  | __/_/___        | _____        | _____      |
| 2:_____      | 1_  | 1_ | 1_  | __/_/___        | _____        | _____      |
| 3:_____      | 1_  | 1_ | 1_  | __/_/___        | _____        | _____      |
| 4:_____      | 1_  | 1_ | 1_  | __/_/___        | _____        | _____      |
| 5:_____      | 1_  | 1_ | 1_  | __/_/___        | _____        | _____      |
| 6:_____      | 1_  | 1_ | 1_  | __/_/___        | _____        | _____      |
| 7:_____      | 1_  | 1_ | 1_  | __/_/___        | _____        | _____      |
| 8:_____      | 1_  | 1_ | 1_  | __/_/___        | _____        | _____      |
| 9:_____      | 1_  | 1_ | 1_  | __/_/___        | _____        | _____      |
| 10:_____     | 1_  | 1_ | 1_  | __/_/___        | _____        | _____      |

Permanently Disable? \_\_\_ Disable Following A Security Violation? y

(Note: You must log off to Effect permanent disabling of remote access)

**Screen 5-135. Remote Access Form (Page 1 of 1)****Implementation Note**

The Remote Access Dial Tone field is only displayed if Authorization Code Required is 'y'. The Permanently Disable field is only administrable if no entry has been made in the Remote Access Extension field.

-----  
-----

REMOTE ACCESS STATUS

Remote Access Status: enabled

Date/Time Modified: 01/30/95 17:00

| Barrier Code | Date Modified | Expiration Date | No. of Calls | Calls Used | Status  | Date/Time Expired | Cause |
|--------------|---------------|-----------------|--------------|------------|---------|-------------------|-------|
| 1:2374745    | 01/30/95      | 03/31/95        | 50           | 50         | expired | 02/15/95 20:43    | calls |
| 2:3374837    | 01/30/95      | / /             | 20           | 4          | active  | / /               |       |
| 3:3285038    | 01/30/95      | 01/31/96        |              | 13         | expired | 02/10/95 09:32    | date  |
| 4:5738557    | 01/30/95      | 07/31/95        | 20           | 20         | expired | 02/03/95 10:14    | calls |
| 5:7764884    | 01/30/95      | 05/20/95        |              | 0          | active  | / /               | :     |
| 6:           | / /           | / /             |              |            |         | / /               | :     |
| 7:           | / /           | / /             |              |            |         | / /               | :     |
| 8:           | / /           | / /             |              |            |         | / /               | :     |
| 9:           | / /           | / /             |              |            |         | / /               | :     |
| 10:          | / /           | / /             |              |            |         | / /               | :     |

**Screen 5-136. Remote Access Status Screen**

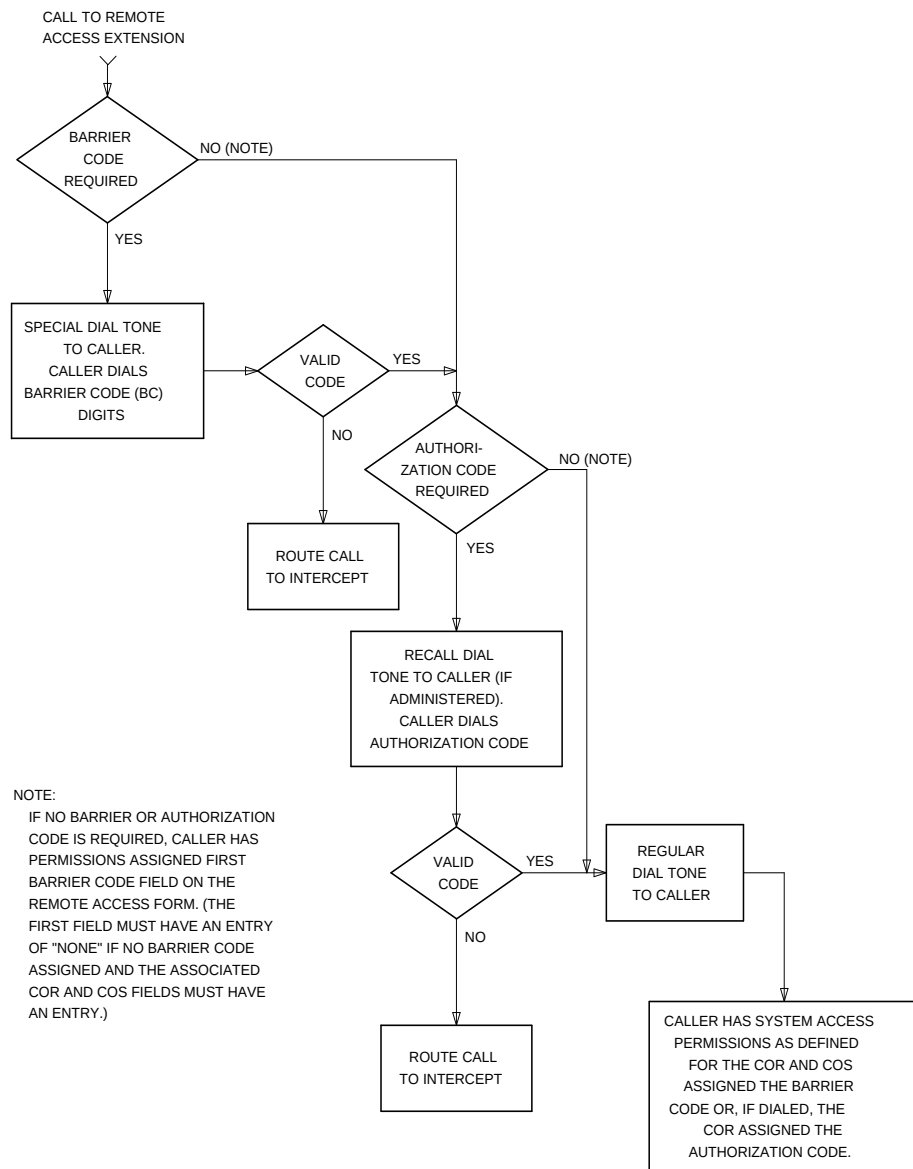


**Figure 5-8. Remote Access Flowchart**

## Remote Call Coverage

---

Remote Call Coverage provides automatic redirection of certain calls to alternate answering positions in a Remote Call Coverage path for any valid dialed number up to 16 digits that begins with an Automatic Alternate Routing (AAR) or Automatic Route Selection (ARS) feature access code (FAC), outgoing trunk dial access code (TAC), or UDP/DCS extension. Once a remote call coverage point is administered for a user, calls to that user are directed to the remote coverage point when the user and any other coverage points are unavailable. The call may have been previously directed to up to two alternate answer points before being redirected to the remote call coverage point. Once a call is directed to the remote call coverage point, it cannot be picked up by the principal user and that user's bridged appearance lamp is extinguished. Calls redirected to a remote call coverage point do not time out and go to a subsequent coverage point.

 **NOTE:**

A vector directory number (VDN) can be administered as the last point in a coverage path. Refer to "Vector Directory Number" in this chapter for more information.

## Administration Commands

---

Use the following administration commands to administer the Remote Call Coverage form. In some cases, just the most commonly used commands are shown. Refer to Chapter 2, "Administration Commands", for a complete listing of all administration commands, the command structure, and the use of abbreviated command words when entering a command.

| Action  | Object   | Qualifier <sup>1</sup> |
|---------|----------|------------------------|
| change  | coverage | remote                 |
| display | coverage | remote                 |

- 
1. Brackets [ ] indicate the qualifier is optional. Single quotes ( ' ') indicate the text inside the quote must be entered exactly as shown or an abbreviated form of the word can be entered. MAX is the maximum number available in your system configuration. Refer to Table C-1 in Appendix C, "System Capacity Limits".

## Form Instructions

---

Make assignments as required for the following fields on the form:

Enter coverage points into the numbered fields on the form. Valid coverage points are valid dialed numbers up to 16 digits that begin with an AAR or ARS FAC, outgoing trunk TAC, or UDP/DCS extension. Up to 999 remote call coverage points can be entered on the five pages of this form.

| REMOTE CALL COVERAGE TABLE |           |           |
|----------------------------|-----------|-----------|
| 01: _____                  | 16: _____ | 31: _____ |
| 02: _____                  | 17: _____ | 32: _____ |
| 03: _____                  | 18: _____ | 33: _____ |
| 04: _____                  | 19: _____ | 34: _____ |
| 05: _____                  | 20: _____ | 35: _____ |
| 06: _____                  | 21: _____ | 36: _____ |
| 07: _____                  | 22: _____ | 37: _____ |
| 08: _____                  | 23: _____ | 38: _____ |
| 09: _____                  | 24: _____ | 39: _____ |
| 10: _____                  | 25: _____ | 40: _____ |
| 11: _____                  | 26: _____ | 41: _____ |
| 12: _____                  | 27: _____ | 42: _____ |
| 13: _____                  | 28: _____ | 43: _____ |
| 14: _____                  | 29: _____ | 44: _____ |
| 15: _____                  | 30: _____ | 45: _____ |

**Screen 5-137. Remote Call Coverage Table (Page 1 of 5)**

| REMOTE CALL COVERAGE TABLE |           |           |
|----------------------------|-----------|-----------|
| 46: _____                  | 61: _____ | 76: _____ |
| 47: _____                  | 62: _____ | 77: _____ |
| 48: _____                  | 63: _____ | 78: _____ |
| 49: _____                  | 64: _____ | 79: _____ |
| 50: _____                  | 65: _____ | 80: _____ |
| 51: _____                  | 66: _____ | 81: _____ |
| 52: _____                  | 67: _____ | 82: _____ |
| 53: _____                  | 68: _____ | 83: _____ |
| 54: _____                  | 69: _____ | 84: _____ |
| 55: _____                  | 70: _____ | 85: _____ |
| 56: _____                  | 71: _____ | 86: _____ |
| 57: _____                  | 72: _____ | 87: _____ |
| 58: _____                  | 73: _____ | 88: _____ |
| 59: _____                  | 74: _____ | 89: _____ |
| 60: _____                  | 75: _____ | 90: _____ |

**Screen 5-138. Remote Call Coverage Table (Page 2 of 5)**

| REMOTE CALL COVERAGE TABLE |            |            |
|----------------------------|------------|------------|
| 91: _____                  | 106: _____ | 121: _____ |
| 92: _____                  | 107: _____ | 122: _____ |
| 93: _____                  | 108: _____ | 123: _____ |
| 94: _____                  | 109: _____ | 124: _____ |
| 97: _____                  | 112: _____ | 127: _____ |
| 98: _____                  | 113: _____ | 128: _____ |
| 99: _____                  | 114: _____ | 129: _____ |
| 100: _____                 | 115: _____ | 130: _____ |
| 101: _____                 | 116: _____ | 131: _____ |
| 102: _____                 | 117: _____ | 132: _____ |
| 103: _____                 | 118: _____ | 133: _____ |
| 104: _____                 | 119: _____ | 134: _____ |
| 105: _____                 | 120: _____ | 135: _____ |

**Screen 5-139. Remote Call Coverage Table (Page 3 of 5)**

| REMOTE CALL COVERAGE TABLE |       |            |
|----------------------------|-------|------------|
| 136:                       | _____ | 151: _____ |
| 137:                       | _____ | 152: _____ |
| 138:                       | _____ | 153: _____ |
| 139:                       | _____ | 154: _____ |
| 140:                       | _____ | 155: _____ |
| 141:                       | _____ | 156: _____ |
| 142:                       | _____ | 157: _____ |
| 143:                       | _____ | 158: _____ |
| 144:                       | _____ | 159: _____ |
| 145:                       | _____ | 160: _____ |
| 146:                       | _____ | 161: _____ |
| 147:                       | _____ | 162: _____ |
| 148:                       | _____ | 163: _____ |
| 149:                       | _____ | 164: _____ |
| 150:                       | _____ | 165: _____ |
|                            |       | 166: _____ |
|                            |       | 167: _____ |
|                            |       | 168: _____ |
|                            |       | 169: _____ |
|                            |       | 170: _____ |
|                            |       | 171: _____ |
|                            |       | 172: _____ |
|                            |       | 173: _____ |
|                            |       | 174: _____ |
|                            |       | 175: _____ |
|                            |       | 176: _____ |
|                            |       | 177: _____ |
|                            |       | 178: _____ |
|                            |       | 179: _____ |
|                            |       | 180: _____ |

**Screen 5-140. Remote Call Coverage Table (Page 4 of 5)**

| REMOTE CALL COVERAGE TABLE |       |            |
|----------------------------|-------|------------|
| 181:                       | _____ | 196: _____ |
| 182:                       | _____ | 197: _____ |
| 183:                       | _____ | 198: _____ |
| 184:                       | _____ | 199: _____ |
| 185:                       | _____ | 200: _____ |
| 186:                       | _____ | 201: _____ |
| 187:                       | _____ | 202: _____ |
| 188:                       | _____ | 203: _____ |
| 189:                       | _____ | 204: _____ |
| 190:                       | _____ | 205: _____ |
| 191:                       | _____ | 206: _____ |
| 192:                       | _____ | 207: _____ |
| 193:                       | _____ | 208: _____ |
| 194:                       | _____ | 209: _____ |
|                            |       | 211: _____ |
|                            |       | 212: _____ |
|                            |       | 213: _____ |
|                            |       | 214: _____ |
|                            |       | 215: _____ |
|                            |       | 216: _____ |
|                            |       | 217: _____ |
|                            |       | 218: _____ |
|                            |       | 219: _____ |
|                            |       | 220: _____ |
|                            |       | 221: _____ |
|                            |       | 222: _____ |
|                            |       | 223: _____ |
|                            |       | 224: _____ |

**Screen 5-141. Remote Call Coverage Table (Page 5 of 5)**

## Special Information Tones

---

This form is used to provide the capability of specifying the treatment of Special Information Tones (SITs) used for Outbound Call Management type calls with USA tone characteristics. The TN744 Call Classifier circuit pack ports are used to detect SITs. The TN744 is capable of detecting the following six SITs:

- SIT Ineffective Other
- SIT Intercept
- SIT No Circuit
- SIT Reorder
- SIT Vacant Code
- SIT Unknown
- AMD Treatment

## Administration Commands

---

Use the following administration commands to administer the SIT Treatment For Call Classification form. In some cases, just the most commonly used commands are shown. Refer to Chapter 2, "Administration Commands", for a complete listing of all administration commands, the command structure, and the use of abbreviated command words when entering a command.

| Action  | Object        | Qualifier <sup>1</sup>  |
|---------|---------------|-------------------------|
| change  | sit-treatment | —                       |
| display | sit-treatment | ['print' or 'schedule'] |

- 
1. Brackets [ ] indicate the qualifier is optional. Single quotes ( ' ' ) indicate the text inside the quote must be entered exactly as shown or an abbreviated form of the word can be entered.

## Form Instructions

---

Make assignments as required for the following fields on the form:

In the field following each type of SIT, enter "answered" to specify that the call is classified as answered, and is therefore sent to an agent; or enter "dropped" to specify that the call is classified as not answered, and is therefore not sent to an agent.

- **SIT Ineffective Other** — Sample announcement following this SIT — "You are not required to dial a "1" when calling this number." Valid entries are "answered" and "dropped." Default is "dropped."

- **SIT Intercept** — Sample announcement following this SIT — "XXX-XXXX has been changed to YYY-YYYY, please make a note of it." Valid entries are "answered" and "dropped." Default is "answered."
- **SIT No Circuit** — Sample announcement following this SIT — "All circuits are busy, please try to call again later." Valid entries are "answered" and "dropped." Default is "dropped."
- **SIT Reorder** — Sample announcement following this SIT — "Your call did not go through, please hang up and dial again." Valid entries are "answered" and "dropped." Default is "dropped."
- **SIT Vacant Code** — Sample announcement following this SIT — "Your call cannot be completed as dialed, please check the number and dial again." Valid entries are "answered" and "dropped." Default is "dropped."
- **SIT Unknown** — A situation or condition that is unknown to the network is encountered. Valid entries are "answered" and "dropped." Default is "dropped."
- **AMD (Answering Machine Detected)** — An ASAI adjunct can request AMD for a switch-classified call. If Answering Machine is detected, one of two treatments is specified. Valid entries are "dropped" and "connected." Default is "dropped."

AMD Treatment has two separately administrable subfields. Talk Duration is for full seconds and Pause Duration is for fractions of a second, separated by a display-only decimal point. Talk Duration defaults to 2.0 seconds and allows a range from 0.1 seconds to 5.0 seconds in increments of 0.1 seconds. Pause duration defaults to 0.5 seconds and allows a range from 0.1 seconds to 2.0 seconds in increments of 0.1 seconds.

```
SIT TREATMENT FOR CALL CLASSIFICATION
SIT Ineffective Other:  dropped
SIT Intercept:         answered
SIT No Circuit:        dropped
SIT Reorder:           dropped
SIT Vacant Code:       dropped
SIT Unknown:           dropped
AMD Treatment:         dropped
Pause Duration (seconds): 0.5
Talk Duration (seconds): 2.0
```

**Screen 5-142. SIT Treatment For Call Classification Form**



## Switch Based Bulletin Board

---

The Switch Based Bulletin Board form allows you to change and display the information in the bulletin board.

### Administration Commands

---

Use the change and display commands to administer the Switch Based Bulletin Board. The syntax for executing these commands is provided below.

| Action  | Object         | Qualifier <sup>1</sup> |
|---------|----------------|------------------------|
| change  | bulletin-board |                        |
| display | bulletin-board | [print or schedule]    |

- 
1. Brackets [ ] indicate the qualifier is optional.

### Form Instructions

---

#### General Information

##### Creating Switch Based Bulletin Board Messages

The message line for all pages and all lines of the form will allow you to enter 40 characters. If you enter a blank line, it will display. If you enter two or more succeeding blank lines, the system will consolidate them and only store one. The system will also remove a blank line if it is in line 1 of any of the pages. Blank line consolidation for the first ten lines of Page 1 is independent of blank line consolidation performed for lines 11 through 19 of Page 1.

Tabs are not allowed. If you use a tab, it will move the cursor to the next field.

Any of the following characters are valid for all pages and all lines of the form:

- A through Z
- a through z
- Blank
- 0 through 9
- !@#\$%^ &\*()\_+~`{|}~;,:<.>/?

### **Deleting Switch Based Bulletin Board Messages**

You delete a line from the bulletin board by entering a space as the first character of an existing line. You can, however, add a message line with blank as the first character.

### **Storing Switch Based Bulletin Board Messages**

You store the information that you have entered just as you do any other SAT command. That is, you hit the PF3 or <enter> key, depending on your terminal type.

### **Page 1 of the Switch Based Bulletin Form**

**Lines 1 through 10** — Lines 1 through 10 of the bulletin board are reserved for high priority messages. These lines are noted with an asterisk (\*) in the first column on the left. If you have an init or inads login you can enter high-priority information to trigger the high-priority message at login time.

**Lines 11 through 19** — Enter any additional information.

**Date** — This is a display only field. The system enters the date that the line of information was entered or last changed.

### **Page 2 of the Switch Based Bulletin Form**

**Lines 1 through 20** — Enter any additional information.

**Date** — This is a display only field. The system enters the date that the line of information was entered or last changed.

### **Page 3 of the Switch Based Bulletin Form**

**Lines 1 through 20** — Enter any additional information.

**Date** — This is a display only field. The system enters the date that the line of information was entered or last changed.

Page 1 of 3

| Message (* indicates high-priority)       | Date     |
|-------------------------------------------|----------|
| * A T & T is in the process of            | 03/02/93 |
| *investigating your trunk lockup problem. | 03/02/93 |
| *The Bulletin Board will be updated as    | 03/02/93 |
| *we find information.                     | 03/02/93 |
| * We have identified the problem.         | 03/04/93 |
| *The trunk you added does not provide     | 03/04/93 |
| *disconnect supervision. However, the     | 03/04/93 |
| *trunk group was administered as such.    | 03/04/93 |
| *Please call Pat J. for details.          | 03/04/93 |
| <br>                                      |          |
| We recently added a new trunk group (14)  | 03/02/93 |
| and have had many of the members getting  | 03/02/93 |
| locked up.                                | 03/02/93 |
| We see the error - thanks for checking.   | 03/05/93 |

**Screen 5-143. Sample Switch Based Bulletin Board form  
(Page 1 of 3)**

## System Parameters Country-Options

---

This form is used to implement parameters associated with certain international (including North American) call characteristics.

### Administration Commands

---

Use the following administration commands to administer the Country Options System Parameters form. In some cases, just the most commonly used commands are shown. Refer to Chapter 2, "Administration Commands", for a complete listing of all administration commands, the command structure, and the use of abbreviated command words when entering a command.

| Action  | Object                            | Qualifier <sup>1</sup>  |
|---------|-----------------------------------|-------------------------|
| change  | system-parameters country-options | —                       |
| display | system-parameters country-options | ['print' or 'schedule'] |

- 
1. Brackets [ ] indicate the qualifier is optional. Single quotes ( ' ' ) indicate the text inside the quote must be entered exactly as shown or an abbreviated form of the word can be entered.

### Form Instructions

---

Additional information on the parameters listed below can be found within feature descriptions of the same name by referring to *DEFINITY Enterprise Communications Server Release 5 Feature Description*.

Make assignments as required for the following fields on each page of the form:

#### Page 1 of the Form

- **Companding Mode** — Enter "A-law" or "Mu-law" to identify the companding algorithm to be used by system hardware. Default is "Mu-law."
- **Base Tone Generation Set** — Enter a country code (1 through 19) to identify the base tone generation set to be used. This field is meaningful only if the system tone detector is a TN780, vintage 4 or a TN2182. Default is "1" (U.S.).

**NOTE:**

A TN780 vintage 5 or greater or a TN2182 is required if Belgian Tones (Country code 8) are specified.

- **440Hz PBX-dial Tone** — Enter "y" or "n" (default) to specify whether or not the PBX (primary) dial tone will be changed to a continuous 440Hz/-17 tone. Entering "n" implies the tone will either be administered on a later page of this form or, if no individual definition is administered, as defined in the Base Tone Generation Set.
- **440Hz Secondary-dial Tone** — Enter "y" or "n" (default) to specify whether or not the Secondary (CO) dial tone will be changed to a continuous 440Hz/-17 tone. Entering "n" implies the tone will either be administered on a later page of this form or, if no individual definition is administered, as defined in the Base Tone Generation Set.
- **Digital Loss Plan** — Enter a country code (1 through 17) to identify the digital loss plan to be used by the system. Default is "1" (U.S.).
- **Version of Digital Loss Plan** — Appears when the Digital Loss Plan field is country code 10 (United Kingdom). Enter "A" or "B" to identify the version of a country's digital loss plan to be used. Default is "B".
- **Analog Ringing Cadence** — Enter a country code to identify the ringing cadence to be used by analog phones in the system. Default is "1" (U.S.).

The next three fields control tone detection on the system:

- **Tone Detection Mode** — Enter a code (1 through 5) to specify the type of tone detection used on a TN420B (or later) tone-detection circuit pack. Default is "1".

The codes have the following connotations:

1. Precise Italian tone detection algorithm
  2. Precise Australian tone detection algorithm
  3. Precise UK tone detection algorithm
  4. Imprecise normal broadband filter algorithm (valid with TN420C or later Tone Detector circuit pack)
  5. Imprecise wideband filter algorithm (valid with TN420C or later Tone Detector circuit pack)
- **Dial Tone Validation Timer** — Enter the number of milliseconds (0 through 6375 in increments of 25) that the dial tone validation routine will use to sample transmissions. This field appears only when the Tone Detection Mode field is equal to 4 or 5. (Valid with TN420C or later Tone Detector circuit pack.) Default is "600".
  - **Interdigit Pause** — Enter "short" (5 to 30ms) or "long" (20 to 40ms) to specify the maximum length of the inter-digit pause. Breaks lasting less than this range will be bridged or ignored. (Valid with TN420C or later Tone Detector circuit pack.) Default is "short".

## Pages 2 through 7 of the Form

- **Tone Name** — Enter one of the keywords below to indicate which of the individually administrable tones this screen modifies. This field (with its associated Tone (Frequency/Level), Duration, and Step fields) is meaningful only if the system tone detector is a TN780, vintage 4 or a TN2182. If this field is blank, all entries in the corresponding Frequency and Duration fields are ignored. Default is blank.

Acceptable keywords are:

- 1-call-wait
- 2-call-wait
- 3-call-wait
- busy
- call-wait-ringback
- conference
- confirmation
- disable-dial
- hold
- intercept
- intrusion
- PBX-dial
- recall-dial
- reorder
- rep-confirmation
- ringback
- secondary-dial

- **Cadence Step** — This is a display-only field that identifies the number (1 through 15) of each tone cadence step.
- **Tone (Frequency/Level)** — Enter "silence", "goto", or a set of values to specify the frequency and level of the tone. An entry of "silence" means no tone; an entry of "goto" means to repeat all or part of the sequence, beginning at the specified cadence step. A final step of "silence" with an infinite duration will be added internally to any tone sequence that does not end in a "goto". Default is blank.

In addition to "silence" and "goto", the following is a list of acceptable numeric value sets for the tone field:

- 350/-17.25
- 350+425/-4.0

— 350+440/-13.75  
— 375+425/-15.0  
— 404/-11.0  
— 404/-16.0  
— 404+425/-11.0  
— 404+450/-11.0  
— 425/-4.0  
— 425/-11.0  
— 425/-17.25  
— 440/-17.25  
— 440+480/-19.0  
— 480/-17.25  
— 480+620/-24.0  
— 525/-11.0  
— 620/-17.25  
— 697/-8.5  
— 770/-8.5  
— 852/-8.5  
— 941/-8.5  
— 1000/0.0  
— 1000/+3.0  
— 1004/0.0  
— 1004/-16.0  
— 1209/-7.5  
— 1336/-7.5  
— 1400/-11.0  
— 1477/-7.5  
— 1633/-7.5  
— 2025/-12.1  
— 2100/-12.1  
— 2225/-12.1

— 2804/-16.0

— goto

— silence

- **Duration (msec)** — Enter blanks or a value between 50 through 12750, in increments of 50, to describe the duration of each administered tone. There is one dynamic Duration field associated with each of the 15 Tone (Frequency/Level) fields on each screen page. Initially, when the Tone field is blank, the Duration field does not appear. However, when a non-blank value other than "goto" is entered in a Tone field, the associated Duration field will appear, and must be used to specify the duration (in milliseconds) of the specified tone. Default is blank.
- **Step** — Enter blanks or a Cadence Step (1 through 14) beginning the repeated sequence for a "goto" entry. There is one dynamic Step field associated with each of the 15 Tone (Frequency/Level) fields shown on a screen page. Initially, when the Tone field is blank, the Step field does not appear. However, when "goto" is entered in a Tone field, the associated Step field will appear, and must be used to specify the cadence step to begin repeating from. Default is blank.

```

                                     Page 1 of 7
                SYSTEM PARAMETERS COUNTRY-OPTIONS
Companding Mode: Mu-law           Base Tone Generation Set: 1
440Hz PBX-dial Tone? n           440Hz Secondary-dial Tone? n
Digital Loss Plan: 10             Version of Digital Loss Plan: B
Analog Ringing Cadence: 1
TONE DETECTION PARAMETERS
Tone Detection Mode: 5             Dial Tone Validation Timer: 600
Interdigit Pause: short
```

**Screen 5-144. Country-Options System Parameters Form**  
**(Page 1 of 7)**



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| SYSTEM PARAMETERS COUNTRY-OPTIONS |         |                   |                        |
|-----------------------------------|---------|-------------------|------------------------|
| Tone Name                         | Cadence | Tone              |                        |
|                                   | Step    | (Frequency/Level) |                        |
| busy_____                         | 1:      | 440/-17.25__      | Duration (msec): 200__ |
|                                   | 2:      | silence_____      | Duration (msec): 200__ |
|                                   | 3:      | 440/-17.25__      | Duration (msec): 200__ |
|                                   | 4:      | silence_____      | Duration (msec): 200__ |
|                                   | 5:      | 440/-17.25__      | Duration (msec): 200__ |
|                                   | 6:      | goto_____         | step: 3_               |
|                                   | 7:      | _____             |                        |
|                                   | 8:      | _____             |                        |
|                                   | 9:      | _____             |                        |
|                                   | 10:     | _____             |                        |
|                                   | 11:     | _____             |                        |
|                                   | 12:     | _____             |                        |
|                                   | 13:     | _____             |                        |
|                                   | 14:     | _____             |                        |
|                                   | 15:     | _____             |                        |

**Screen 5-145. Country-Options System Parameters Form**  
**(Page 2 of 7)**

## **Maintenance-Related System Parameters**

---

This form is used to establish parameters associated with system maintenance.

### **Administration Commands**

---

Use the following commands to administer the Maintenance-Related System Parameters form. In some cases, just the most commonly used commands are shown. Refer to Chapter 2, "Administration Commands", for a complete listing of all administration commands, the command structure, and the use of abbreviated command words when entering a command.

| <b>Action</b> | <b>Object</b>                 | <b>Qualifier<sup>1</sup></b> |
|---------------|-------------------------------|------------------------------|
| change        | system-parameters maintenance | —                            |
| display       | system-parameters maintenance | ['print' or 'schedule']      |

- 
1. Brackets [ ] indicate the qualifier is optional. Single quotes ( ' ' ) indicate the text inside the quote must be entered exactly as shown or an abbreviated form of the word can be entered.

### **Form Instructions**

---

Use the maintenance-related system parameters form to specify and display scheduled maintenance operations and maintenance support functions. This form can also be used to activate and deactivate INADS alarm origination when performing repairs.

The following pages describe the fields on the Maintenance-Related System Parameters form. Default values for each field are in parentheses following the field description. For more information on any of the maintenance parameters, see the Maintenance manual for your DEFINITY ECS.

**Page 1 of the Form**

change system-parameters maintenance
Page 1 of 2

MAINTENANCE-RELATED SYSTEM PARAMETERS

OPERATIONS SUPPORT PARAMETERS

Product Identification: 1000000000

First OSS Telephone Number: 5551212      Abbrev Alarm Report? y

Second OSS Telephone Number: 5551213      Abbrev Alarm Report? n

Alarm Origination to OSS Numbers: both

Cleared Alarm Notification? y

Restart Notification? y

Test Remote Access Port? n

CPE Alarm Activation Level: none

Customer Access to INADS Port? n

Repeat Dial Interval (mins): 7

SCHEDULED MAINTENANCE

Start Time: 22: 00      Stop Time: 04: 00

Daily Maintenance: daily      Save Translation: daily

Control Channel Interchange: no      System Clocks Interchange: no

SPE Interchange: no

**Operations Support Parameters**

- **Product Identification** — This is a 10-digit number starting with 1 that identifies the switch to an Operations Support System (OSS), for example, INADS.
- **First OSS Telephone Number** — The first telephone number that the switch uses to report alarms to, for example, INADS or Trouble Tracker. The number must be obtained from the National Customer Support Center (NCSC) or the TSC. # and \* are not allowed in the telephone number.
- **Abbrev Alarm Report** — Enables the Abbreviated Alarm Report feature for the first OSS. (yes)
- **Second OSS Telephone Number** — The second telephone number that the switch uses to report alarms to, for example, INADS or Definity SNMP. The number must be obtained from the National Customer Support Center (NCSC) or the TSC. # and \* are not allowed in the telephone number.
- **Abbrev Alarm Report** — Enables the Abbreviated Alarm Report feature for the second OSS. (no)
- **Alarm Origination to OSS Numbers** — Indicates one of four options for alarm origination (neither):
  - If this field is set to “both,” all Major and Minor alarms result in an automatic call to both OSS telephone numbers. Both OSS telephone numbers must be administered.

- If this field is set to “first-only,” all Major and Minor alarms result in an automatic call to the first OSS number only. The switch does not call the second OSS telephone number even if the number is administered. The first OSS telephone number must be administered
- If this field is set to “neither,” alarm origination does not take place. Warning alarms are not reported to either numbers.
- If this field is set to “second-as-backup,” all Major and Minor alarms result in an automatic call to the first OSS telephone number. If calling the first OSS telephone number fails four attempts, the switch starts to call the second OSS telephone number as a backup until calling the first OSS telephone number becomes successful. Both OSS telephone numbers must be administered.
- **Cleared Alarm Notification** — Enables the switch to originate a call to the OSS and send an alarm resolution message whenever all previously reported Major and Minor alarms are resolved. Alarm Origination must be activated in order for Cleared Alarm Notification to work. (no)
- **Restart Notification** — Enables the switch to originate a call to the OSS and report any system restarts caused by problems with the switch.
- **Test Remote Access Port** — Specifies whether testing of the remote access port on the SYSAM circuit pack is enabled. This field should be set to “yes” whenever there is an INADS line connected to the switch and there is a maintenance contract in effect so that alarm origination capability is maintained.

If no equipment is connected to the remote access port, or if a trunk for remote access and alarm origination is not provided, running tests on the remote access port on the SYSAM results in test failures. This causes unnecessary maintenance alarms and allows potentially destructive tests to be run. Setting this field to “no” prevents this. (no)
- **CPE Alarm Activation Level** — Indicates the minimum level (Major, Minor or Warning) at which the Customer-Provided Equipment (CPE) alarm is activated. If the level is “none,” the CPE does is not activated for any alarm. (none)



**NOTE:**

The CPE alarm is always activated when the switch goes into Emergency Transfer, regardless of the CPE Alarm Activation Level setting.

- **Customer Access to INADS Port** — Provides the capability to prohibit access to system administration and maintenance interface, via the INADS port when using customer login ID's. This field can only be activated by Lucent Technologies services through system-parameters maintenance administration.(no)

## Scheduled Maintenance

A series of maintenance tests and operations runs automatically every day according to the schedule and settings specified in the following fields:

- **Start Time** — The hour and minute in 24-hour notation at which daily scheduled maintenance will begin running. (22:00)
- **Stop Time** — The hour and minute when scheduled daily maintenance will stop running. If any daily maintenance operations are not completed by this time, the system will note where in the sequence it stopped and perform those operations during the next scheduled daily maintenance.
- **Daily Maintenance** — This display-only field simply represents the series of tests that are always run by maintenance software as part of daily maintenance.
- **Save Translation** — This field indicates on which days translation data in memory will automatically be saved to the Mass Storage System disk and/or tape devices during scheduled maintenance. The save operation is first made to disk, followed by a disk backup to tape. On systems with duplicated SPEs, translation data is saved on both SPEs. Valid entries are **daily**, days of the week, or **no**. "No" specifies that no automatic saves are to be executed. (daily)
- **Control Channel Interchange** — Each port network has a pair of TDM busses called A and B, each of which has a set of time slots dedicated to use by the control channel. At any one time, the control channel in each PN is carried on only one of the two busses. This field indicates on which days the control channel in each port network will be switched from one of the paired TDM busses to the other. Valid entries are **daily**, days of the week, or **no**. "No" specifies that no interchange be executed. (no)
- **System Clocks Interchange** — On High and Critical Reliability systems, this option causes a Tone-Clock interchange in each port network with duplicated Tone-Clock circuit packs. Each port network interchanges into the standby Tone-Clock for 20 seconds and then back to the Tone-Clock that was originally active. This field indicates on which days the interchanges are to take place. Valid entries are **daily**, days of the week, or **no**. "No" specifies that interchanges be executed. (no)

The system performs a Tone-Clock interchange, making the stand by Tone-Clock active. The newly active Tone-Clock circuit pack is tested and, while active, provides system clocks for the port network in which it resides. The system then interchanges back to the originally active Tone-Clock circuit pack.

- **SPE Interchange** — On systems with duplicated SPEs, this field indicates on which days an SPE interchange will be executed during scheduled maintenance. Valid entries are **daily**, days of the week, or **no**. "No" specifies no scheduled interchanges. (no)

**Page 2 of the Form**

change system-parameters maintenance

Page 2 of 2

## MAINTENANCE-RELATED SYSTEM PARAMETERS

## MAINTENANCE THRESHOLDS ( Before Notification )

Minimum Threshold for TTRs: 4 Minimum Threshold for CPTRs: 1Minimum Threshold for Call Classifier Ports:   

## TERMINATING TRUNK TRANSMISSION TEST (Extension)

Test Type 100: Test Type 102: Test Type 105:

## ISDN MAINTENANCE

ISDN-PRI TEST CALL Extension:        ISDN BRI Service SPID:       

## DS1 MAINTENANCE

DS0 Loop-Around Test Call Extension:       

## LOSS PLAN (Leave Blank if no Extra Loss is Required)

Minimum Number of Parties in a Conference Before Adding Extra Loss:       

## SPE OPTIONAL BOARDS

Disk? y Packet Intf1? y Packet Intf2? n Packet Intf3? n

- **Minimum Threshold for TTRs** — When the number of touch tone receivers (TTRs) in service falls below this number (4 to 200), a WARNING alarm is raised against TTR-LEV. These are also known as dual-tone multifrequency receivers (DTMRs). There are 4 TTRs on each TN748 Tone Detector circuit pack, and up to 50 TN748s in a system. To alarm the first occurrence of a TTR being taken out of service, set this field to 4 times the number of TN748s. If this number is set to more than three less than the total number of TTRs, a port network with only one TN748 could lose all of its TTRs before this alarm is raised.
- **Minimum Threshold for CPTRs** — When the number of call progress tone receivers in service falls below this number (2 to 100), a WARNING alarm is raised against TTR-LEV. These are also known as general purpose tone detectors (GPTDs). There are 2 CPTRs on each TN748 Tone Detector circuit pack, and up to 50 TN748s in a system. To alarm the first occurrence of a CPTR being taken out of service, set this field to 2 times the number of TN748s. If this number is set to more than one less than the total number of TTRs, a port network with only one TN748 could lose all of its CPTRs before this alarm is raised.

- **Minimum Threshold for Call Classifier Ports** — When the number of call classifier ports (CLSFY-PTs) in service falls below this number, a WARNING alarm is raised against TTR-LEV. Valid entries are 1 to 200. There are 8 ports on each TN744 Call Classifier circuit pack, and up to 25 TN744s in a system. To alarm the first occurrence of a CLSFY-PT being taken out of service, set this field to 8 times the number of TN744s. If this number is set to more than 7 less than the total number of CLSFY-PTs in the system, a port network with only one TN744 could lose all of its CLSFY-PTS before the alarm is raised. If there are no TN744s in the system, leave this field blank.
- **Test Type 100, Test Type 102, Test Type 105** — An extension assigned to receive tie-trunk calls from other switches with test line origination capability. The system responds by sending a sequence of test tones.
  - Test Type 100 tests far end to near end loss and C-message.
  - Test Type 102 tests far end to near end loss.
  - Test Type 105 tests 2-way loss, gain slope, and C-message and C-notch noise.
- **ISDN-PRI Test Call Extension** — The extension used by a far-end ISDN node to place a call to the system to test the ISDN-PRI trunks between the far-end and the system.
- **ISDN-BRI Service SPID** — This field shows whether or not the link is associated with the Service SPID. If the link is associated with the Service SPID, the field contains a number from 0 to 99999. This number is the test SPID - otherwise, this field is blank. Service SPID is a feature used by the system technician to check building wiring between the switch and the BRI endpoint.
- **DSO Loop-Around Test Call Extension** — The extension used by the network service provider to set up a DSO loop around connection for testing non ISDN DS1 trunks

The DSO Loop-Around Test Call feature is used primarily for testing DSO channels associated with non ISDN-PRI trunks. The loop-around is activated by dialing the test extension number. Multiple DSO Loop-Around connections can be set up by placing multiple calls to the loop-around extension.

For more information see the information about Facility Test Calls in the maintenance manual for your system.

- **Loss Plan** — Use only when extra loss is required to maintain quality of transmission on conference calls. Leave this field blank if no extra loss is required. If extra loss is required, enter digits as shown below.

| No. Of Parties To Be Conferenced | Enter Digit |
|----------------------------------|-------------|
| 3                                | 2           |
| 4                                | 3           |
| 5                                | 4           |
| 6                                | 5           |
| 7                                | 6           |

- **SPE Optional Boards** — These fields indicate whether a Disk circuit pack is present in the system, and which Packet Interface slots are administered. If a Packet Interface circuit pack is physically present, the corresponding Packet Interface field is set to **y** when the system boots, and no change to that field is allowed. If the system is equipped with duplicated SPEs, a Packet Interface field is set to **y** when either SPE carrier contains a Packet Interface circuit pack in the corresponding position. If a Packet Interface circuit pack is not present, then the value for the Packet Interface field is read from translation data stored on disk or tape. If the field is set to **n**, a Packet Interface circuit pack may be administered by changing the corresponding Packet Interface field to **y**.



## Security-Related System Parameters

---

This form supports the Security Violation Notification feature.

### Administration Commands

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You can use the change and display commands to administer the Security-Related System Parameters form. The syntax for executing these commands is provided below.

| Action  | Object                        | Qualifier <sup>1</sup>  |
|---------|-------------------------------|-------------------------|
| change  | system parameters<br>security | —                       |
| display | system parameters<br>security | ['print; or 'schedule'] |

- 
1. Brackets [ ] indicate the qualifier is optional.

### Form Instructions

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Make assignments as required for the desired fields on the form:

#### Page 1 of the Form

SECURITY-RELATED SYSTEM PARAMETERS

Page 1 of 2

SECURITY VIOLATION NOTIFICATION PARAMETERS

SVN Login Violation Notification Enabled? y  
Originating Extension: \_\_\_\_\_ Referral Destination: \_\_\_\_\_  
Login Threshold: 5\_ Time Interval: 0:03  
Announcement Extension: \_\_\_\_\_

SVN Remote Access Violation Notification Enabled? y  
Originating Extension: \_\_\_\_\_ Referral Destination: \_\_\_\_\_  
Barrier Code Threshold: 10 Time Interval: 0:03  
Announcement Extension: \_\_\_\_\_

SVN Authorization Code Violation Notification Enabled? y  
Originating Extension: \_\_\_\_\_ Referral Destination: \_\_\_\_\_  
Authorization Code Threshold: 10 Time Interval: 0:03  
Announcement Extension: \_\_\_\_\_

**Screen 5-146. Security-Related System Parameters form, page 1**

**SVN Login Violation Notification Enabled** — Set this field to **y** if you want SVN login violation notification. The default is “n.” If the value of this field is “y,” the following fields appear:

- **Originating Extension** — This field requires the entry of an unassigned extension that is local to the switch and conforms to the dial plan for the purpose of originating and identifying SVN referral calls for login security violations. The originating extension initiates the referral call in the event of a login security violation. It also sends the appropriate alerting message or display to the referral destination.
- **Referral Destination** — This field requires an entry of an extension, assigned to a station, attendant console, or vector directory number (VDN) that receives the referral call when a security violation occurs. If a VDN is assigned, the Call Vectoring Time-of-Day routing capability may be used to route the referral call to different destinations based on the time of day or the day of the week. The referral destination must be equipped with a display module unless the Announcement Extension is assigned. Administration of the Announcement Extension is also required if the referral destination is a VDN.
- **Login Threshold** — This field requires an entry of the minimum number of login attempts that are permitted before a referral call is made. The value assigned to this field, in conjunction with the Time Interval field, determines whether a security violation has occurred. The system default is 5.
- **Time Interval** — This field requires the entry of the time interval in which a login security violation must occur. The range for the time interval is one minute to eight hours (0:01 to 7:59), and is entered in the form “x:xx.” For example, if you want the time interval to be one minute, you enter 0:01. If you want the time interval to be seven and one-half hours, you enter 7:30. The system default is 0:03.
- **Announcement Extension** — This field requires an entry of a previously administered extension that is assigned to an SVN login violation announcement. The default is blank.

**SVN Remote Access Violation Notification** — Set this field to **y** to activate SVN remote access violation notification. The default is “n.” If the value of this field is “y,” the following fields appear:

- **Originating Extension** — This field requires the entry of an unassigned extension that is local to the switch and conforms to the dial plan for the purpose of originating and identifying SVN referral calls for remote access barrier code violations. The originating extension initiates the referral call in the event of a Remote Access security violation. It also sends the appropriate alerting message or display to the referral destination.
- **Referral Destination** — This field requires an entry of an extension, assigned to a station, attendant console, or vector directory number (VDN) that receives the referral call when a security violation occurs. If a VDN is assigned, the Call Vectoring Time-of-Day routing capability may be used to route the referral call to different destinations based on the time of day

or the day of the week. The referral destination must be equipped with a display module unless the Announcement Extension is assigned. Administration of the Announcement Extension is also required if the referral destination is a VDN.

- **Barrier Code Threshold** — This field requires an entry of the minimum number of remote access barrier code attempts that are permitted before a referral call is made. The value assigned to this field, in conjunction with the Time Interval field, determine whether a security violation has occurred. The system default for Barrier code threshold is 10.
- **Time Interval** — This field requires the entry of the time interval in which the remote access barrier code attempts must occur. The range for the time interval is one minute to eight hours (0:01 to 7:59), and is entered in the form "x:xx." For example, if you want the time interval to be one minute, you enter "0:01." If you want the time interval to be seven and one-half hours, you enter "7:30." The system default is 0:03.
- **Announcement Extension** — This field requires an entry of a previously administered extension that is assigned to an SVN remote access barrier code violation announcement. The default is blank.

**SVN Authorization Code Violation Notification Enabled** — Enter **y** in this field to activate SVN authorization code violation notification. Default is "n." If the value of this field is "y," the following fields appear:

- **Originating Extension** — This field requires the entry of an unassigned extension that is local to the switch and conforms to the dial plan for the purpose of originating and identifying SVN referral calls for authorization code security violations. The originating extension initiates the referral call in the event of a authorization code security violation. It also sends the appropriate alerting message or display to the referral destination.
- **Referral Destination** — This field requires an entry of an extension, assigned to a station, attendant console, or vector directory number (VDN) that receives the referral call when a security violation occurs. If a VDN is assigned, the Call Vectoring Time-of-Day routing capability may be used to route the referral call to different destinations based on the time of day or the day of the week. The referral destination must be equipped with a display module unless the Announcement Extension is assigned. Administration of the Announcement Extension is also required if the referral destination is a VDN.
- **Authorization Code Threshold** — This field requires an entry of the minimum number of invalid authorization code security violations attempts that are permitted before a referral call is made. The value assigned to this field in conjunction with the Time Interval field, determines whether a security violation has occurred. The system default for authorization code security violations threshold is 10.
- **Time Interval** — This field requires the entry of the time interval in which the authorization code security violations must occur. The range for the time interval is one minute to eight hours (0:01 to 7:59), and is entered in

the form "x:xx." For example, if you want the time interval to be one minute, you enter "0:01." If you want the time interval to be seven and one-half hours, you enter "7:30." The system default is 0:03.

- **Announcement Extension** — This field requires an entry of a previously administered extension that is assigned to an SVN authorization code violation announcement. The default is blank.

### Page 2 of the Form

Page 2 of 2

SECURITY-RELATED SYSTEM PARAMETERS

SECURITY VIOLATION NOTIFICATION PARAMETERS

SVN Station Security Code Violation Notification Enabled? y

Originating Extension: \_\_\_\_\_ Referral Destination: \_\_\_\_\_

Station Security Code Threshold: 10 Time Interval: 0:03

Announcement Extension: \_\_\_\_\_

STATION SECURITY CODE VERIFICATION PARAMETERS

Minimum Station Security Code Length: 4

**Screen 5-147. Security-Related System Parameters form, page 2**

**SVN Station Security Code Violation Notification Enabled** — Set this field to **y** to activate security violation notification for station security codes. The default is "n." If the value of this field is "y," the following fields appear:

- **Originating Extension** — This field requires the entry of an unassigned extension that is local to the switch and conforms to the dial plan for the purpose of originating and identifying SVN referral calls for station security code violations. The originating extension initiates the referral call in the event of a station security code violation. It also sends the appropriate alerting message or display to the referral destination. The originating extension cannot be used for any other purpose.
- **Referral Destination** — This field requires an extension, assigned to a station, attendant console, or vector directory number (VDN), that receives the referral call when a station security code violation occurs. If a VDN is assigned, the Call Vectoring Time-of-Day routing capability may be used to route the referral call to different destinations based on the time of day or the day of the week. The referral destination must be equipped with a display module unless the Announcement Extension is assigned. Administration of the Announcement Extension is also required if the referral destination is a VDN.

- **Station Security Code Threshold** — This field requires an entry of the minimum number of invalid station security code attempts that are permitted before a referral call is made. The value assigned to this field, in conjunction with the Time Interval field, determines whether a security violation has occurred. You can enter a value of 1 to 255; the system default is 10.
- **Time Interval** — Enter the time interval in which a predetermined number (See Station Security Code Threshold, above) of SCC security violations must occur before an SCC security violation notification is sent. The range for the time interval is one minute to eight hours (0:00 to 7:59), and is entered in the form "x:yy," with x representing hours and y representing minutes. For example, if you want the time interval to be one minute, you enter 0:01. If you want the time interval to be seven and one-half hours, you enter 7:30. The system default is 0:03.
- **Announcement Extension** — This field requires an entry of a previously administered extension that is assigned to an SVN station security code violation announcement. The default is blank.

**Minimum Station Security Code Length** — Enter a value of 3 to 8. This determines the minimum required length of the Station Security Code that will be entered on the Station form. The default is 4.

## System Parameters OCM Call Classification

---

This form is used to enter the tone characteristics for your country for Outbound Call Management (OCM) applications. It is not required for United States OCM applications. If you cannot access this form, contact your Lucent Technologies representative.

### Page 1 of the Form

SYSTEM PARAMETERS OCM CALL CLASSIFICATION

Page 1 of 2

TONE DETECTION PARAMETERS  
USA Default Algorithm? \_\_\_\_  
USA SIT Algorithm? \_\_\_\_

**Screen 5-148. Security-Related System Parameters form, page 1**

**USA Default Algorithm?**— Enter y to use the default United States tone detection set. If you enter n, the USA SIT Algorithm? field appears.

**USA SIT Algorithm?**— Enter y to use the United States Special Information Tones (SIT) tone characteristics for SIT tone detection.

If you enter n, the system treats tones with the administered tone name “intercept” as if they were SIT VACANT, and treats tones with the administered tone name “information” as if they were SIT UNKNOWN.

**Page 2-9 of the Form**

| SYSTEM PARAMETERS OCM CALL CLASSIFICATION |          |                 |              |                  |                  | Page 2 of 9 |
|-------------------------------------------|----------|-----------------|--------------|------------------|------------------|-------------|
| Tone Name                                 | Instance | Tone Continuous | Cadence Step | Duration Minimum | Duration Maximum |             |
| _____                                     | _____    | _____           | 1. on        | _____            | _____            |             |
|                                           |          |                 | 2. off       | _____            | _____            |             |
|                                           |          |                 | 3. on        | _____            | _____            |             |
|                                           |          |                 | 4. off       | _____            | _____            |             |
|                                           |          |                 | 5. on        | _____            | _____            |             |
|                                           |          |                 | 6. off       | _____            | _____            |             |
|                                           |          |                 | 7. on        | _____            | _____            |             |
|                                           |          |                 | 8. off       | _____            | _____            |             |

**Screen 5-149. System Parameters OCM Call Classification form, pages 2-9**

**Tone Name** — Enter the name of the tone that you are adding or modifying. Possible values are: busy, information, intercept, reorder, and ringback. This field is required for international tone definition.

**Instance** — Enter the instance number of the tone. The instance number distinguishes tones that have the same use but more than one definition of silence and tone-on characteristics. If the system identifies a tone that matches the characteristics defined on more than one page of this form the system applies the tone definition from the earlier page.

**Tone Continuous** — Enter y to indicate a continuous tone or n to indicate a non-continuous tones. If you enter a y to indicate a continuous tone, you will not be able to enter data in the duration fields.

**Cadence Step** — The display-only field identifies the number of each tone cadence step, and indicates whether the tone is on or off during this cadence step.

**Duration Minimum** — Specify the lower limit in milliseconds of the tone duration. Enter a value between 75 and 6375 milliseconds in increments of 25.

**Duration Maximum** — Specify the upper limit in milliseconds of the tone duration. Enter a value between 75 and 6375 milliseconds in increments of 25.

## **Telecommuting Access**

---

This form allows the System Administrator to administer the extension which allows remote users to use the Telecommuting Access feature.

### **Administration Commands**

---

The table below provides the commands and command syntax for administering the Telecommuting Access form.

| <b>Action</b> | <b>Object</b>        | <b>Qualifier<sup>1</sup></b> |
|---------------|----------------------|------------------------------|
| add           | telecommuting-access |                              |
| change        | telecommuting-access |                              |
| display       | telecommuting-access | x[print or schedule]         |
| remove        | telecommuting-access |                              |

- 
1. Brackets [ ] indicate the qualifier is optional.

The List Extension-Type command will show you the extension assigned to the Telecommuting Access feature.

### **Form Instructions**

---

Make assignments as required for the following fields on the form:

#### **Page 1 of the Telecommuting Access Form**

**Telecommuting Access Extension** - The default for this field is blank. That means that no extension is assigned and that no one can use the Telecommuting Access feature. To allow remote access to the Telecommuting Access feature only, enter an extension that conforms to your system's dial plan and which is not assigned to any other system object. If you need to restrict feature use, enter blanks.



**Telecommuting Access Form**

---

TELECOMMUTING ACCESS

Telecommuting Access Extension: \_\_\_\_

**Screen 5-150. Default Telecommuting Access Form, Page 1**

## Tenant Partitioning

---

This form is used to define tenants to the system. Page one of this form requires that you provide tenant group information and allows you to provide TAAS alert and night destination information. Page 2 of this form lets you establish calling permission from this tenant to all other tenants; this tenant can also call itself.

### Administration Commands

---

You can use the change and display commands to administer the Tenant Partitioning form. The syntax for executing these commands is provided below:

| Action  | Object | Qualifier <sup>1</sup> |
|---------|--------|------------------------|
| change  | tenant | x                      |
| display | tenant | x[print or schedule]   |

- 
1. Brackets [ ] indicate the qualifier is optional.

### Form Instructions

---

Make assignments as required for the following fields on each page of the form:

#### Page 1 of the Tenant Partitioning Form

**Tenant** - This is a display only field. It contains the tenant number that you entered on the command line.

**Tenant Description** - You can provide a description of up to 40 characters of alpha-numeric information. You may leave the description field blank, but future administration will be easier if you provide descriptive information.

**Attendant Group** - You must enter this information which relates a tenant to an attendant group. Refer to Appendix C, "System Capacity Limits", for your system's range of allowable attendant group numbers. The default is 1.

 **NOTE:**

The default for the system is that all attendant groups exist. However, the attendant group will be empty if no consoles are assigned to it.

**Ext Alert Port (TAAS)** - Enter TAAS alert port information, if any. Enter the port number or X. The circuit pack must be installed and defined to the system before you can refer to it here. The port type and the object type must be consistent,

and the port can be assigned to only one tenant. The port information for this 7 character field is constructed as follows:

| Characters | Meaning        | Value         |
|------------|----------------|---------------|
| 1-2        | Cabinet Number | 01 through 03 |
| 3          | Carrier        | A through E   |
| 4-5        | Slot Number    | 00 through 20 |
| 6-7        | Circuit Number | 01 through 31 |

**Ext Alert (TAAS) Extension** - This field will appear only if you have entered an X in the Ext Alert Port (TAAS) field. You must enter a valid, numeric extension number that has not been previously assigned. If you have specified an X in the Ext Alert Port (TAAS) field, you **must** enter extension information in this field.

**Night Destination** - Enter the night service station extension, if you want night service for this tenant. Enter a valid, numeric station extension number. The extension number must have already been defined to the system.

**Music Source** - Enter the music/tone source for the partition. The default is 1.

## Page 2 of the Tenant Partitioning Form

**Tenant** - This is a display only field. It contains the tenant number that you entered on the command line.

Enter a "y" to establish calling permission between the tenant number that you entered on the command line and any other tenant. Enter "n" to turn off calling permission. System default allows each tenant to call only itself and Tenant 1; the default for all other tenants is "n".

## Tenant Partitioning Screens

Tenant 18

Tenant Description: \_\_\_\_\_

Attendant Group: 1

Ext Alert Port (TAAS): \_\_\_\_\_ Ext Alert (TAAS) Extension: \_\_\_\_\*

Night Destination: \_\_\_\_\_

Music Source: 1

**Screen 5-151. Default Tenant partition Form (Tenant 18), Page 1**

## Implementation Note

The Ext Alert (TAAS) Extension field appears only when the Ext Alert Port (TAAS) field is set to "x"

Tenant 18

CALLING PERMISSION (Enter "y" to grant permission to call specified Tenant)

|       |       |       |       |       |       |       |       |       |        |
|-------|-------|-------|-------|-------|-------|-------|-------|-------|--------|
| 1? y  | 11? n | 21? n | 31? n | 41? n | 51? n | 61? n | 71? n | 81? n | 91? n  |
| 2? n  | 12? n | 22? n | 32? n | 42? n | 52? n | 62? n | 72? n | 82? n | 92? n  |
| 3? n  | 13? n | 23? n | 33? n | 43? n | 53? n | 63? n | 73? n | 83? n | 93? n  |
| 4? n  | 14? n | 24? n | 34? n | 44? n | 54? n | 64? n | 74? n | 84? n | 94? n  |
| 5? n  | 15? n | 25? n | 35? n | 45? n | 55? n | 65? n | 75? n | 85? n | 95? n  |
| 6? n  | 16? n | 26? n | 36? n | 46? n | 56? n | 66? n | 76? n | 86? n | 96? n  |
| 7? n  | 17? n | 27? n | 37? n | 47? n | 57? n | 67? n | 77? n | 87? n | 97? n  |
| 8? n  | 18? y | 28? n | 38? n | 48? n | 58? n | 68? n | 78? n | 88? n | 98? n  |
| 9? n  | 19? n | 29? n | 39? n | 49? n | 59? n | 69? n | 79? n | 89? n | 99? n  |
| 10? n | 20? n | 30? n | 40? n | 50? n | 60? n | 70? n | 80? n | 90? n | 100? n |

**Screen 5-152. Default Tenant Partition Form  
(Tenant 18 - R5r), Page 2**

Tenant 18

CALLING PERMISSION (Enter "y" to grant permission to call specified Tenant)

|       |       |
|-------|-------|
| 1? y  | 11? n |
| 2? n  | 12? n |
| 3? n  | 13? n |
| 4? n  | 14? n |
| 5? n  | 15? n |
| 6? n  | 16? n |
| 7? n  | 17? n |
| 8? n  | 18? y |
| 9? n  | 19? n |
| 10? n | 20? n |

**Screen 5-153. Default Tenant Partition Form  
(Tenant 18 - R5si/vs), Page 2**

## Terminal Parameters

---

This form is used to administer system-level parameters and audio levels for the 603 CALLMASTER voice terminals and the 8403, 8405B, 8405B+, 8405D, 8405D+, 8410B, 8410D, 8411B, 8411D, and 8434D terminals.

**NOTE:**

Only authorized Lucent Technologies personnel can administer this form.

## Administration Commands

---

You can use the following administration commands to access the Terminal Parameters form. Use the **603** command for the 603 CALLMASTER voice terminal and the 302B1 Attendant Console. Use the **8400** command for the 8400-series voice terminals. Refer to Chapter 2, "Administration Commands", for a complete listing of all administration commands, the command structure, and how to use abbreviated command words when entering a command.

| Action  | Object                        | Qualifier <sup>1</sup> |
|---------|-------------------------------|------------------------|
| change  | terminal-parameters 603/302B1 |                        |
| display | terminal-parameters 603/302B1 | [print' or 'schedule'] |
| change  | terminal-parameters 8400      |                        |
| display | terminal-parameters 8400      | [print' or 'schedule'] |

- 
1. Brackets [ ] indicate the qualifier is optional. Single quotes ( ' ' ) indicate the text inside the quote must be entered exactly as shown or an abbreviated form of the word can be entered.

Making a change to this form affects all 603 voice terminals and 302B1 Attendant Consoles or all 8400-series voice terminals, depending on whether you are administering the 603 or the 8400-series voice terminals.

A terminal that has not been programmed with the correct parameters may experience incorrect volume levels while a user is on a call or incorrect touchtone levels while the user is placing a call. If you suspect the parameters are incorrect, use the **busyout station/release station** commands to force the currently administered parameters to be sent to the terminal. Use the **status station** command to verify that the download status field indicates the parameters were successfully downloaded.

The switch checks all the 603 and 8400-series terminals each day (during scheduled maintenance) to ensure they are operating with the currently-administered transmission parameters. If the switch detects an incorrectly-programmed terminal, it automatically attempts to send the correct parameters to the terminal.

**⇒ NOTE:**

Terminals that are off-hook cannot be programmed, and therefore, cannot be corrected until they are on-hook the next time the switch attempts to correct the parameters.

**Form Instructions**

---

Make assignments as required for the following fields on the form:

- **Default Parameter Set** — Determines which default set of terminal options and levels will be used. Currently, five default parameter sets (for the USA, Australia, Italy, Netherlands, and the UK) have been defined. All other country codes will automatically map to one of these sets. Enter the correct country code (1 to 19) for your country.

Country codes are shown below:

| Country Code | Country Name             |
|--------------|--------------------------|
| Body         |                          |
| 1            | United States, Canada    |
| 2            | Australia                |
| 3            | Japan                    |
| 4            | Italy                    |
| 5            | Netherlands              |
| 6            | Singapore                |
| 7            | Mexico                   |
| 8            | Belgium, Luxembourg      |
| 9            | Saudi Arabia             |
| 10           | United Kingdom           |
| 11           | Spain                    |
| 12           | France                   |
| 13           | Germany, South Africa    |
| 14           | Czech Republic, Slovakia |
| 15           | Russia (CIS)             |
| 16           | Argentina                |
| 17           | Greece                   |
| 18           | China                    |

*Continued on next page*

| Country Code | Country Name              |
|--------------|---------------------------|
| 19           | Hong Kong                 |
| 20           | Thailand                  |
| 21           | Macedonia                 |
| 22           | Poland                    |
| 23           | Brazil                    |
| etsi         | Europe, New Zealand, etc. |

- **Customize Parameters** — Indicates whether the administrator wishes to change one or more of the default parameters. If this field is set to "n" (no), the system uses all default parameters associated with the Default Parameter Set. If this field is set to "y" (yes), the OPTION and LEVEL fields appear.
- **Display Mode** — Determines how the "#" and "~" characters appear on the 603 terminal's display. If this field is set to "1," the "#" and "~" do not change. If this field is set to "2," the 603 terminal displays a "#" as a British pound sterling symbol and a "~" as a straight overbar. This field only appears if the Customize Parameters field is set to "y."  
**DLI Voltage Level** — Determines whether DCP Line Voltage used by the terminals is forced high, forced low, or allowed to automatically adjust. This field only appears if the Customize Parameters field is set to "y."
- **Handset Expander Enabled** — Determines whether the terminal will reduce noise on the handset. If the field is set to "y," the terminal reduces background noise. This field appears only if the Customize Parameters field is set to "y."

## PRIMARY LEVELS

The following fields only appear if the Customize Parameters field is set to "y." In each case, if the field is blank, the system uses the default setting from the Default Parameter Set. Also, these fields all require the same input; valid input is shown in the next page.

- **Voice Transmit (dB)** — Determines the volume of voice outbound from the terminal.
- **Voice Receive (dB)** — Determines the volume of voice inbound to the terminal.
- **Voice Sidetone (dB)** — Determines the volume of voice fed back from the handset voice microphone to the user's ear.
- **Touch Tone Sidetone (dB)** — Determines the touchtone volume fed back from the terminal when a users presses a button.



- **Touch Tone Transmit (dB)** — Determines the touchtone volume fed outbound from the terminal.

| Level | Level | Level |
|-------|-------|-------|
| -44.0 | -24.5 | -5.0  |
| -43.5 | -24.0 | -4.5  |
| -43.0 | -23.5 | -4.0  |
| -42.5 | -23.0 | -3.5  |
| -42.0 | -22.5 | -3.0  |
| -41.5 | -22.0 | -2.5  |
| -41.0 | -21.5 | -2.0  |
| -40.5 | -21.0 | -1.5  |
| -40.0 | -20.5 | -1.0  |
| -39.5 | -20.0 | -0.5  |
| -39.0 | -19.5 | 0.0   |
| -38.5 | -19.0 | +0.5  |
| -38.0 | -18.5 | +1.0  |
| -37.5 | -18.0 | +1.5  |
| -37.0 | -17.5 | +2.0  |
| -36.5 | -17.0 | +2.5  |
| -36.0 | -16.5 | +3.0  |
| -35.5 | -16.0 | +3.5  |
| -35.0 | -15.5 | +4.0  |
| -34.5 | -15.0 | +4.5  |
| -34.0 | -14.5 | +5.0  |
| -33.5 | -14.0 | +5.5  |
| -33.0 | -13.5 | +6.0  |
| -32.5 | -13.0 | +6.5  |
| -32.0 | -12.5 | +7.0  |
| -31.5 | -12.0 | +7.5  |
| -31.0 | -11.5 | +8.0  |
| -30.5 | -11.0 | +8.5  |
| -30.0 | -10.5 | +9.0  |

*Continued on next page*

| Level | Level | Level |
|-------|-------|-------|
| -29.5 | -10.0 | +9.5  |
| -29.0 | -9.5  | +10.0 |
| -28.5 | -9.0  | +10.5 |
| -28.0 | -8.5  | +11.0 |
| -27.5 | -8.0  | +11.5 |
| -27.0 | -7.5  | +12.0 |
| -26.5 | -7.0  | +12.5 |
| -26.0 | -6.5  | +13.0 |
| -25.5 | -6.0  | +14.0 |
| -25.0 | -5.5  |       |

**⇒ NOTE:**

You cannot administer all five of the Primary Level fields to +14.0 dB. If you attempt to submit the Terminal Parameters form with all Primary Levels set to +14.0 dB, you receive an error message.

**ADJUNCT LEVELS**

The following fields appear only if you are administering 8400-series terminals and if the Customize Parameters field is set to "y." In each case, if the field is blank, the system uses the default setting from the Default Parameter Set. Also, these fields all require the same input; valid input is shown in the previous table.

Voice Transmit (dB) — Determines the volume of voice outbound from the adjunct.

Voice Receive (dB) — Determines the volume of voice inbound to the adjunct.

Voice Sidetone (dB) — Determines the volume of voice fed back from the handset voice microphone to the user's ear.

Touch Tone Sidetone (dB) — Determines the touchtone volume fed back from the terminal when a users presses a button.

8400-TYPE TERMINAL PARAMETERS

Default Parameter Set: \_      Customize Parameters? \_

OPTIONS\*

Display Mode: \_\*      DLI Voltage Level: \_\_\_\_\_\*

Handset Expander Enabled? \_\*

PRIMARY LEVELS\*

Voice Transmit (dB): \_\_\_\_\_\*      Voice Sidetone (dB): \_\_\_\_\_\*

Voice Receive (dB): \_\_\_\_\_\*      Touch Tone Sidetone (dB): \_\_\_\_\_\*

Touch Tone Transmit (dB): \_\_\_\_\_\*

ADJUNCT LEVELS\*+

Voice Transmit (dB): \_\_\_\_\_\*      Voice Receive (dB): \_\_\_\_\_\*

Voice Sidetone (dB): \_\_\_\_\_\*      Touch Tone Sidetone (dB): \_\_\_\_\_\*

**Screen 5-154. 8400-Series Terminal Parameters Form**

\* This field appears only if Customize Parameters is "y."

603/302B1 TERMINAL PARAMETERS

Default Parameter Set: \_      Customize Parameters? \_

OPTIONS\*

Display Mode: \_\*      DLI Voltage Level: \_\_\_\_\_\*

PRIMARY LEVELS\*

Voice Transmit (dB): \_\_\_\_\_\*      Voice Sidetone (dB): \_\_\_\_\_\*

Voice Receive (dB): \_\_\_\_\_\*      Touch Tone Sidetone (dB): \_\_\_\_\_\*

Touch Tone Transmit (dB): \_\_\_\_\_\*

**Screen 5-155. 603/302B1 Terminal Parameters Form**

\* This field appears only if Customize Parameters is "y."

## **Terminating Extension Group**

---

This form is used to define Terminating Extension Groups (TEGs). Any voice terminal can be assigned as a TEG member; however, only a multi-appearance voice terminal can be assigned a TEG button with associated status lamp. The TEG button allows the terminal user to select a TEG call appearance for answering or for bridging onto an existing call.

The TEG members are assigned on an extension number basis. Call reception restrictions applicable to the group are specified by the group class of restriction (COR). The group COR takes precedence over an individual member's COR. The members could all be termination restricted but still receive calls if the group is not restricted.

The system allows for as many as 32 TEGs with up to four members each. An extension number can be assigned to more than one TEG but can have only one appearance of each group.

### **Administration Commands**

---

Use the following administration commands to administer the Terminating Extension Group form. In some cases, just the most commonly used commands are shown. Refer to Chapter 2, "Administration Commands", for a complete listing of all administration commands, the command structure, and the use of abbreviated command words when entering a command.

| <b>Action</b> | <b>Object</b>  | <b>Qualifier<sup>1</sup></b>                                                                           |
|---------------|----------------|--------------------------------------------------------------------------------------------------------|
| add           | term-ext-group | 1-32 (or 'next')                                                                                       |
| change        | term-ext-group | 1-32                                                                                                   |
| display       | term-ext-group | 1-32 ['print' or 'schedule']                                                                           |
| list          | term-ext-group | [1-32]['number' x]['to-number' x]['name' x]['ext' x]<br>['to-ext' x]['count' n]['print' or 'schedule'] |
| remove        | term-ext-group | 1-32                                                                                                   |

- 
1. Brackets [ ] indicate the qualifier is optional. Single quotes ( ' ' ) indicate the text inside the quote must be entered exactly as shown or an abbreviated form of the word can be entered.

### **Form Instructions**

---

Make assignments as required for the following fields on the form:

- **Group Number** — Enter a group number from 1 through 32 when completing a paper form. This is a display-only field when the form is accessed using an administration command such as *add* or *change*.
- **Group Extension** — Enter an unused extension number (may not be a VDN extension) consisting of two to five digits (do not leave blank).
- **Group Name** — Enter up to 27 characters to identify the group.
- **Coverage Path** — Enter a number for the call coverage path for this group. (A TEG cannot serve as a coverage point; however, calls to a TEG can redirect to coverage).
- **Security Code** — Enter a 4-digit security code or leave blank. This code is used for the Demand Print feature.
- **COR** — Enter the desired class of restriction (COR) number (0 through 95) that reflects the desired restrictions. Default is "1".
- **TN** — Enter the Tenant Partition number. Default is "1".
- **ISDN Caller Display** — Enter "grp-name" or "mbr-name" to specify whether the TEG group name or member name (member of TEG where call terminated) will be sent to the originating user. This field is required if the ISDN-PRI option is enabled on the System-Parameters Customer-Options form. If ISDN-PRI is not enabled, leave blank.
- **LWC Reception** — Defines the source for Leave Word Calling (LWC) messages. Enter "audix", "msa-spe," or "none".
- **AUDIX Name** — Only displayed for a R5r configuration. Name of the AUDIX machine as it appears in the Adjunct Names form.
- **Messaging Server Name** — Only displayed for a R5r configuration. Name of the server as it appears in the Adjunct Names form.
- **Group Member Assignments** — **Ext** — Enter the extension number (may not be a VDN extension) for the members of this group.
- **Group Member Assignments** — **Name** — Make no entry. The name is assigned to the preceding extension number when the TEG member's voice terminal is administered.

|                             |                             |                             |                             |
|-----------------------------|-----------------------------|-----------------------------|-----------------------------|
| add term-ext-group 1        |                             | Page 1 of 1                 |                             |
| TERMINATING EXTENSION GROUP |                             |                             |                             |
| Group Number: 1             |                             | Group Extension:            |                             |
| Group Name: 27 character    |                             | TEGroup name Coverage Path: |                             |
| Security Code:              |                             | COR: 1                      |                             |
|                             |                             | TN: 1                       |                             |
| ISDN Caller Disp:           |                             | LWC Reception: none         |                             |
| AUDIX Name:                 |                             | Messaging Server Name:      |                             |
| GROUP MEMBER ASSIGNMENTS    |                             |                             |                             |
| Ext                         | Name                        | Ext                         | Name                        |
| 1: 51001                    | 27 character name sta 51001 | 3:                          |                             |
| 2:                          |                             | 4: 51002                    | 27 character name sta 51002 |

**Screen 5-156. Terminating Extension Group Form (Page 1 of 1)**

### **Implementation Note**

---

The AUDIX Name and Messaging Server Name fields are only displayed on R5r configurations.

## **Time of Day Coverage Table**

---

This form allows a user to specify the coverage path to be in effect for a five time and day of the week. The user can specify up to five different lead coverage paths, associated with five different time ranges, for each day of the week. Only one lead coverage path can be in effect at any one time.

### **Administration Commands**

---

Use the following administration commands to administer the Time of Day Call Coverage Table.

| <b>Action</b> | <b>Object</b>        | <b>Qualifier</b> |
|---------------|----------------------|------------------|
| add           | coverage time-of-day | 1 to 999         |
| change        | coverage time-of-day | 1 to 999         |
| display       | coverage time-of-day | 1 to 999         |
| remove        | coverage time-of-day | 1 to 999         |

### **Form Instructions**

---

Make assignments as required for the following fields on the form:

- **Act Time** — Specify the activation time of the lead coverage path administered in the next CVG PATH field. Enter the information in 24-hour time format; valid entries are 00:01 to 23:59 or blank. If there are time gaps in the table, there will be no coverage path in effect during those periods. The first activation time for a day is set to 00:00 and cannot be changed. Activation times for a day must be in ascending order from left to right.
- **CVG Path** — Enter the coverage path number. Valid entries are 1 through 9999 for the R5r and 1 through 999 for the R5vs/si.

|     | TIME OF DAY COVERAGE TABLE ____ |             |             |             |             |             |             |             |             |             |
|-----|---------------------------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|
|     | Act<br>Time                     | CVG<br>PATH | Act<br>Time | CVG<br>PATH | Act<br>Time | CVG<br>PATH | Act<br>Time | CVG<br>PATH | Act<br>Time | CVG<br>PATH |
| Sun | 00:00                           | _____       | __:__       | _____       | __:__       | _____       | __:__       | _____       | __:__       | _____       |
| Mon | 00:00                           | _____       | __:__       | _____       | __:__       | _____       | __:__       | _____       | __:__       | _____       |
| Tue | 00:00                           | _____       | __:__       | _____       | __:__       | _____       | __:__       | _____       | __:__       | _____       |
| Wed | 00:00                           | _____       | __:__       | _____       | __:__       | _____       | __:__       | _____       | __:__       | _____       |
| Thu | 00:00                           | _____       | __:__       | _____       | __:__       | _____       | __:__       | _____       | __:__       | _____       |
| Fri | 00:00                           | _____       | __:__       | _____       | __:__       | _____       | __:__       | _____       | __:__       | _____       |
| Sat | 00:00                           | _____       | __:__       | _____       | __:__       | _____       | __:__       | _____       | __:__       | _____       |

**Screen 5-157. Time of Day Coverage Table (Page 1 of 1)**



## Vector Directory Number

---

This form is used to define vector directory numbers (VDNs) for the Call Vectoring feature. A VDN is an extension number used to access a call vector. Each VDN is mapped to one call vector.

VDNs are software extension numbers (that is, not assigned to physical equipment). A VDN is accessed via direct dial CO trunks mapped to the VDN (incoming destination or night service extension), DID trunks, and LDN calls. The VDN may be Night Destination for LDN.

For more information, refer to "Call Vectoring" in *DEFINITY Enterprise Communications Server Release 5 Feature Description* or *DEFINITY Enterprise Communications Server Release 5 Call Vectoring /EAS Guide*.

### Administration Commands

---

Use the following administration commands to administer the Vector Directory Number form

| Action  | Object | Qualifier <sup>1</sup>                                                               |
|---------|--------|--------------------------------------------------------------------------------------|
| add     | vdn    | xxxxx (extension number of VDN to be added) or 'next'                                |
| change  | vdn    | xxxxx (extension number of VDN to be changed)                                        |
| display | vdn    | xxxxx (extension number of VDN to be displayed) ['print' or 'schedule']              |
| list    | vdn    | xxxxx (extension number of VDN to be listed) ('count' 1-MAX) ['print' or 'schedule'] |
| remove  | vdn    | xxxxx (extension number of VDN to be removed)                                        |

1. Brackets [ ] indicate the qualifier is optional. Single quotes ( ' ') indicate the text inside the quote must be entered exactly as shown or an abbreviated form of the word can be entered. MAX is the maximum number available in your system configuration. Refer to Table C-1 in Appendix C, "System Capacity Limits".

### Form Instructions

---

Make assignment as required for the following fields on the form:

- **Extension:** — Enter the extension associated with the VDN when completing a paper form. The extension is a 1- to 5-digit number that starts with a valid first digit and length as defined by the System's dial plan. This is a display-only field when using an administration command such as add or change to access the form.
- **Name:** — Enter up to a 27-character alphanumeric name that is used to identify the VDN. This is an optional field that need not contain any data.

- **Allow VDN Override?** — This entry affects the operation of an agent's display when a call is routed through several VDNs. If it is set to "n," the name of this VDN appears on the agent's display and the VDN's AUDIX mail is accessed. If any subsequent VDNs are used to process this call, their names will not appear on the terminating display and the AUDIX mail for the original VDN is accessed. If the field is set to "y," the name of the VDN appearing on the terminating display will depend on the administration and chaining of the subsequent VDNs and the AUDIX mail for the last VDN is accessed. Default is "n."

For Expert Agent Selection (EAS), if this field is "y" on the original VDN, the Skills of the new VDN will be used. If this field is "n" on the original VDN, the Skills of the original VDN will be used.

- **COR:** — Enter a 1- to 2-digit number that specifies the class of restriction (COR) to be assigned the VDN. The default value is "1." The field cannot be blank and must have an entry in the range from 0 through 95.
- **TN:** — Enter the Tenant Partition number. The default value is "1".
- **Vector Number:** — Enter a 1- to 3-digit vector number that specifies a particular call vector that is accessed through the VDN. Valid entries are in the range from 1 through the maximum number allowed in your system configuration. The field cannot be blank.
- **AUDIX Name** — Only displayed for R5r and later configurations. If this VDN is associated with the AUDIX vector, enter the name of the AUDIX machine as it appears in the Adjunct Names form.
- **Messaging Server Name** — Only displayed for R5r configurations. If this VDN is associated with MSA, enter the name of the server as it appears in the Adjunct names form.
- **Measured** — Used to collect measurement data for this VDN. Valid entries are "internal," "external," "both," or "none." Data may be collected for reporting by BCMS or CMS. Default is "none."



**NOTE:**

The BCMS feature must be enabled on the System-Parameters Customer-Options form for the Measured field to be set to "internal" or "both." In addition, the appropriate CMS release must be administered on the Feature-Related System Parameters form if the field is being changed to "external" or "both."

- **Acceptable Service Level (sec)** — Only displayed when the BCMS/MuStats Service Level option is enabled on the System-Parameters Customer-Options form and the Measured field is "internal" or "both." Enter the number of seconds within which calls to this VDN should be answered. This will allow BCMS to print out a percentage of calls that were answered within the specified time. Valid entries are 0 through 9999 seconds. Default is blank.

The following field appears only if VDN of Origin Announcements is enabled on the System-Parameters Customer-Options form.

- **VDN of Origin Annc. Extension** — Enter the extension number of the VDN of Origin announcement. Default is none.
- **1st/2nd/3rd Skill** — Only displayed when Expert Agent Selection is enabled on the System-Parameters Customer-Options form. Enter the desired Skill numbers (or leave blank) in each field.
- **Return Destination** — The VDN extension number to which an incoming trunk call will be routed if it returns to vector processing after the agent drops the call.
- **VDN Timed ACW Interval** — When a value is entered in this field, an agent in auto-in work mode who receives a call from this VDN is automatically placed into After Call Work (ACW) when the call drops. Enter the number of seconds the agent should remain in ACW following the call. When the administered time is over, the agent automatically becomes available. This field has priority over the "Timed ACW Interval" field on the Hunt Group form.

Figure 5-9 shows three typical examples of how VDNs are used. An outside call to a VDN is processed based on the various elements that are entered on the VDN form. Handling of the call is based on the commands associated with the vector. Displayed information and any VOAs are dependent on the setting of the Allow VDN Override field entry. As shown in the third example, the Allow VDN Override field set to "N" for VDN 4501 determines the name displayed on the terminating extension 7000.

Page 1 of 1

VECTOR DIRECTORY NUMBER

Extension: 50000

Name:

Allow VDN Override? n

COR: 59

TN: 1

Vector Number: 234

AUDIX Name:

Messaging Server Name:

Measured: none

Acceptable Service Level (sec):

VDN of Origin Annc. Extension: 301

1st Skill:

2nd Skill:

3rd Skill:

Return Destination:

VDN Timed ACW Interval:

**Screen 5-158. Add/Change Vector Directory Number Form**

### Implementation Notes

The BCMS Acceptable Service Level (sec) field appears only if the Measured field is set to "internal" or "both".

| VECTOR DIRECTORY NUMBERS |       |      |     |    |     |      |      |       |     |        |     |     |
|--------------------------|-------|------|-----|----|-----|------|------|-------|-----|--------|-----|-----|
| Name                     | VDN   |      |     |    | Vec |      | Orig | Event | Adj | Skills |     |     |
|                          | Ext   | Ovrd | COR | TN | Num | Meas | Annc | Notif |     | 1st    | 2nd | 3rd |
| Tech Support             | 50000 | y    | 59  | 1  | 234 | none | 301  |       |     |        |     |     |
| Customer Serv.           | 50001 | n    | 1   | 1  | 1   | none | 302  |       |     |        |     |     |
| New Orders               | 50002 | y    | 23  | 1  | 5   | none | 303  |       |     |        |     |     |
| Denver                   | 50003 | y    | 23  | 1  | 123 | int  | 304  |       |     |        |     |     |
| San Francisco            | 50004 | y    | 39  | 1  | 123 | ext  | 305  |       |     |        |     |     |
| Chicago                  | 50005 | y    | 12  | 1  | 123 | both | 306  |       |     |        |     |     |

**Screen 5-159. List Vector Directory Number**

### **Implementation Notes**

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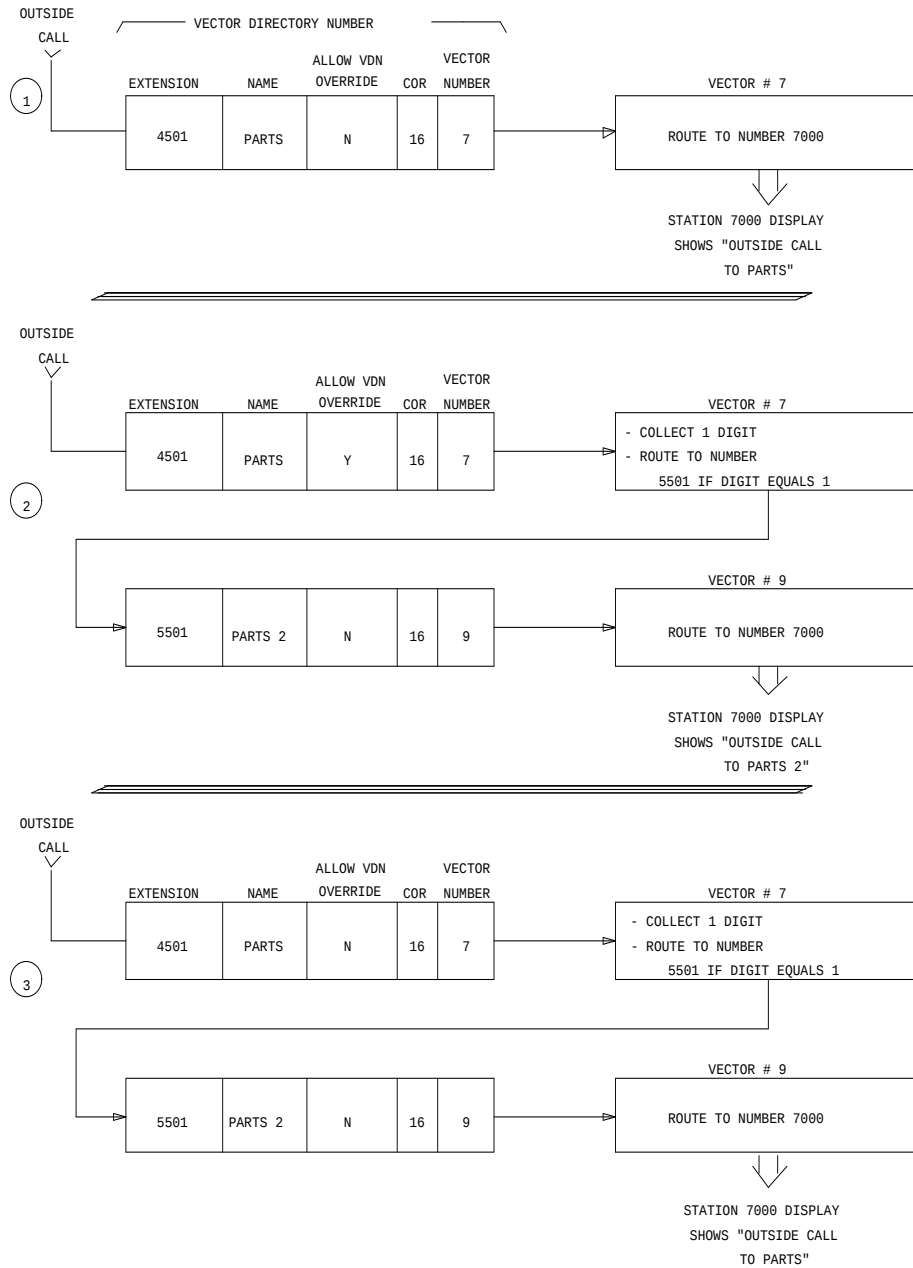
AUDIX Name and Messaging Server Name are only displayed for a R5r configuration.

The BCMS feature must have been optioned if the Measured field is set to "internal" or "both." In addition, the appropriate CMS release must be administered on the Feature-Related System Parameters form if the field is being changed to "external" or "both."

The 1st/2nd/3rd Skill fields are only displayed when Expert Agent Selection is enabled on the System-Parameters Customer-Options form.

The BCMS Acceptable Service Level (sec) field is only displayed if the BCMS Acceptable Service Level option is enabled on the System-Parameters Customer-Options form and the Measured field is "internal" or "both."

Data for the Orig Annc column appears only when VDN of Origin Announcement is enabled on the System-Parameters Customer-Options form.

**Figure 5-9. Typical VDN Call Processing Examples**

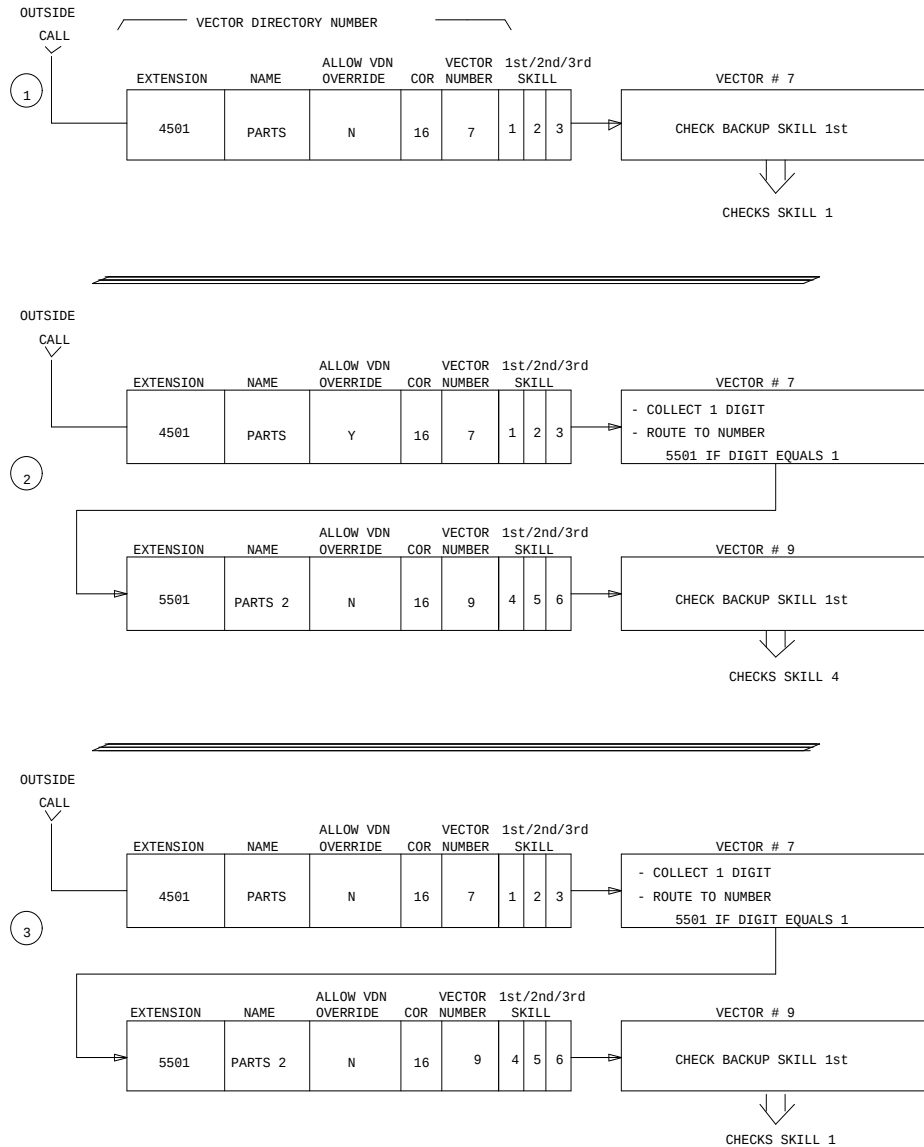


**Figure 5-10. Typical VDN Call Processing Examples for Determining Skill Numbers**

## Vector Routing Table

---

This form is used to store “ani” or “digits” that you refer to in your “goto” vector steps. It is available to you only if the Vectoring (G3V4 Enhanced) field on the System-Parameters Customer-Options form is set to yes.

For more information, refer to “Call Vectoring” in *DEFINITY Enterprise Communications Server Release 5 Feature Description* or *DEFINITY Enterprise Communications Server Release 5 Call Vectoring /EAS Guide*.

## Administration Commands

---

You can use the commands listed in the table below to administer Vector Routing Tables. In addition, you can use the “List Usage” command to see the vectors and digit fields used by a Vector Routing Table.

| Action  | Object | Qualifier <sup>1</sup>                 |
|---------|--------|----------------------------------------|
| add     | virt   | 1 through x, or next                   |
| change  | virt   | 1 through x, or next                   |
| display | virt   | 1 through x, or next                   |
| remove  | virt   | 1 through x, or next                   |
| list    | virt   | none - all Routing Tables will display |

1. Brackets [ ] indicate the qualifier is optional. Single quotes indicate the text inside the quote must be entered exactly as shown or an abbreviated form of the word can be entered. MAX is the maximum number available in your system configuration. Refer to Table C-1 in Appendix C, “System Capacity Limits”.

## Form Instructions

---

Make assignment as required for the following fields on the form:

- **Number:** — This is the table number that you entered on the command line. It is a display only field.
- **Name:** — Enter a 1 to 15-character alphanumeric table name. You may leave this field blank.
- **Sort?** — Enter “y” if you want the digit fields to be sorted. Default is “n.” If you elect not to sort the numbers, they will remain in the order that you entered them. If you elect to sort the number fields, they will be sorted as described below. Remember that leading zeros are significant. That means that 02 will sort ahead of a 2 followed by a space.
  - Any Plus signs (+) will sort first.



— Any question marks (?) will sort second.

— All numbers (0 - 9) will sort last.

- **Number (1-32):** — Enter a number. Entries in this field also can include the "+" and/or "?" wildcard. The "+" represents a group of digits. The "?" represents a single digits. The field is limited to 16 characters and these characters are restricted as follows:

— You may enter only a plus sign (+), a question mark (?), or the numbers 0 through 9. No other entries are valid.

— You may enter one plus sign (+) as either the first or last character in the number field. However, you cannot use this character as the sixteenth character of the number field.

— You may use as many question marks (?) as you wish, anywhere in the number field.

— You may not embed blanks in the number field.

— You may leave the field entirely blank. If you leave the field blank DEFINITY ECS will store the entry as a null value.

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VECTOR ROUTING TABLE

| Number: ____ | Name: _____ | Sort? n   |
|--------------|-------------|-----------|
| 1: _____     |             | 17: _____ |
| 2: _____     |             | 18: _____ |
| 3: _____     |             | 19: _____ |
| 4: _____     |             | 20: _____ |
| 5: _____     |             | 21: _____ |
| 6: _____     |             | 22: _____ |
| 7: _____     |             | 23: _____ |
| 8: _____     |             | 24: _____ |
| 9: _____     |             | 25: _____ |
| 10: _____    |             | 26: _____ |
| 11: _____    |             | 27: _____ |
| 12: _____    |             | 28: _____ |
| 13: _____    |             | 29: _____ |
| 14: _____    |             | 30: _____ |
| 15: _____    |             | 31: _____ |
| 16: _____    |             | 32: _____ |

**Screen 5-160. Vector Routing Table Form (1 of 3)**

## **Voice Terminals — General**

---

Voice terminals combine the capabilities of both a telephone and computer and have a variety of controlling and monitoring capabilities. While providing basic telephone service (placing and answering calls), voice terminals can also be used to activate or deactivate the advanced features of the system. Both single-line and multi-appearance voice terminals are supported. A single-line voice terminal can have only one incoming call appearing at the terminal at a time. Multi-appearance voice terminals can have up to ten calls appearing at the terminal at the same time. Several of the terminals have associated alphanumeric display capabilities for display of call progress and related status information.

Each voice terminal to be assigned in the system must be administered using system forms. Unique forms are provided for the terminals which are administered by their voice terminal type. Certain terminals that do not have their own forms can be administered using an existing form. Terminals not accounted for may be administered using the Enhanced Terminal Administration (ETA) feature and its associated Alias Station form. Refer to "Enhanced Terminal Administration" on page 3-315 in Chapter 3 for additional information. Refer to the voice terminal information provided later in this chapter for specific implementation instructions for each terminal type.

### **System Voice Terminals**

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Table 5-13 lists the voice terminals that you can administer. In addition, you can administer Personal Computer — 6300 and 7300 PBX Connections.

### **Voice Terminal Feature Button Descriptions**

---

Table 5-15 in this section provides descriptions of the feature buttons that can be administered on multi-appearance voice terminals. The administrable software names and recommended button label names are shown.

### **Voice Terminal Feature Button Characteristics**

---

Table 5-15 provides a listing of voice terminal feature button characteristics. The features or functions that have associated feature buttons are listed alphabetically on the table. Recommended button labels and administration names that must be entered on system forms are listed for each button type. Certain buttons are administered so that their associated status lamps can be used to provide visual status indications of a related feature or function. In some cases, the button itself is not functional. These buttons are noted as "[status lamp]" in the Feature or Function column on the table.



**NOTE:**

When you assign one of these buttons, the button must have an associated status lamp.

Buttons noted as "[display button]" are used to support voice terminals equipped with alphanumeric displays. These buttons are only functional if the terminal has a display.

 **NOTE:**

Depending on the voice terminal type (such as MET, analog, digital), you may not be able to administer some feature buttons on the voice terminal. Coverage for each voice terminal type (where appropriate) includes a listing of the feature buttons that can be administered on the terminal.

**Table 5-13. System Voice Terminals**

| Terminal Type         | Model                                | Administered As |
|-----------------------|--------------------------------------|-----------------|
| Single-Line<br>Analog | 500                                  | 500             |
|                       | 2500                                 | 2500            |
|                       | 2500 With Message Waiting<br>Adjunct | 2500            |
|                       | 7101A                                | 7101A           |
|                       | 7102A                                | 7101A           |
|                       | 7103A Programmable and<br>Original   | 7103A           |
|                       | 7104A                                | 7104A           |
|                       | 8110                                 | 8110            |
|                       | DS1FD                                | DS1FD           |
|                       | 7302H                                | 7303S           |
|                       | 7303H                                | 7303S           |

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*Continued on next page*

**Table 5-13. System Voice Terminals — Continued**

| <b>Terminal Type</b>    | <b>Model</b>         | <b>Administered As</b>                      |
|-------------------------|----------------------|---------------------------------------------|
| Multi-Appearance Hybrid | 7303S                | 7303S, 7313H                                |
|                         | 7305H01B or 7305H02B | 7305S                                       |
|                         | 7305H03B             | 7305S                                       |
|                         | 7305H04B             | 7305S                                       |
|                         | 7305S <sup>1</sup>   | 7305S, 7316H, 7317H (with optional display) |
|                         | 7309H                | 7309H, 7313H                                |
|                         | 7313H                | 7313H                                       |
|                         | 7314H                | 7314H                                       |
|                         | 7315H                | 7315H                                       |
|                         | 7316H                | 7316H                                       |
|                         | 7317H                | 7317H                                       |

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*Continued on next page*

**Table 5-13. System Voice Terminals — Continued**

| <b>Terminal Type</b>        | <b>Model</b>                       | <b>Administered As</b> |
|-----------------------------|------------------------------------|------------------------|
| Multi-Appearance<br>Digital | 7401D                              | 7401D                  |
|                             | 7401+                              | 7401+                  |
|                             | 7403D                              | 7403D                  |
|                             | 7404D                              | 7404D                  |
|                             | 7405D                              | 7405D                  |
|                             | 7406D                              | 7406D                  |
|                             | 7406+                              | 7406+                  |
|                             | 7407D                              | 7407D                  |
|                             | 7407+                              | 7407+                  |
|                             | 7410D                              | 7410D                  |
|                             | 7410+                              | 7410+                  |
|                             | 7434D                              | 7434D                  |
|                             | 7444D                              | 7444D                  |
|                             | 8403B                              | 8403B                  |
|                             | 8405B                              | 8405B                  |
|                             | 8405B+                             | 8405B+                 |
|                             | 8405D                              | 8405D                  |
|                             | 8405D+                             | 8405D+                 |
|                             | 8410B                              | 8410B                  |
|                             | 8410B                              | 8410B                  |
|                             | 8411B                              | 8411B                  |
|                             | 8434D                              | 8434D                  |
|                             | 602A1 "CALLMASTER" Terminal        | 602A1                  |
|                             | 603A1, 603D1 "CALLMASTER" Terminal | 603A1, 603D1           |
|                             | IDT1                               | 7403D                  |
|                             | IDT2                               | 7406D                  |

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*Continued on next page*

**Table 5-13. System Voice Terminals — Continued**

| <b>Terminal Type</b>                         | <b>Model</b>                         | <b>Administered As</b> |
|----------------------------------------------|--------------------------------------|------------------------|
| Multi-Button Electronic Telephone (MET) Sets | 10-button (5 administrable)          | 10MET                  |
|                                              | 10-button with built-in speakerphone | 10MET                  |
|                                              | 20-button (15 administrable)         | 20MET                  |
|                                              | 30-button (25 administrable)         | 30MET                  |
| Terminals                                    | 510D                                 | 510                    |
|                                              | 515BCT                               | 515                    |
| ISDN-BRI Station                             | —                                    | asai <sup>2</sup>      |
| ISDN-BRI Station                             | 7505D                                | 7505D                  |
|                                              | 7506D                                | 7506D                  |
|                                              | 7507D                                | 7507D                  |
|                                              | 8503D                                | 8503D                  |
|                                              | 8405D                                | 8405D                  |
|                                              | 8510D                                | 8510D                  |
|                                              | 8411D                                | 8411D                  |
|                                              | 8520D                                | 8520D                  |
| PBX/PC                                       | 6300/7300                            | PC                     |
| (voice/data)                                 | 6538/9                               | Constellation          |
| Test Line                                    | ATMS                                 | 105TL <sup>3</sup>     |
| Key Phone System Interface                   | —                                    | K2500 <sup>4</sup>     |
| ASAI                                         |                                      | ASAI                   |

1. If administered as 7316H (with speakerphone or handset) Internal Automatic Answer (IAA) will work.
2. "asai" is administered as the ISDN-BRI set type in support of an Adjunct Switch Applications Interface (ASAI) link. This interface supports use of CallVisor ASAI and an associated adjunct such as CONVERSANT speech processor used with Inbound Call Management feature. Refer to ASAI Link form (this chapter) and "CallVisor Adjunct-Switch Application Interface Link" on page 3-162 in Chapter 3 for additional information.
3. Available without the Automatic Transmission and Measurement System (ATMS) feature package. Refer to DEFINITY Enterprise Communications Server Release 5vs/si Maintenance or DEFINITY Enterprise Communications Server Release 5r Maintenance manual for more information on ATMS.

4. The K2500 has the same administration form as the 2500 except that it supports rotary or DTMF
- 

**⇒ NOTE:**

When administering a system that is comprised of a large number of digital voice terminals, 20- and 30-MET sets, or hybrid sets equipped with feature buttons, administer the voice terminals in the following order:

1. Digital voice terminals
2. 20-, 30-MET sets
3. Hybrid sets equipped with feature buttons
4. All others (that is, analog, hybrids, 10-MET, and so on).

**⇒ NOTE:**

The 7500 ISDN-BRI Data Module is administered as "7500."

**Table 5-14. Voice Terminal Feature Button Descriptions**

| Administration Name | Button Label     | Description                                                                                                                                                                                                                                                                                 |
|---------------------|------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| abr-prog            | AbrvDial Program | Abbreviated Dialing Program Mode: allows the user to program or reprogram abbreviated dialing buttons or to store or change a number in a personal list associated with the station. (One per-station maximum.)                                                                             |
| abr-spchar          | AbrvDial (char)  | Abbreviated Dialing Special Character: allows the user to enter an associated special character [~m (mark), ~p (pause), ~s (suppress), ~ (AD function entry), ~W (wait forever), or ~w (wait)] when programming an abbreviated dialing list entry. [One each (~m, ~p, ~s, ~W) per station.] |
| abrdg-appr          | (extension)      | Bridged Call Appearance of an Analog Station: allows the user to have an appearance of a single-line voice terminal's extension number. (Refer to specific terminal information for maximums.)                                                                                              |
| abrv-dial           | AD               | Abbreviated Dialing: used to access an associated abbreviated dialing list entry and causes the associated stored number to be dialed. (One per AD list per dial code; otherwise, no per-station maximum.)                                                                                  |

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*Continued on next page*

**Table 5-14. Voice Terminal Feature Button Descriptions — Continued**

| <b>Administration Name</b> | <b>Button Label</b> | <b>Description</b>                                                                                                                                                                                                                                                                                                    |
|----------------------------|---------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| abrv-ring                  | AR                  | Used to manually trigger an Abbreviated/Delayed Transition for calls alerting at an extension (one per station maximum.)                                                                                                                                                                                              |
| ac-alarm                   | AC Alarm            | Administered Connection Alarm Notification: associated status lamp lights when the number of failures for at least one administered connection has equaled the specified threshold. (One per-station maximum.)                                                                                                        |
| aca-halt                   | Auto-Ckt Assure     | Automatic Circuit Assurance (display button): allows users of display-equipped voice terminals to identify trunk malfunctions. The system automatically initiates a referral call to the terminal when a possible failure occurs. The button is used to activate/deactivate referral calls. (One per-system maximum.) |
| after-call <sup>1</sup>    | After Call Work     | After Call Work Mode: used to remove an agent from ACD call distribution in order for the agent to complete ACD-related activities such as forms completion. (One per split group; otherwise, no per-station maximum.)                                                                                                |
| alrt-agchg                 | Alert Agent         | When an agent has had his split/skill hunt group changed while active on a call, this button will blink to notify the agent of the change. The agent can push the button to obtain a display of the new splits/skills.                                                                                                |
| alt-frl                    | Alt FRL             | Alternate FRL: used to activate or deactivate the Alternate Facility Restriction Level (AFRL) feature. (One per system maximum.)                                                                                                                                                                                      |
| assist <sup>1</sup>        | Assist              | Supervisory Assistance: used by an ACD agent to place a call to a split supervisor. (One per split group; otherwise, no per-station maximum.)                                                                                                                                                                         |
| atd-qcalls <sup>2</sup>    | AQC                 | Attendant Queue Calls ( <i>display button</i> ): used to track the number of calls in the attendant group's queue and obtain a display of the queue status. (One per-station maximum.)                                                                                                                                |
| atd-qtime <sup>2</sup>     | AQT                 | Attendant Queue Time ( <i>display button</i> ): used to track the calls in the attendant group's queue with regards to the oldest time a call has been queued, and obtain a display of the queue status. (One per-station maximum.)                                                                                   |

*Continued on next page*



**Table 5-14. Voice Terminal Feature Button Descriptions — Continued**

| <b>Administration Name</b> | <b>Button Label</b>     | <b>Description</b>                                                                                                                                                                                                                                                                                                                                                           |
|----------------------------|-------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| aut-msg-wt                 | Message (name or ext #) | Automatic Message Waiting: associated status lamp automatically lights when an LWC message has been stored in the system for the associated extension (can be a VDN). (One per aut-msg-ext; otherwise, no per-station maximum.)                                                                                                                                              |
| auto-cback                 | Auto CallBack           | Automatic Call Back: when activated, allows inside user who placed a call to a busy or unanswered voice terminal to be called back automatically when the called voice terminal becomes available to receive a call. (One per-station maximum.)                                                                                                                              |
| auto-icom                  | Auto (name or ext #)    | Automatic Intercom: used to place a call to the station associated with the button. The called user receives a unique alerting signal, and a status lamp associated with a Dial or Automatic Intercom button, if provided, flashes. (One per group per dial code; otherwise, no per-station maximum.)                                                                        |
| auto-in <sup>1</sup>       | Auto In                 | Auto-In Mode: allows the user to become automatically available for new ACD calls upon completion of an ACD call. (One per split group; otherwise, no per-station maximum.)                                                                                                                                                                                                  |
| autodial                   | Audodial                | Autodial: Allows a user to dial a number that is not part of a stored list.                                                                                                                                                                                                                                                                                                  |
| auto-wkup <sup>2,3</sup>   | Auto Wakeup             | Automatic Wakeup ( <i>display button</i> ): allows attendants, front-desk users, and guests to request a wakeup call to be placed automatically to a certain extension number (may not be a VDN extension) at a later time. (One per-station maximum.)                                                                                                                       |
| aux-work <sup>1</sup>      | Auxiliary Work          | Auxiliary Work Mode: removes agent from ACD call distribution in order to complete non-ACD-related activities. (One per split group. There is no per-station maximum.)                                                                                                                                                                                                       |
| brdg-appr                  | (extension)             | Bridged Call Appearance of a Multi-Appearance Station: provides an appearance of a voice terminal's primary extension number at the terminal assigned the brdg-appr button. The button tracks and may be used like a call appearance on the tracked station. (Refer to specific terminal information for maximums.) A VDN cannot be assigned to a bridged appearance button. |

*Continued on next page*

**Table 5-14. Voice Terminal Feature Button Descriptions — Continued**

| <b>Administration Name</b> | <b>Button Label</b>   | <b>Description</b>                                                                                                                                                                                                                                                                                                                                    |
|----------------------------|-----------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| busy-ind                   | Busy (trunk or ext #) | Station Busy Indication: (see Facility Busy Indication feature) provides user with a visual indication of the busy or idle status of an extension (can be a VDN extension), trunk group, hunt group (DDC or UCD), or paging zone. User can use button for direct access to associated facility. (One per TAC/Ext; otherwise, no per-station maximum.) |
| call-appr                  | (extension)           | Call Appearance: used to originate or receive calls. (Refer to specific voice terminal information for maximums allowed.)                                                                                                                                                                                                                             |
| call-disp <sup>2</sup>     | Return Call           | Call Displayed Number ( <i>display button</i> ): automatically initiates a call to the currently displayed number, which may be a part of a leave word calling message or a number retrieved using the integrated directory feature. (One per-station maximum.)                                                                                       |
| call-fwd                   | Call Forwarding       | Call Forwarding: used to activate/deactivate the Call Forwarding All Calls feature. Calls that would normally terminate at the station are redirected (forwarded) to another extension (may not be a VDN extension). (One per-station maximum. Cannot be active at the same time as cdwd-bsyda.)                                                      |
| call-park                  | Call Park             | Call Park: used to place a current call in the call park state and later used to retrieve the call. Note that a call cannot be parked on a VDN extension. (One per-station maximum.)                                                                                                                                                                  |
| call-pkup                  | Call Pickup           | Call Pickup: used to pickup a call that is ringing in the users pickup group. (One per-station maximum.)                                                                                                                                                                                                                                              |
| callr-info                 | Caller Info           | Caller Information ( <i>display button</i> ): used with the Call Prompting feature to allow the user to display information (i.e., digits) collected from the originator. (One per-station maximum.)                                                                                                                                                  |
| cas-backup                 | CAS Backup            | Centralized Attendant Service Backup Mode: used to redirect all CAS calls to a backup extension in the local branch if all RLTs are out-of-service or maintenance busy. The associated status lamp indicates if CAS is in the backup mode. (One per-station maximum.)                                                                                 |

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**Table 5-14. Voice Terminal Feature Button Descriptions — Continued**

| <b>Administration Name</b> | <b>Button Label</b>           | <b>Description</b>                                                                                                                                                                                                                                                                               |
|----------------------------|-------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| cdr1-alarm                 | CDR 1 Failure                 | CDR Alarm: associated status lamp is used to indicate that a failure in the interface to the primary CDR output device has occurred (1 per-station maximum.)                                                                                                                                     |
| cdr2-alarm                 | CDR 2 Failure                 | CDR Alarm: associated status lamp is used to indicate that a failure in the interface to the secondary CDR output device has occurred (1 per-station maximum.)                                                                                                                                   |
| cfwd-bsyda                 | Call Forwarding bsyda (Ext #) | Call Forward Busy/Don't Answer: Used to activate the Call Forward/Busy/Don't Answer feature. Calls that would normally terminate at the station are redirected to another extension after a system-wide predetermined number of rings. Cannot be active at the same time as call-fwd.            |
| check-in <sup>2,3</sup>    | Check In                      | Check In ( <i>display button</i> ): used to change the state of the associated guest room to "occupied" and turn off the outward calling restriction for the guest room's station. (One per-station maximum.)                                                                                    |
| check-out <sup>2,3</sup>   | Check Out                     | Check Out ( <i>display button</i> ): used to change the state of the associated guest room to "vacant" and turn on the outward calling restriction for the guest room's station. Also clears (removes) any wake-up request for the station. (One per-station maximum.)                           |
| clk-overid <sup>2</sup>    | Clocked Override              | Clocked Manual Override ( <i>display button</i> ): used in association with the Time of Day Routing feature to override the routing plan in effect for the activating user's partitioned group number. The routing plan is overridden for a specified period of time. (One per-station maximum.) |
| consult                    | Consult                       | Consult: used by a covering party, after answering a coverage call, to call the principal (called party) for private consultation. This places the calling party on hold. (One per-station maximum.)                                                                                             |
| cov-cback                  | Coverage Callback             | Coverage Callback: used by a covering party to leave a message for the principal (called Party) to call the calling party. (One per-station maximum.)                                                                                                                                            |
| cov-msg-rt <sup>2</sup>    | Covr Msg Retrieve             | Coverage Message Retrieval ( <i>display button</i> ): used to place a covering station into the message retrieval mode for the purposes of retrieving messages for the group. (One per-station maximum.)                                                                                         |

*Continued on next page*

**Table 5-14. Voice Terminal Feature Button Descriptions — Continued**

| <b>Administration Name</b> | <b>Button Label</b> | <b>Description</b>                                                                                                                                                                                                                                                            |
|----------------------------|---------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| data-ext                   | Data (data ext #)   | Data Extension; used to setup a data call. May be used to pre-indicate a data call or to disconnect a data call. (One per data extension group; otherwise, no per-station maximum.) May not be a VDN or ISDN-BRI extension. Not allowed on a ISDN-BRI station.                |
| date-time <sup>2</sup>     | Date Time           | Date Time Display ( <i>display button</i> ): used to display the current date and time. (One per-station maximum.)                                                                                                                                                            |
| delete-msg <sup>2</sup>    | Delete Message      | Delete Message ( <i>display button</i> ): used to delete a stored message that is currently on the station's display. (One per-station maximum.)                                                                                                                              |
| dial-icom                  | Dial Icom           | Dial Intercom: used to access the intercom group assigned to the button. (One per group; otherwise, no per-station maximum.)                                                                                                                                                  |
| directory <sup>2</sup>     | Integrtd Directory  | Directory ( <i>display button</i> ): used to place the station's display in the integrated directory mode allowing the user to search for any system user. (One per-station maximum.)                                                                                         |
| disp-norm <sup>2</sup>     | Local/Norm al       | Local/Normal ( <i>display button</i> ); 7315H and 7317H stations only. User can toggle between LOCAL display mode (displays time and date) and NORMAL mode (displays call-related data). Status LED off = LOCAL mode. Status LED on = NORMAL mode. (One per station maximum.) |
| dn-dst <sup>3</sup>        | Do Not Disturb      | Do Not Disturb: used to place the user in the do not disturb mode. (One per-station maximum.)                                                                                                                                                                                 |
| ds1-alarm                  | DS1 (facility)      | DS1 Alarm: associated status lamp lights if an off-circuit pack major, minor, or warning alarm is active on a DS1 circuit pack. Off-board alarms (e.g., loss of signal, slips, misframes) relate to problems on the facility side of the DS1 interface.                       |
| exclusion                  | Exclusion           | Exclusion: used to prevent any other user from bridging onto the current call. (One per-station maximum.)                                                                                                                                                                     |
| ext-dn-dst <sup>2,3</sup>  | Do Not Disturb Ext  | Extinguish Do Not Disturb ( <i>display button</i> ): used to remove the user from the do not disturb mode. (One per-station maximum.)                                                                                                                                         |

*Continued on next page*

**Table 5-14. Voice Terminal Feature Button Descriptions — Continued**

| <b>Administration Name</b> | <b>Button Label</b>                      | <b>Description</b>                                                                                                                                                                                                                                                                                                                                                 |
|----------------------------|------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| flash                      | Flash                                    | Flash; used for two types of calls: 1) allows a station on a trunk call with Trunk Flash enabled to send a Trunk Flash signal to the far end (e.g., Central Office); 2) allows a station on a CAS main call to send a Trunk Flash signal over the connected RLT trunk back to the branch to conference/transfer the call on the branch. (One per station maximum.) |
| goto-cover                 | Go To Cover                              | Go To Coverage: used to send a call directly to coverage instead of waiting for the called inside user to answer. (One per-station maximum.)                                                                                                                                                                                                                       |
| grp-dn-dst <sup>2,3</sup>  | Do Not Disturb Grp                       | Group Do Not Disturb ( <i>display button</i> ): used to remove a group of users from the do not disturb mode. (One per-station maximum.)                                                                                                                                                                                                                           |
| hunt-ns <sup>1</sup>       | Hunt Group                               | Hunt-Group Night Service: used to place a hunt-group into night service. (Three per hunt group maximum.)                                                                                                                                                                                                                                                           |
| in-call-id                 | Coverage (group #, type, name, or ext #) | Incoming Call Identification: used to identify the hunt or coverage answer group associated with the current incoming call. (One per group type per group; otherwise, no per-station maximum.)                                                                                                                                                                     |
| inspect <sup>2</sup>       | Inspect Mode                             | Inspect ( <i>display button</i> ): used to display the extension number of the current ringing call, or the extension behind a subsequently pressed call appearance button. (One per-station maximum.)                                                                                                                                                             |
| int-aut-an                 | IntAutoAns                               | Internal Auto Answer; used to condition any hybrid or digital type station to automatically answer incoming internal calls. May also be administered on 730xH type stations administered as 731xH type stations. (One per station maximum.)                                                                                                                        |
| last-numb                  | LastNumb Dialed                          | Last Number Dialed: used to originate a call to the number last dialed by the station user. (One per-station maximum.)                                                                                                                                                                                                                                             |
| link-alarm                 | Link Failure (link #)                    | Link Alarm: associated status lamp is used to indicate that a failure has occurred on one of the Processor Interface circuit pack data links. (One to eight per-station maximum.)                                                                                                                                                                                  |

*Continued on next page*

**Table 5-14. Voice Terminal Feature Button Descriptions — Continued**

| <b>Administration Name</b> | <b>Button Label</b>      | <b>Description</b>                                                                                                                                                                                                                                                                              |
|----------------------------|--------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| lsvn-call                  | Login SVN                | Login Security Violation Notification: used to activate/deactivate call referral when a login security violation has been detected by the system. See "Security Violation Notification" for more information. (One per-system maximum.)                                                         |
| lwc-cancel                 | Cancel LWC               | Leave Word Calling Cancel: used to cancel the last leave word calling message originated by the user. (One per-station maximum.)                                                                                                                                                                |
| lwc-lock                   | Lock LWC                 | Leave Word Calling Lock: used to lock the message retrieval capability of the display module on the station. (One per-station maximum.)                                                                                                                                                         |
| lwc-store                  | LWC                      | Leave Word Calling Store: used to leave a message for the user associated with the last number dialed to return the call to the originator. (One per-station maximum.)                                                                                                                          |
| major-alm                  | Major Hdwe Failure       | Major Alarm: associated status lamp is used to indicate that a vital system hardware component(s) has failed. This type of alarm represents a disruption of overall System performance. (One per-station maximum.)                                                                              |
| man-msg-wt                 | Msg Wait (name or ext #) | Manual Message Waiting: used to turn on a message waiting lamp on the station associated with the button. Note that the Manual Message Waiting button may not point to a VDN. (No per-station maximum.)                                                                                         |
| man-overid <sup>2</sup>    | Immediate Override       | Immediate Manual Override ( <i>display button</i> ): used in association with the Time of Day Routing feature to temporarily override the routing plan in effect for the activating user's partitioned group number. The routing plan is overridden upon activation. (One per-station maximum.) |
| manual-in <sup>1</sup>     | Manual In                | Manual-In Mode: used to prevent the user from becoming available for new ACD calls upon completion of an ACD call by automatically placing the agent in the after call work mode. (One per split group; otherwise, no per-station maximum.)                                                     |
| mct-act                    | MCT Activation           | Malicious Call Trace Activation: used to send a message to MCT controller consoles to indicate that someone want to trace a malicious call.                                                                                                                                                     |

*Continued on next page*

**Table 5-14. Voice Terminal Feature Button Descriptions — Continued**

| <b>Administration Name</b> | <b>Button Label</b>      | <b>Description</b>                                                                                                                                                                         |
|----------------------------|--------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| mct-contr                  | MCT Control              | Malicious Call Trace Control: used to allow the console to take control of malicious call trace requests. (This button must be administered with the change-mct-group-extensions command.) |
| mj/mn-alm                  | Major/Minor Hdwe Failure | Minor Alarm: associated status lamp is used to indicate that a system hardware component has failed that will disrupt service on a limited scale. (One per-station maximum.)               |
| msg-retr <sup>2</sup>      | Message Retrieve         | Message Retrieval ( <i>display button</i> ): used to place the station's display into the message retrieval mode. (One per-station maximum.)                                               |
| mwn-act <sup>3</sup>       | Message Waiting Act.     | Message Waiting Activation (supports PMS feature): used to turn on a message waiting lamp on an associated station. (One per-station maximum.)                                             |
| mwn-deact <sup>3</sup>     | Message Waiting Deact    | Message Waiting Deactivation (supports PMS feature): used to turn off a message waiting lamp on an associated station. (One per-station maximum.)                                          |
| next <sup>2</sup>          | Next                     | Next Message ( <i>display button</i> ): used to step to the next message when the station's display is in message retrieval mode. (One per-station maximum.)                               |
| night-serv                 | Night Serv               | Night Service Activation: used to place the system into or out of the night service mode. (One per-system maximum.)                                                                        |
| noans-alrt                 | RONA                     | Redirection on No Answer Alert: indicates a Redirection on No Answer timeout has occurred for the split. Administered on a per split/skill basis. (One per-split maximum.)                 |
| normal <sup>2</sup>        | Normal Mode              | Normal ( <i>display button</i> ): used to place the station's display into the normal call identification mode. (One per-station maximum.)                                                 |
| per-COLine                 | CO Line (line #)         | Personal CO Line: allows the user to receive calls directly via a specific trunk. (One per group; otherwise, no per-station maximum.)                                                      |
| pms-alarm                  | PMS Failure              | PMS Alarm: associated status lamp is used to indicate that a failure in the PMS has occurred. A major or minor alarm condition will raise the alarm. (One per-station maximum.)            |

*Continued on next page*

**Table 5-14. Voice Terminal Feature Button Descriptions — Continued**

| <b>Administration Name</b> | <b>Button Label</b> | <b>Description</b>                                                                                                                                                                                                                                    |
|----------------------------|---------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| pr-awu-alm                 | Auto Wakeup Alm     | Automatic Wakeup Printer Alarm: associated status lamp is used to indicate that an automatic wakeup printer interface failure has occurred. (One per-station maximum.)                                                                                |
| pr-pms-alm                 | PMS Ptr Alarm       | PMS Printer Alarm: associated status lamp is used to indicate that a PMS printer interface failure has occurred. (One per-station maximum.)                                                                                                           |
| pr-sys-alm                 | Sys Ptr Alarm       | System Printer Alarm: associated status lamp is used to indicate that a system printer (dedicated to Report Scheduler feature) interface failure has occurred. (One per-station maximum.)                                                             |
| print-msgs                 | Print Msgs          | Print Messages: allows the user to print messages for any extension by pressing the button and then entering the extension number and a security code (if one assigned). (One per-station maximum.)                                                   |
| priority                   | Priority Call       | Priority Calling: allows the user to place a priority call by pressing the button and then dialing an extension, or change an existing call to a priority call by pressing the button after the extension has been dialed. (One per-station maximum.) |
| q-calls                    | NQC                 | Queue Calls: associated status lamp flashes if a call warning threshold has been reached. (One per hunt group per-station maximum.)                                                                                                                   |
| q-time                     | OQT                 | Queue Time: associated status lamp flashes if a time warning threshold has been reached. (One per hunt group per-station maximum.)                                                                                                                    |
| release                    | Release             | Release: used to release an agent from an ACD call. (One per station)                                                                                                                                                                                 |
| ringer-off                 | Ringer Cutoff       | Ringer-Off: used to silence the alerting ringer on the station. (One per-station maximum.)                                                                                                                                                            |
| rs-alert                   | System Reset Alert  | System Reset Alert: the associated status lamp will light if the system has a problem that escalates beyond a warm start. (One per-station maximum.)                                                                                                  |

*Continued on next page*



**Table 5-14. Voice Terminal Feature Button Descriptions — Continued**

| <b>Administration Name</b> | <b>Button Label</b>    | <b>Description</b>                                                                                                                                                                                                                                                                     |
|----------------------------|------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| rsvn-call                  | Remote SVN             | Remote Access Barrier Code Security Violation Notification Call: used to activate/deactivate call referral when a Remote Access Barrier Code security violation has been detected by the system. See "Security Violation Notification" for more information. (One per-system maximum.) |
| scroll <sup>2</sup>        | Scroll                 | Scroll ( <i>display button</i> ); administrable on 7315H and 7317H stations. Button used to select one of two lines (alternates with each press) of the 16-character LCD display. Only one line can be displayed at a time. (One per station maximum.)                                 |
| sd-stroke                  | ACD SD Stroke Count    | Automatic Call Distribution Single Digit Stroke Count: used to send a message to CMS to increment a stroke count number. The auxiliary field contains the stroke count number (0-9) to be incremented. (One per-station maximum.)                                                      |
| send-calls                 | Send All Calls         | Send All Calls: used to send all calls to coverage as soon as they terminate at the station.                                                                                                                                                                                           |
| send-term                  | Send All Calls-TEG     | Send All Calls For Terminating Extension Group: allows the user to forward all calls directed to a terminating extension group. (One per group; otherwise, no per-station maximum.)                                                                                                    |
| serv-obsrv <sup>1</sup>    | Service Observing      | Service Observing: activates the Service Observing feature. Used to toggle between a listen-only and a listen-talk mode. Deactivate by hanging up or pressing another call-appearance button. (One per-station maximum.)                                                               |
| signal                     | Signal (name or ext #) | Signal: allows the user to manually signal (via ringing) a station associated with the button. Note that the button cannot point to a VDN. (One per signal extension maximum; otherwise, no per-station maximum.)                                                                      |
| ssvn-halt                  | ssvn-halt              | This button is a toggle that controls whether or not station security code violation referrals are made to the referral destination.                                                                                                                                                   |

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**Table 5-14. Voice Terminal Feature Button Descriptions — Continued**

| <b>Administration Name</b> | <b>Button Label</b>      | <b>Description</b>                                                                                                                                                                                                                                                                                                                                                                                               |
|----------------------------|--------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| stored-num <sup>2</sup>    | Stored Number            | Stored Number ( <i>display button</i> ): used to place the station's display into the stored number mode. This allows the user to query button translations and display associated stored numbers. (One per-station maximum.)                                                                                                                                                                                    |
| term-x-gr                  | Term Grp (name or ext #) | Terminating Extension Group: used to provide one or more extensions (may not be a VDN extension) for a station. Calls may be received but not originated with this button. (One per group; otherwise, no per-station maximum.)                                                                                                                                                                                   |
| timer <sup>2</sup>         | Timer                    | Timer ( <i>display button</i> ): used to start a clock on the station to display elapsed time. (One per-station maximum.)                                                                                                                                                                                                                                                                                        |
| trk-ac-alm                 | FTC Alarm                | Facility Test Call Alarm: associated status lights when a successful Facility Test Call (FTC) has occurred. Pressing an FTC button (up to ten may be administered) when its status lamp is lighted will turn off all FTC status lamps whether or not the FTC is still in progress or has completed. FTC access is controlled via COR assignment. The status lamp provides an indication that a FTC has occurred. |
| trk-id <sup>2</sup>        | Trunk ID                 | Trunk Identification ( <i>display button</i> ): used to identify the tac (trunk access code) and trunk member number associated with a call. (One per-station maximum.)                                                                                                                                                                                                                                          |
| trunk-name <sup>2</sup>    | Trunk Name               | Trunk Name ( <i>display button</i> ): used to display the name of the trunk as administered on the CAS Main or on a switch without CAS. (One per-station maximum.)                                                                                                                                                                                                                                               |
| trunk-ns <sup>1</sup>      | Trunk Grp                | Trunk-Group Night Service: used to place a trunk-group into night service. (One per trunk-group maximum.)                                                                                                                                                                                                                                                                                                        |

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**Table 5-14. Voice Terminal Feature Button Descriptions — *Continued***

| <b>Administration Name</b> | <b>Button Label</b> | <b>Description</b>                                                                                                                                                                                                                                                                          |
|----------------------------|---------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| verify                     | Verify              | Busy Verification: allows the user to make test calls and check the condition of a station, stations in a hunt group, or a trunk and quickly identify faulty equipment. (One per-station maximum.)                                                                                          |
| vu-display                 | VuStats #           | VuStats: used to enable VuStats and to specify a display format. It is recommended that, on the button label, you add some form of ID for the Display Format, indicated here by "#." Maximum: based on the number of feature buttons available on the voice terminal.                       |
| work-code <sup>1</sup>     | Work Code           | Call Work Code: allows an ACD agent after pressing "work-code" to send up to 16 digits (using the dial pad) to CMS. The data is associated with a current ACD call, and may represent account codes, social security numbers, or telephone numbers, for example. (One per-station maximum.) |

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1. The Automatic Call Distribution feature must be enabled on the System-Parameters Customer-Options form before the feature button can be administered.
  2. The voice terminal must be equipped with a display before the feature button can be administered.
  3. The Hospitality feature must be enabled on the System-Parameters Customer-Options form before the feature button can be administered.

**Table 5-15. Voice Terminal Feature Button Characteristics**

| <b>Feature or Function</b>                      | <b>Recommended Button Label</b> | <b>Name Entered on Station Form</b> | <b>Maximum Allowed<sup>1</sup></b> | <b>Notes<sup>2</sup></b> |
|-------------------------------------------------|---------------------------------|-------------------------------------|------------------------------------|--------------------------|
| Abbreviated Dialing                             | AD                              | abrv-dial (list: _<br>_ DC: _)      | 1 per list/DC                      | <sup>3</sup>             |
|                                                 | AbrvDial Mark                   | abrv-spchar<br>(Char:~m)            | 1                                  |                          |
|                                                 | AbrvDial Pause                  | abrv-spchar<br>(Char:~p)            | 1                                  |                          |
|                                                 | AbrvDial Program                | abrv-prog                           | 1                                  |                          |
|                                                 | AbrvDial Suppress               | abrv-spchar<br>(Char:~s)            | 1                                  |                          |
|                                                 | AbrvDial                        | abrv-spchar                         | 1                                  |                          |
|                                                 | Wait                            | (Char:~w)                           |                                    |                          |
| Abbreviated Dialing [display button]            | Stored Number                   | stored-num                          | 1                                  | <sup>4</sup>             |
| Abbreviated Ringing (display button)            | AR                              | abrv-ring extension                 | 1                                  |                          |
| Administered Connection [status lamp]           | AC Alarm                        | ac-alarm                            | 1                                  |                          |
| Alert Agent of Change in Split/Skill Hunt Group | Alert Agent                     | alrt-agchg                          | 1                                  |                          |
| Alternate Facility Restriction Level            | Alt-FRL                         | alt-frl                             | 1 per system                       |                          |

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**Table 5-15. Voice Terminal Feature Button Characteristics — Continued**

| <b>Feature or Function</b>   | <b>Recommended Button Label</b> | <b>Name Entered on Station Form</b> | <b>Maximum Allowed<sup>1</sup></b> | <b>Notes<sup>2</sup></b> |
|------------------------------|---------------------------------|-------------------------------------|------------------------------------|--------------------------|
| Automatic Call Distribution  | After Call Work                 | after-call (Grp. __)                | 1 per split group                  | 5                        |
|                              | Assist                          | assist (Grp. __)                    | 1 per split group                  | 5                        |
|                              | Auto In                         | auto-in (Grp. __)                   | 1 per split group                  | 5                        |
|                              | Auxiliary Work                  | aux-work: (rc Grp. __)              | 1 per split group                  | 5                        |
|                              | Manual-In                       | manual-in (Grp. __)                 | 1 per split group                  | 5                        |
|                              | Release                         | release                             | 1                                  |                          |
|                              | Work Code                       | work-code                           | 1                                  |                          |
|                              | Stroke _                        | stroke-cnt                          | 10 per terminal                    | 6                        |
|                              |                                 | (Code: __)                          |                                    |                          |
| Automatic Callback           | Auto Callback                   | auto-cback                          | 1                                  |                          |
| Automatic Circuit Assurance  | Auto-ckt Assure                 | aca-halt                            | 1                                  |                          |
| Auto Wakeup [display button] | Auto Wakeup                     | auto-wkup                           | 1 per split group                  | 4                        |
| Bridged Call Appearance      | <i>Extension</i>                | brdg-appr button extension          | N                                  |                          |
|                              | <i>Extension</i>                | abrdg-appr extension                | N                                  |                          |
| Busy Verification            | Verify                          | verify                              | 1                                  |                          |
| Call Appearance              | <i>Extension</i>                | call-appr                           | 7                                  |                          |

*Continued on next page*

**Table 5-15. Voice Terminal Feature Button Characteristics — Continued**

| <b>Feature or Function</b>       | <b>Recommended Button Label</b> | <b>Name Entered on Station Form</b> | <b>Maximum Allowed<sup>1</sup></b> | <b>Notes<sup>2</sup></b> |
|----------------------------------|---------------------------------|-------------------------------------|------------------------------------|--------------------------|
| Call Coverage                    | Consult                         | consult                             | 1                                  |                          |
|                                  | Coverage Callback               | cov-cback                           | 1                                  |                          |
|                                  | Send All Calls-TEG              | send-term (Grp:___)                 | 1 per Grp.                         |                          |
|                                  | Go to Cover                     | goto-cover                          | 1                                  |                          |
|                                  | Send All Calls                  | send-calls                          | 1                                  |                          |
| Call Coverage [display button]   | Covr Msg Retrieve               | cov-msg-rt                          | 1                                  | 4                        |
| Call Forwarding                  | Call Forwarding                 | call-fwd (Ext:___)                  |                                    |                          |
| Call Forward Busy/Don't Answer   | Call Forward BSYDA              | call-fwd-bsyda (Ext:___)            |                                    |                          |
| Call Park                        | Call Park                       | call-park                           | 1                                  |                          |
| Call Pickup                      | Call Pickup                     | call-pkup                           | 1                                  |                          |
| Call Prompting [display button]  | Caller Info                     | callr-info                          | 1                                  |                          |
| Centralized Attendant Service    | CAS-Backup                      | cas-backup                          | 1                                  |                          |
|                                  | Flash                           | flash                               | 1                                  | 7                        |
| Data Call Setup                  | Data (data extension #)         | data-ext (Ext:___)                  | 1 per Ext.                         |                          |
| Date and Time [display button]   | Date Time                       | date-time                           | 1                                  | 4                        |
| Demand Print                     | Print Msgs                      | print-msgs                          | 1                                  |                          |
| Display-Normal                   | local-norm                      | disp-norm                           | 1                                  | 8                        |
| Do Not Disturb                   | Do Not Disturb                  | dn-dst                              | 1                                  |                          |
| Do Not Disturb [display buttons] | Do Not Disturb Ext              | ext-dn-dst                          | 1                                  | 4                        |
|                                  | Do Not Disturb Grp              | grp-dn-dst                          | 1                                  | 4                        |

*Continued on next page*

**Table 5-15. Voice Terminal Feature Button Characteristics — Continued**

| <b>Feature or Function</b>             | <b>Recommended Button Label</b> | <b>Name Entered on Station Form</b> | <b>Maximum Allowed<sup>1</sup></b> | <b>Notes<sup>2</sup></b> |
|----------------------------------------|---------------------------------|-------------------------------------|------------------------------------|--------------------------|
| Elapsed Time [display button]          | Timer                           | timer                               | 1                                  | 4                        |
| Facility Busy Indication [status lamp] | Busy (trunk or extension #)     | busy-ind (TAC/Ext:___)              | 1 per TAC/Ext.                     | 9                        |
| Facility Test Calls [status lamp]      | FTC Alarm                       | trk-ac-alm                          | 10 per system                      |                          |
| Hardware Failure [status lamps]        | Major Hdwe Failure              | major-alm                           | 10 per system                      |                          |
|                                        | Major/Minor Hdwe Failure        | mj/mn-alm                           | 10 per system                      |                          |
|                                        | DS1 (facility)                  | ds1-alarm                           | 10 per system                      |                          |
|                                        | PMS Failure                     | pms-alarm                           | 1                                  |                          |
|                                        | PMS Ptr Alm                     | pr-pms-alm                          | 1                                  |                          |
|                                        | CDR 1 Failure                   | cdr1-alm                            | 1                                  |                          |
|                                        | CDR 2 Failure                   | cdr2-alm                            | 1                                  |                          |
|                                        | Auto Wakeup Alm                 | pr-awu-alm                          | 1                                  |                          |
|                                        | Sys Ptr Alm                     | pr-sys-alm                          | 1                                  |                          |
| Inspect [display button]               | Inspect Mode                    | inspect                             | 1                                  | 4                        |
| Integrated Directory [display button]  | Integrtd Directory              | directory                           | 1                                  | 4                        |
| Intercom-Automatic                     | Autolcom (name or extension #)  | auto-icom Grp:___ DC:___)           | 1 per Grp/DC                       | 10                       |
| Intercom-Dial                          | Diallcom                        | dial-icom (Grp:___)                 | 1 per Grp.                         | 11                       |
| Internal Automatic Answer              | Int AutoAns                     | int-aut-an                          | 1                                  |                          |

*Continued on next page*

**Table 5-15. Voice Terminal Feature Button Characteristics — Continued**

| <b>Feature or Function</b>                                | <b>Recommended Button Label</b> | <b>Name Entered on Station Form</b> | <b>Maximum Allowed<sup>1</sup></b> | <b>Notes<sup>2</sup></b> |
|-----------------------------------------------------------|---------------------------------|-------------------------------------|------------------------------------|--------------------------|
| Last Number Dialed                                        | LastNumb Dialed                 | last-numb                           | 1                                  |                          |
| Leave Word Calling                                        | LWC                             | lwc-store                           | 1                                  |                          |
|                                                           | Cancel LWC                      | lwc-cancel                          | 1                                  |                          |
|                                                           | Lock LWC                        | lwc-lock                            | 1                                  |                          |
| Leave Word Calling (Remote Message Waiting) [status lamp] | Message (name or extension #)   | aut-msg-wt (Ext:___)                | 1 per Ext.                         | 12                       |
| Leave Word Calling [display buttons]                      | Return Call                     | call-disp                           | 1                                  | 4                        |
|                                                           | Message Retrieve                | msg-retr                            | 1                                  | 4                        |
|                                                           | Next                            | next                                | 1                                  | 4                        |
|                                                           | Delete                          | delete-msg                          | 1                                  | 4                        |
|                                                           | Message                         |                                     |                                    |                          |
| Link Failure [status lamp]                                | Link Failure (Link No. __)      | link-alarm (Link # __)              | 1 per Link #                       | 13                       |
| Manual Signaling                                          | Signal (name or extension #)    | signal (Ext:___ )                   | 1 per Ext.                         | 14                       |
| Manual Message Waiting                                    | Msg Wait (name or extension #)  | man-msg-wt (Ext:___)                | 1 per Ext.                         | 15                       |
| Night Service                                             | Night Serv                      | night-serv                          | 1                                  |                          |
|                                                           | Hunt Group                      | hunt-ns (Grp. _ _)                  | 3 per Grp.                         | 16                       |
|                                                           | Trunk Grp.                      | trunk-ns                            | 1 per Grp.                         | 17                       |
|                                                           |                                 | (Grp. __)                           |                                    |                          |
| Normal Mode [display button]                              | Normal Mode                     | normal                              | 1                                  | 4                        |
| Personal Central Office Line                              | CO Line (telephone #)           | per-COLine (Grp:___)                | 1 per Grp.                         | 18                       |

*Continued on next page*



**Table 5-15. Voice Terminal Feature Button Characteristics — *Continued***

| <b>Feature or Function</b>                 | <b>Recommended Button Label</b>  | <b>Name Entered on Station Form</b> | <b>Maximum Allowed<sup>1</sup></b> | <b>Notes<sup>2</sup></b> |
|--------------------------------------------|----------------------------------|-------------------------------------|------------------------------------|--------------------------|
| PMS Interface [display button]             | Check-In                         | check-in                            | 1                                  | 4                        |
|                                            | Check-Out                        | check-out                           | 1                                  | 4                        |
|                                            | Message Waiting Act.             | mwn-act                             | 1                                  | 4                        |
|                                            | Message                          | mwn-deact                           | 1                                  | 4                        |
|                                            | Waiting                          |                                     |                                    |                          |
|                                            | Deact.                           |                                     |                                    |                          |
| Priority Calling                           | Priority Call                    | priority                            | 1                                  |                          |
| Privacy—Manual Exclusion                   | Exclusn                          | exclusion                           | 1                                  |                          |
| Queue Status Indications [status lamps]    | NQC                              | q-calls (Grp:_)                     | 1 per hunt group                   | 19                       |
|                                            | OQT                              | q-time                              | 1 per hunt group                   | 19                       |
|                                            |                                  | (Grp:_)                             |                                    |                          |
| Queue Status Indications [display buttons] | AQC                              | atd-qcalls                          | 1                                  |                          |
|                                            | AQT                              | atd-qtime                           | 1                                  | 20                       |
| Redirect On No Answer                      | RONA                             | noans-ahrt                          | 1 per split                        |                          |
| Ringer Cutoff                              | Ringer Cutoff                    | ringer-off                          | 1                                  |                          |
| Scroll [display button]                    | Scroll                           | scroll                              | 1                                  | 8                        |
| Service Observing <sup>21</sup>            | Service Observing                | serv-obsrv                          | 1                                  |                          |
| System Reset Alert                         | System Reset Alert [status lamp] | rs-alert                            | 1                                  |                          |
| Station Security Code Notification Halt    | ssvn-halt                        | ssvn-halt                           | 1 per system                       |                          |

*Continued on next page*

**Table 5-15. Voice Terminal Feature Button Characteristics — Continued**

| <b>Feature or Function</b>                           | <b>Recommended Button Label</b>                         | <b>Name Entered on Station Form</b> | <b>Maximum Allowed<sup>1</sup></b> | <b>Notes<sup>2</sup></b> |
|------------------------------------------------------|---------------------------------------------------------|-------------------------------------|------------------------------------|--------------------------|
| Terminating Extension Group                          | Term Grp<br>(name or extension #)                       | term-x-gr<br>(Grp:___)              |                                    |                          |
|                                                      | 1 per Grp.                                              | 22                                  |                                    |                          |
| Time of Day Routing<br>[display buttons]             | Immediate Override                                      | man-overid                          | 1                                  | 4                        |
|                                                      | Clocked Override                                        | clk-overid                          | 1                                  | 4                        |
| Trunk Identification<br>[display button]             | Trunk-ID                                                | trk-id                              | 1                                  | 4                        |
| Trunk Group Name<br>[display button]                 | Trunk-Name                                              | trunk-name                          | 1                                  | 4                        |
| UCD/DDC                                              | Auxiliary Work                                          | aux-work<br>(Grp:___)               | 1 per Grp.                         |                          |
| UCD/DDC/Intraflow<br>Call Coverage<br>(Answer Group) | Coverage<br>(group number,<br>type or name or<br>ext #) | in-call-id<br>(Type:___<br>Grp:___) | 1 per Type/Grp.                    | 23                       |
| VDN Origin of<br>Announcements<br>Repeat             | VOA Repeat                                              | voa-repeat                          | 1                                  | 24                       |
| VuStats                                              | VuStats #                                               | vu-display                          | N                                  | 25                       |

1. Refer to Table 5-15 for feature button descriptions and notes.  
N= any number of buttons on the voice terminal can be assigned to this feature. Refer to Table 5-15 for feature button descriptions and notes.
2. See following footnotes.
3. List: List number 1 to 3 where the destination number is stored.  
DC: Dial codes of destination number.
4. Display-type buttons may be administered if the voice terminal is equipped with the optional Digital Display or alphanumeric display.
5. Grp: The split group number for ACD.
6. Code: Stroke count number (0 through 9).
7. Flash: Not administrable on attendant consoles.
8. Scroll, Local/Norm: Administrable on 7315H and 7317H stations equipped with display. Scroll button enables user to toggle between two lines and thus see both lines of the display.

9. TAC/Ext: Trunk or extension number of voice terminal to be monitored.
10. Grp: Dial Icom group number. This extension and destination extension number must be in the same group.
11. Grp: Dial Icom group number.
12. Ext: Extension number of principal. (May be a VDN extension.)
13. Link: Link number—1 to 8 for multi-carrier cabinets or 1 to 4 for single-carrier cabinets.
14. The extension may not be a VDN extension.
15. Ext: The destination extension. (May be a VDN extension.)
16. Grp: Hunt group number.
17. Grp: Trunk group number.
18. Grp: CO line group number.
19. Grp: Group number of hunt group.
20. atd-qcalls: Zero-seeking attendant calls reported.
21. Refer to specific voice terminal information provided later in this chapter for maximum allowed.
22. Grp: TEG Number.
23. Type: A "c" for coverage answer group, "h" for a uniform call distribution, or direct department calling group.  
Grp: The number of the group.
24. VDN of Origin Announcement must be enabled.
25. Requires voice terminal with display. Maximum number of this type of feature button depends on the number of feature buttons on the voice terminal. The limit to the number of VuStats feature buttons you can administer depends on how many feature buttons are available on the voice terminal you are administering. The system is designed to allow you to set up a separate VuStats display format for each feature button. Therefore, agents can change the type of measurements on their display by selecting a different VuStats feature button. When you enter "vu-display" for one of the feature button assignments, the terminal displays the fields: #: vu-display Format: \_\_ ID: \_\_\_\_ where "#" is the feature button number. These fields appear for each feature button to which you assign "vu-display." In the "Format" field enter the number (from 1 to 25) of the format you want to display when a user presses this feature button. In the "ID" field, you must enter a split or trunk group number or the extension of an agent or VDN. This specifies the data that VuStats will display. Note that these two fields are closely related to the Object Type that you specify on the Form. For example, a Format "10" must have an associated Display Format "10." Additionally: — The value for the ID on this form should be an agent extension if the Object Type on the associated Display Format form associated with the Format is "agent" or "agent-extension." — The ID should be a split number if the Object Type for the associated Display Format is "split." — The ID should be a trunk group if the Object Type for the associated Display Format is "trunk-group." — The ID should be a VDN extension if the Object Type for the associated Display Format is "vdn." Note that the specified agent, split, trunk group, or VDN may be unassigned when you administer the button.

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## Station Forms — Field Descriptions

The following provides descriptions of the fields that are displayed on the various pages of the station forms. Some of the fields are only used for specific voice terminal types; others are used for all terminals. Fields and/or pages of the form that require unique consideration are covered where appropriate with the respective voice terminal coverage. The descriptions are organized by form page number and listed alphabetically within each grouping for easy access.

## Page 1 of the Form

- **BCC** — Displayed when the ISDN-PRI option is enabled on the System-Parameters Customer-Options form. Display-only field set to "0" (default) for stations (that is, indicates voice or voice-grade data).



### NOTE:

Refer to the Generalized Route Selection feature description in *DEFINITY Enterprise Communications Server Release 5 Feature Description* for a detailed description of Bearer Capability Classes (BCC) and their use to provide specialized routing for various types of voice and data calls. The BCC value is used to determine compatibility when non-ISDN-PRI facilities are connected to ISDN facilities (ISDN-PRI Interworking feature).

- **COR** — Enter a class of restriction (COR) number (0 through 95) that reflects the desired restriction; default is "1."
- **COS** — Enter the desired class of service (COS) number (0 through 15) to designate allowed features; default is "1."
- **Coverage Path 1** — Enter a coverage path number or time of day table number from a previously administered Call Coverage Path form or Time of Day Coverage Table form. Enter a coverage path number from 1 to 9999 for the DEFINITY ECS R5r. Enter a coverage path number from 1 to 999 for the DEFINITY ECS R5vs/si. Enter a time of day coverage table number from t1 to t999 for either system. Leave blank if no coverage is desired.
- **Coverage Path 2** — Enter a coverage path number or time of day table number from a previously administered Call Coverage Path form or Time of Day Coverage Table form. Enter a coverage path number from 1 to 9999 for the DEFINITY ECS R5r. Enter a coverage path number from 1 to 999 for the DEFINITY ECS R5vs/si. Enter a time of day coverage table number from t1 to t999 for either system. Leave blank if no coverage is desired.



### NOTE:

If Modified Misoperation is active, that is, the Misoperation Alerting field on Page 6 of the Feature-Related System Parameters form is set to "y," *all stations* on the switch must be assigned a Coverage Path.

- **CRV Length** — Displayed for ASAI stations. Enter "1" (default) or "2" to indicate the length of CRV for each interface.
- **Data Module** — Indicates if a data module is to be administered with the voice terminal. Enter "y" or "n" (default). If a "y" is entered, then Page X of the Form is displayed (see below).
- **Display Language** — Displayed when Display Module is "y." Enter "english" (default), "french," "italian," "spanish," or "user-defined."

- **Endpt Init** — Displayed if the MIM Support field entry is "y." Indicates terminal's endpoint initialization capability. The endpoint initialization procedure, required for multipoint operation, associates the User Service Order Profile (USOP) translation belonging to the extension with the physical endpoint on the ISDN-BRI interface. This association is made via the Service Profile Identifier (SPID) that has been administered on the System and entered into the ISDN-BRI terminal. This implies that, for a ISDN-BRI terminal to become operational in the multipoint configuration, both the administered SPID and the SPID programmed into the ISDN-BRI terminal must be the same. Therefore, the SPID of a new or reused terminal must be programmed to match the administered SPID value. For information on SPID installation, see Appendix A, "SPID Installation". Valid entries are "y" (default) or "n."
- **Extension** — When completing a blank paper form, enter a valid extension number (1 to 5 digits) that agrees with the dial plan. When implementing the form, "Extension" is part of the input command used to access the form and is a display-only field.
- **Fixed TEI** — Appears for an ISDN-BRI data module and ASAI links. Indicates if the endpoint has a fixed Terminal Endpoint Identifier (TEI). This field only appears for ISDN-BRI data modules and ASAI. For ASAI, it must be set to "y." The TEI identifies a unique access point within a service. For terminals with the automatic TEI capability, the system dynamically assigns the TEI. Therefore, for the fixed TEI terminals, TEIs must be administered. Valid entries are "y" or "n" (default). If a "y" is entered, then the TEI field is displayed.
- **Lock Messages** — Enter "y" to restrict other users from reading or canceling the voice terminal messages or retrieving messages via Voice Message Retrieval; otherwise, enter "n" (default).
- **Message Lamp Ext** — Enter the Extension number of the station to be tracked. Default is the station's extension.
- **Message Waiting Indicator** — Appears for ISDN-BRI data modules and applies to 500, 2500, and 7104A voice terminals. Enter "led" if the message waiting indicator is a light-emitting diode (LED) or "neon" if the indicator is a neon indicator.
- **MIM Mtce/Mgt** — Displayed if the MIM Support field entry is "y." Used to indicate if the terminal supports MIM Maintenance and Management capabilities other than endpoint initialization. Valid entries are "y" (default) or "n."
- **MIM Support** (Management Information Message Support) — Appears for ISDN-BRI data modules and ASAI. It must be set to "n" for ASAI. Used to support MIM endpoint initialization (SPID support) and other Maintenance/Management capabilities. Valid entries are "y" (default) or "n." If "y" is entered, the following dependent fields appear: Endpt Init and MIM Mtce/Mgt.

- **Name** — Enter up to a 27-character name for the person associated with this voice terminal. This field can be shared with a Room number. The name assigned to a voice terminal remains with that voice terminal until it is changed.

The Integrated Directory feature lists the names as they should be entered on the forms. Names can be entered in all uppercase letters, all lowercase letters, or a mixture of uppercase and lowercase letters. Also, the first or last name can be entered first and a middle name or initial can be used. Spaces or commas can be used between names. For systems using a 3B2 Messaging Server Adjunct, the last name must be the first entry.

Periods, hyphens, apostrophes, or other special characters, if used, are discarded by the system when the name is entered into the database. The following examples show formats that are required for the name to be retrieved by the Integrated Directory feature. Note also that this field can be any printable character string or can be left blank.

- Bill J Doe
- Doe, Bill J
- Bill Doe

- **Off Premise Station** — Enter "y" if this voice terminal is not located in the same building with the system. Enter "n" (default) if the voice terminal is located in the same building with the system. If "y" is entered, the R Balance Network field must be completed.
- **Personalized Ringing Pattern** — Enter a Personalized Ringing Pattern (1 through 8) as follows (default is "1"):

| Ring Pattern | Tone Sequence          |
|--------------|------------------------|
| 1            | MMM (standard ringing) |
| 2            | HHH                    |
| 3            | LLL                    |
| 4            | LHH                    |
| 5            | HHL                    |
| 6            | HLL                    |
| 7            | HLH                    |
| 8            | LHL                    |

L = 530 Hz, M = 750 Hz, and H = 1060 Hz

- **Port** — Enter seven characters.

The entry breaks down as follows:

| Characters | Meaning        | Value                |
|------------|----------------|----------------------|
| 1-2        | Cabinet Number | 01 through 44 (R5r)  |
|            |                | 01 through 03 (R5si) |
|            |                | 01 (R5vs)            |
| 3          | Carrier        | A through E          |
| 4-5        | Slot Number    | 01 through 20        |
| 6-7        | Circuit Number | 01 through 32        |

 **NOTE:**

A 1-character entry of "X" in the Port field can be used to indicate that there is no hardware associated with the port assignment (Administration Without Hardware feature). These stations are referred to as "phantom stations."

For DCP sets, the port may only be assigned once. ISDN-BRI provides multipoint configuration capability that allows a previously assigned port to be specified more than once as follows: 2 stand-alone voice endpoints, 2 stand-alone data endpoints, or 1 integrated voice and data endpoint.

- **Security Code** — Enter the 3- to 8-digit security code required by users for several system features and functions, including Personal Station Access, Redirection of Calls Coverage Off-Net, Leave Word Calling, Message Retrieval, and Demand Printing. The required security code length is determined by the Minimum Security Code Length field administered on the Feature-Related System Parameters form. The system will not display the code. However, it will display asterisks for a valid entry.
- **SPID** — (Service Profile Identifier) Displayed when MIM Support is "y." Enter a variable length parameter (up to 10 digits). SPID is a numeric string, which means that the value of "00" is different from "000." The SPID must be different for all terminals on the BRI and from the Service SPID. The SPID should always be assigned. If the SPID is not assigned for the first BRI on a port, any other BRI assignment to that port will be blocked. Default is the station extension.

 **NOTE:**

If using the Administration Without Hardware feature for an ISDN-BRI extension (an "X" in the Port field) and Terminal Translation Initialization (TTI) is intended to be used to assign the port, then the SPID number must equal the station number.

- **TEI** — Displayed when the Fixed TEI field is "y." Enter a 1- or 2-digit number in the range of 0 through 63; default is blank.

- **Tests** — Enter "y" (default) to enable port maintenance tests. If terminal equipment (dictaphone) connected to the port does not support these tests, "n" must be entered in the field.
- **TN** — Enter the Tenant Partition number. Default is 1.
- **Type** — Enter the voice terminal type.
- **XID** — Appears for an ISDN-BRI data module or an ASAI link. Used to identify layer 2 XID testing capability. Valid entries are "y" (default) or "n."

## Page 2 of the Form

- **Adjunct Supervision** — Enter "y" (default) if an analog disconnect signal will be automatically sent to the port after a call is terminated. This signal is used by analog devices such as answering machines and speakerphones to turn the devices off after a call has terminated. In a hunt group environment, however, this signal blocks the reception of zip tone and incoming call notification by an auto answer station when a call is queued for the station. In these environments, set this field to "n" so that hunt group agents will be alerted to an incoming call.
- **Att. Call Waiting Indication** — Enter "y" (default) to assign the Attendant Call Waiting feature to the voice terminal. This allows attendant originated and extended calls to a busy single-line voice terminal to wait and send a distinctive two-burst call waiting tone to the single-line user. Use of the feature is denied if the Data Restriction field is "y" or the Switchhook Flash field is "n," or if via the voice terminal's COS assignment, the Data Privacy feature is active.
- **Audible Message Waiting** — Enter "y" to have the voice terminal user receive a "stutter" dial tone when initiating a call. The tone indicates that the user has a message waiting. This field only appears if the Audible Message Waiting feature has been activated at the System-Parameters Customer-Options form. This field does not control the activity of the Message Waiting Lamp.
- **AUDIX Name** — Name of AUDIX machine as it appears in the User-Defined Adjunct Names form. Only displayed for the R5r configuration.
- **Auto Answer** — Entering "all" allows all calls (ACD and non-ACD) terminated to an idle station to be cut through immediately. Entering "acd" allows only ACD split/skill calls and direct agent calls to auto answer. Non-ACD calls terminated to a station with Auto Answer set to "acd" will ring audibly. Entering "none" causes all calls terminated to this station to receive some sort of audible ringing treatment. Default is "none."



### NOTE:

For analog stations, if Auto Answer is set to "acd" and the station is off-hook and idle, only ACD split/skill calls and direct agent calls will auto answer while non-ACD calls will get busy treatment. If the



station is active on an ACD call and a non-ACD call arrives, the Agent will get call waiting tone.

- **Auto Select Any Call Appearance** — Enter “y” to allow automatic selection of any idle appearance for a transferred or conferenced call. The system will first attempt to find an idle appearance of the call being transferred or conferenced; failing that it will select the first idle appearance. Default is “n”.
- **Bridged Call Alerting** — This field will only appear if Per Button Ring Control is set to “n.” Enter “n” (default) or “y”. If Bridged Call Alerting is set to “n” and Per Button Ring Control is set to “n,” audible ringing is suppressed for incoming calls on bridged appearances of another terminal's primary extension number. Set to “n” to suppress audible ring for TEG calls, PCOL calls, or Data Extension calls. Set to “y” to enable audible ringing.
- **Call Waiting Indication** — Enter “y” (default) to activate the Call Waiting Termination feature for the voice terminal. This allows other voice terminal, attendant-originated, and outside calls to busy single-line voice terminals to wait and sends a distinctive call waiting tone to the single-line user. Use of the feature is denied if the Data Restriction field is “y” or the Switchhook Flash field is “n,” or if via the voice terminal's COS assignment, the Data Privacy feature is active.
- **CDR Privacy** — An administrable option that allows digits in the called number field of an outgoing call to be blanked, on a per-station basis. The number of blocked digits is administered system wide in the “Privacy - Digits to Hide” field on the CDR System Parameters form. Enter “y” to enable the call privacy feature for each station. Default is “n.”
- **Coverage Msg Retrieval** — Applies if the voice terminal is marked for LWC Reception. Enter a “y” (default) to allow a user in the voice terminal's Coverage Path to retrieve Leave Word Calling (LWC) messages for this voice terminal.
- **Coverage Module** — Enter “y” to indicate the presence of a coverage module connected to the station. Default is “n.” It adds an additional page containing the button assignment configuration for the module.
- **Data Restriction** — Enter “y” to prevent tones, such as Call Waiting Tones, from interrupting this user's calls. Data restriction provides permanent protection and cannot be changed by the voice terminal user. Default is “n.” This field should not be assigned if Auto Answer is “all” or “acd.”
- **Display Cartridge** — An entry of “y” indicates there is a display cartridge associated with the station (voice terminal 7404D only). Default is “n.” It generates an additional page containing button assignment configurations for display buttons.

- **Distinctive Audible Alert** — Enter "y" (default) so the voice terminal can receive the three different types of ringing patterns that identify the type of incoming calls. Features that provide distinctive ringing might function improperly toward an off-premises voice terminal.
- **Event Minimization** — For ASAI only. Enter "y" if the adjunct can accept a single event and farm it out to all applications involved. Otherwise enter "n" (default).
- **Feature Module** — Enter "y" to indicate the station has a feature module connected. Default is "n." It adds an additional page containing the button assignment configuration for the module.
- **Idle Appearance Preference** — Enter "y" or "n" (default) to indicate which call appearance is selected when the user lifts the handset and there is an incoming call. If "y" is entered, the Idle Appearance Preference is set and the user is connected to an idle call appearance instead of the ringing call. If "n" is entered, Alerting Appearance Preference is set and user is connected to the ringing call appearance.
- **Ignore Rotary Digits** — Enter "y" to indicate that rotary digits coming from the set should be ignored. Enter "n" to ensure that they are not ignored. If this field is "y", then the short switch hook flash (50 -150) from a 2500-type set will be ignored. Default is "n".
- **LWC Activation** — Enter "y" (default) to allow internal voice terminal users to leave short LWC messages for this terminal. If the system has the hospitality features, enter "y" for voice terminals in the guest rooms if the terminal designated to receive failed wakeup messages is to receive LWC messages indicating incomplete wakeup calls. Enter "y" if "audix" was entered for LWC Reception.
- **LWC Reception** — Enter "msa-spe" (default) if LWC messages are stored in the system or on the Messaging Server Adjunct - Switch Processor or enter "audix" if the messages are stored on the Audio Information Exchange System; otherwise, enter "none."
- **Messaging Server Name** — Name of the server as it appears in the User-Defined Adjunct Names form. Only displayed for the R5r configuration.
- **PCOL/TEG Call Alerting** — Enter "y" to alert the station for Personal CO Line/Terminating Extension Group calls. Default is "n."
- **Per Button Ring Control** — Set to "y" to enable a user to select ring behavior individually for each call-appr, brdg-appr, or abrdg-appr on the station and to enable Automatic Abbreviated and Delayed ring transition for each call-appr on the station. Also, set to "y" if you do not want the system to automatically move the line selection to a silently alerting call unless that call was audibly ringing earlier. Set to "n" if you want calls on call-appr buttons to always ring the station and calls on brdg-appr or abrdg-appr buttons to always ring or not ring based on the Bridged Call

Alerting field value. (See below). Also Set to "n" if you want the system to move line selection to a silently alerting call if there is no call audibly ringing the station. "N" is the default.

- **R Balance Network** — Enter "y" to select the R Balance Capacitor network, or "n" to select the standard resistor capacitor network. This field must be completed if "y" was entered in the Off-Premise Station field. Enter "n" (default) when the station port circuit is connected to terminal equipment (such as SLC carriers or impedance compensators) optioned for 600 ohm input impedance and the distance to the terminal equipment from the system is less than 3,000 feet. Enter "y" in all other cases.
- **Redirect Notification** — Enter "y" (default) to give a half ring at this voice terminal when calls to this terminal are redirected (via Call Forwarding or Call Coverage). Enter "y" if AUDIX was entered for LWC Reception.
- **Restrict Last Appearance** — Enter "y" (default) to restrict the last idle call appearance for incoming priority calls and outgoing call originations only.
- **Select Last Used Appearance** — Enter "y" to indicate that a station's line selection is to be moved from the currently selected line button to a different, non-alerting line button. If you enter "y", the line selection on an on-hook station will only be moved from the last used line button to a line button with an alerting call. If there are no alerting calls, the line selection will remain on the button last used for a call. If you enter "n" (the default), the line selection on an on-hook station with no alerting calls may be moved to a different line button, which may be serving a different extension.
- **Switchhook Flash** — Enter "y" (default) to allow users to use the switchhook flash function to activate the Conference/Transfer/Hold and Call Waiting features; otherwise, enter "n." An "n" entered in this field disables the flash function, and when the switchhook is pressed while active on a call, the call will be dropped. If this field is set to "n," the Call Waiting Indication field must be set to "n."

### Page 3 of the Form

- **Abbreviated Dialing List1:, List2:, List3:** — Enter "p" (personal), "s" (system), "g" (group), or "e" (enhanced). Up to three AD lists can be accessed by the voice terminal. If "p" or "g" is entered, a personal list number or a group number, respectively, is also required.
- **Building** — Enter up to seven characters to identify the voice terminal's building location. Only entries listed in the site table are valid.
- **Button Assignments** — The feature buttons that can be assigned to voice terminals are listed with each terminal's coverage. Depending on the button type, additional auxiliary information may be required when administering buttons.

- **Cable** — Enter up to five characters to identify the cable number that connects the voice terminal jack to the system. This field may be left blank. This information can also be entered in the Blank column on the Port Assignment Record.
- **Cord Length** — Enter a number from 0 to 99 to specify the length (in feet) of the cord attached to the receiver; default is 0.
- **Floor** — Enter up to seven characters to identify the voice terminal's floor location.
- **Headset** — Enter "y" if this terminal has a headset; otherwise, enter "n" (default).
- **HOT LINE DESTINATION — Abbreviated Dialing List Number (from above)** — Enter "1," "2," "3," or blank. Default is blank. This field identifies the abbreviated dialing list to access when originating a call. It refers to the abbreviated dialing lists associated with the station.
- **HOT LINE DESTINATION — Dial Code** — Enter a number from 0 to 999 or blank. Default is blank. This field is the index for the Abbreviated Dialing List that contains the digits to be dialed during origination.
- **Jack** — Enter up to five characters that are used to identify the jack location where the voice terminal is connected. This field may be left blank.
- **Room** — Enter up to ten characters to identify the voice terminal's location. This field may be blank.

If this station is one of several to be assigned a guest room and the Hospitality-Related System Parameters form has "y" entered in the "Display Room Information in Call Display" field, enter up to five characters in the Room field to identify the guest room number.
- **Set Color** — Enter up to 6 characters to describe the set color.
- **Speaker Phone** — Enter "y" to indicate a speakerphone will be attached to the voice terminal; default is "n."

#### Page X of the Form — Data Module

- **Abbreviated Dialing List1:** — Enter "p" (personal), "s" (system), "g" (group), or "e" (enhanced). If "g" or "p" is entered, a group number or personal list number respectively is also required. The entry in this field and the HOT LINE DESTINATION field support the Data Hot Line feature.
- **Assigned Member — Ext** — Make no entry. The extension number is automatically assigned when the system is administered. This is the extension number of the user who has an associated Data Extension button and will share the module.
- **Assigned Member — Name** — Display-only field. Contains the name assigned to the Assigned Member - Ext number.

- **BCC** — Displayed when ISDN-PRI is enabled on the System-Parameters Customer-Options form (display-only field).



**NOTE:**

Refer to Generalized Route Selection in *DEFINITY Enterprise Communications Server Release 5 Feature Description* for a detailed description of Bearer Capability Classes (BCCs) and their use to provide specialized routing for various types of voice and data calls. The BCC value is used to determine compatibility when non-ISDN-PRI facilities are connected to ISDN facilities (ISDN-PRI Interworking feature).

- **COR** — Enter the desired Class of Restriction (COR) number (0 through 95) that reflects the desired restriction; default is "1."
- **TN** — Enter the Tenant Partition number. The default is 1.
- **COS** — Enter the desired Class of Service (COS) number (0 through 15) to designate allowed features; default is "1." Refer to Class of Service form for additional information on the allowed features.
- **Data Extension** — Enter the extension number assigned to the data module. A data extension can be a 1- to 5-digit number and must agree with the System's Dial Plan.
- **Default Dialing Abbreviated Dialing Dial Code** — Displayed when the Special Dialing Option field is "default." Enter a list number (0 through 999) associated with the above AD List. The associated AD number will be dialed when the user goes off-hook and enters a carriage return following the "DIAL" prompt. The data call originator can also perform data terminal dialing by specifying a dial string that may or may not contain alphanumeric names.
- **HOT LINE DESTINATION — Abbreviated Dialing Dial Code (from above list)** — Displayed when Special Dialing Option is "hot-line." Enter a list number (associated with the above AD List) from 0 to 999. The associated AD number will be dialed when the user goes off-hook on a Data Hot Line call.
- **ITC (Information Transfer Capability)** — The field is not available for voice-only stations or BRI stations. Valid entries are "restricted" (default) and "unrestricted." This field is used to determine the type of transmission facilities to be used for ISDN calls originated from this endpoint.

When "unrestricted," only unrestricted transmission facilities will be used to complete the call. An unrestricted facility is a transmission facility that does not enforce 1's density digital transmission (that is, digital information is sent exactly as is).

When "restricted," either restricted or unrestricted transmission facilities will be used to complete the call. A restricted facility is a transmission facility that enforces 1's density digital transmission (that is, a sequence of eight digital zeros will be converted to a sequence of seven zeros and a digital one).

- **Name** — Enter the name of the user associated with the data module. The name is optional, it can be left blank.
- **Special Dialing Option** — Enter one of three dialing options that are available. This identifies the type of dialing for calls when this data module originates calls. Valid entries are "hot-line," "default," or leave blank for regular (normal) keyboard dialing.
- **Circuit Switched Data Attributes** — The following field only appears on the ISDN-BRI Data Module Form:
  - **Default Duplex** — Used to identify the duplex mode. Valid entries are "full" (default) or "half."
  - **Default Mode** — Used to identify the data mode. Valid entries are "sync" or "async" (default).
  - **Default Speed** — Used to identify the data rate. Valid entries are "1200" (default), "2400," "4800," and "19200."
- **Data Module Capabilities** — The following fields only appear on the ISDN-BRI Data Module Form:
  - **Origination Default Data Applications** — Used to identify mode to be used for originating data calls when the mode is not specified with the calling parameters. This mode will also be used for terminating trunk calls that do not have bearer capability specified or administered connections. Possible mode values are M0 (mode 0), M1 (mode 1), M2 (mode 2), and M3/2 (mode 3/2 adaptable), or blank. Valid entries are "M0," "M1," "M2\_A" (default), "M2\_S," or "M3/2."

## 10-MET, 20-MET, and 30-MET Voice Terminals

---

This form is used to implement 10-, 20-, and 30-MET voice terminals. These multi-electronic telephones (MET) contain 10, 20, or 30 buttons, respectively.

### Administration Commands

---

Use the following administration commands to administer the Voice Terminal form.

| Action    | Object  | Qualifier <sup>1</sup>                                                                         |
|-----------|---------|------------------------------------------------------------------------------------------------|
| add       | station | xxxxx (extension number) or ('next')                                                           |
| change    | station | xxxxx (extension number)                                                                       |
| display   | station | xxxxx (extension number)                                                                       |
| duplicate | station |                                                                                                |
| list      | station | [x (extension)]['ext' x]['to-ext' x]['port' x]['type' x]<br>['count' n]['print' or 'schedule'] |
| remove    | station | [xxxxx] (extension number)                                                                     |

1. Brackets [ ] indicate the qualifier is optional. Single quotes ( ' ') indicate the text inside the quote must be entered exactly as shown or an abbreviated form of the word may be entered. MAX is the maximum number available in your system configuration. Refer to Table C-1 in Appendix C, "System Capacity Limits".

### Form Instructions

---

Refer to information to review field definitions and feature button definitions common to all voice terminals. Field definitions unique to this voice terminal are described here.

#### Page 1 of the Form

- **Type** — Enter "10MET," "20MET," or "30MET" as appropriate.

### Page 3 of the Form

#### ■ **BUTTON ASSIGNMENTS**

The feature buttons that can be assigned to the 10/20/30 MET sets are listed below. The abbreviated software name (that is, administration name) as shown on the following list must be entered on the form. Depending on the button type, additional auxiliary information may be required when administering buttons.

- |              |              |              |
|--------------|--------------|--------------|
| ■ abr-prog   | ■ aut-msg-w  | ■ cdr2-alm   |
| ■ abr-spchar | ■ auto-cback | ■ cfwd-bsyda |
| ■ abrdg-appr | ■ auto-icom  | ■ consult    |
| ■ abrv-dial  | ■ auto-in    | ■ cov-cback  |
| ■ abrv-ring  | ■ autodial   | ■ data-ext   |
| ■ ac-alarm   | ■ aux-work   | ■ dial-icom  |
| ■ aca-halt   | ■ brdg-appr  | ■ dn-dst     |
| ■ after-call | ■ busy-ind   | ■ ds1-alarm  |
| ■ alrt-agchg | ■ call-appr  | ■ exclusion  |
| ■ alt-frl    | ■ call-fwd   | ■ flash      |
| ■ assist     | ■ call-park  | ■ goto-cover |
| ■ asvn-halt  | ■ call-pkup  | ■ hunt-ns    |
| ■ atd-qcalls | ■ cas-backup | ■ in-call-id |
| ■ atd-qtime  | ■ cdr1-alm   |              |



|              |              |                          |
|--------------|--------------|--------------------------|
| ■ int-aut-an | ■ noans-alrt | ■ rsvn-halt              |
| ■ last-numb  | ■ per-COline | ■ send-calls             |
| ■ link-alarm | ■ pms-alarm  | ■ send-term              |
| ■ lsvn-call  | ■ pr-awu-alm | ■ serv-obsrv             |
| ■ lwc-cancel | ■ pr-pms-alm | ■ signa                  |
| ■ lwc-store  | ■ pr-sys-alm | ■ ssvn-haltl             |
| ■ major-alm  | ■ print-msgs | ■ stroke-cnt             |
| ■ man-msg-wt | ■ priority   | ■ term-x-gr              |
| ■ manual-in  | ■ q-calls    | ■ trk-ac-alm             |
| ■ mct-act    | ■ q-time     | ■ trunk-ns               |
| ■ mct-contr  | ■ release    | ■ verify                 |
| ■ mj/mn alm  | ■ ringer-off | ■ voa-repeat             |
| ■ night-ser  | ■ rs-alert   | ■ work-code <sup>1</sup> |

---

1. Stations administered with displays only.

Figure 5-11, Figure 5-12, and Figure 5-13 entitled "10-MET Voice Terminal", "20-MET Voice Terminal", and "30-MET Voice Terminal," respectively, which appear at the end of this section dealing with MET Voice Terminals, show the voice terminal button number assignments in relation to the button numbers on the associated Voice Terminal Forms. The first three buttons are defaulted as call appearance.

#### **Page 4 of the Form (20- and 30-MET Only)**

##### **■ FEATURE BUTTON ASSIGNMENTS**

The feature buttons that can be assigned to the 20/30 MET sets Page 3 of 3 are the same as those listed for BUTTON ASSIGNMENTS above.

Figure 5-12 and Figure 5-13 entitled "20-MET Voice Terminal" and "30-MET Voice Terminal", respectively, which appear at the end of this section dealing with MET Voice Terminals, show the voice terminal button number assignments in relation to the button numbers on the associated Voice Terminal Forms.

Page 1 of X

|    |                 |                        |                          |
|----|-----------------|------------------------|--------------------------|
| 1  |                 | STATION                |                          |
| 2  |                 |                        |                          |
| 3  | Extension: 1003 | Lock Messages? n       | BCC: 0                   |
| 4  | Type: 10MET__   | Security Code: _____   | TN: 1__                  |
| 5  | Port: _____     | Coverage Path 1: _____ | COR: 1__                 |
| 6  | Name: _____     | Coverage Path 2: _____ | COS: 1__                 |
| 7  |                 | Hunt-to Station: _____ |                          |
| 8  |                 |                        |                          |
| 9  | STATION OPTIONS |                        |                          |
| 10 |                 |                        |                          |
| 1  |                 |                        | Message Lamp Ext: 1000__ |

**Screen 5-161. 10 MET, 20 MET, and 30 MET Form (Page 1 of X)**

### **Implementation Note**

The BCC field is only displayed if the ISDN-PRI option is enabled on the System-Parameters Customer-Options form.

Page 2 of X

|                              |                                    |  |
|------------------------------|------------------------------------|--|
|                              | STATION                            |  |
| FEATURE OPTIONS              |                                    |  |
| LWC Reception: spe_____      | Auto Select Any Idle Appearance? n |  |
| LWC Activation? y            | Coverage Msg Retrieval? y          |  |
| CDR Privacy? n               | Auto Answer: none                  |  |
| Redirect Notification? y     | Data Restriction? n                |  |
| Per Button Ring Control? n   | Idle Appearance Preference? n      |  |
| Bridged Call Alerting? n     |                                    |  |
|                              | Restrict Last Appearance? y        |  |
|                              |                                    |  |
| AUDIX Name: _____            |                                    |  |
| Messaging Server Name: _____ | Audible Message Waiting? n         |  |
|                              | Select Last Used Appearance? n     |  |

**Screen 5-162. 10 MET, 20 MET, and 30 MET Form (Page 2 of X)**

**Implementation Notes**

---

The AUDIX Name and Messaging Server Name fields are only displayed on R5r configurations.

If the Per Button Ring Control field is set to "y", the Bridged Call Alerting field disappears (although the settings are stored) and Auto-A/D and Ring fields appear for button types call-app, brdg-app, and abrdg-app.

| FEATURE BUTTON ASSIGNMENTS |           | STATION |
|----------------------------|-----------|---------|
| 1: _____                   | 11: _____ |         |
| 2: _____                   | 12: _____ |         |
| 3: _____                   | 13: _____ |         |
| 4: _____                   | 14: _____ |         |
| 5: _____                   | 15: _____ |         |
| 6: _____                   | 16: _____ |         |
| 7: _____                   | 17: _____ |         |
| 8: _____                   | 18: _____ |         |
| 9: _____                   | 19: _____ |         |
| 10: _____                  | 20: _____ |         |

Page 4 of 3

**Screen 5-163. 20 MET and 30 MET Form (Page 4 of 4)**

**Implementation Notes**

---

The first three button assignments are defaulted as call-app (call appearance).

Buttons 1-5 may only be assigned "call-app", "abrd-app", or "brdg-app".

Buttons 11-20 are only displayed for the 30-MET set.

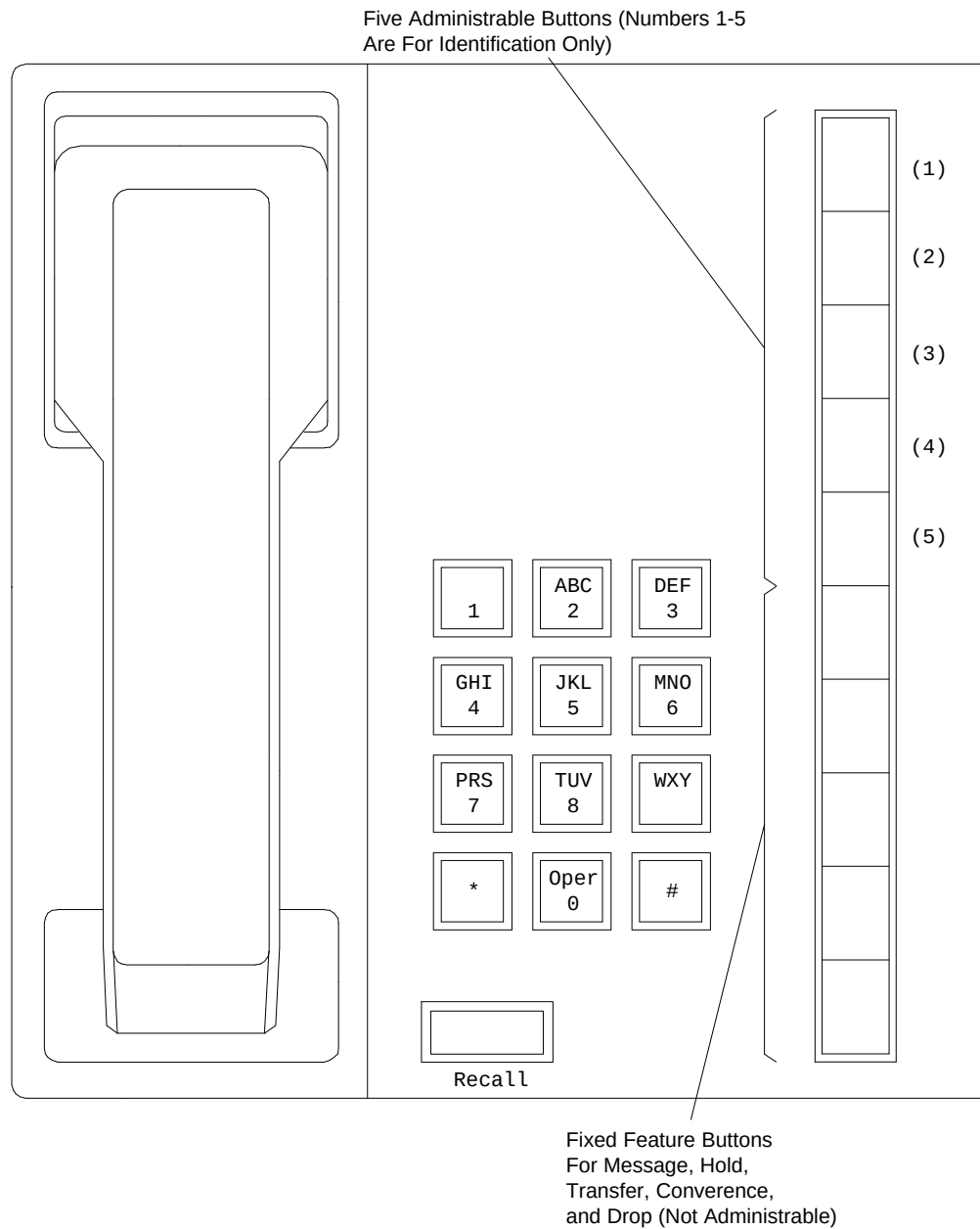


**Figure 5-11. 10-MET Voice Terminal**

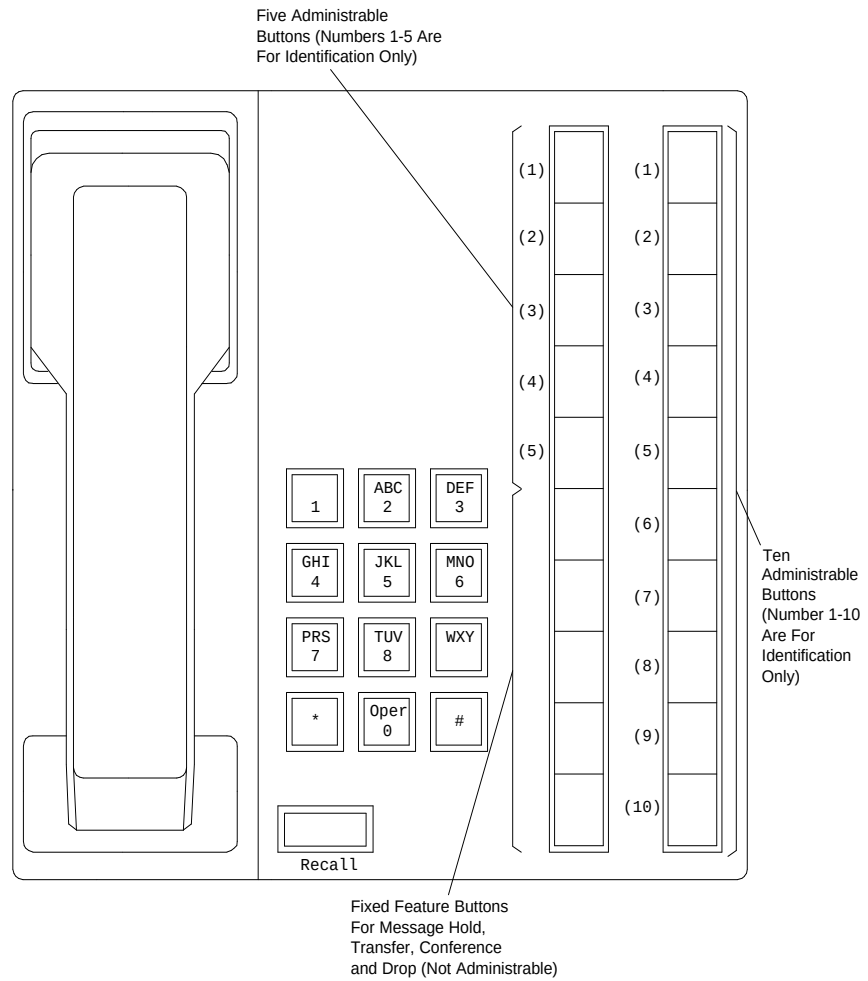


**Figure 5-12. 20-MET Voice Terminal**

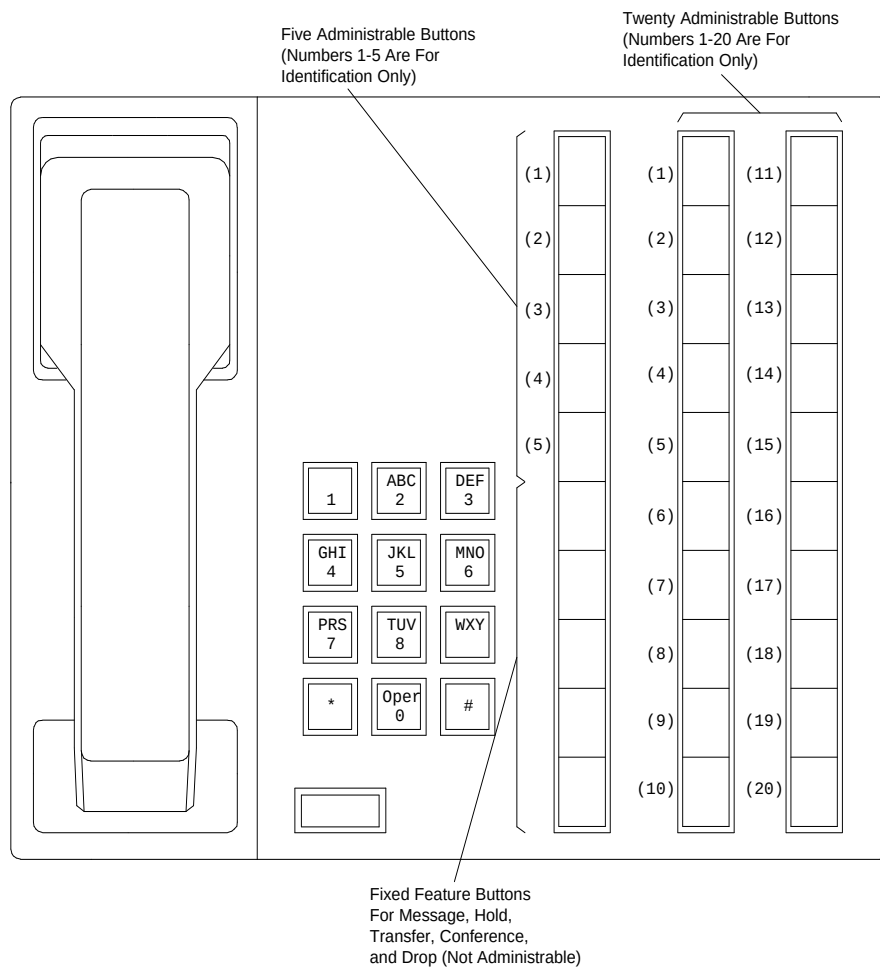


**Figure 5-13. 30-MET Voice Terminal**

## **500, 2500, K2500, 7101A, 7102A, 7103A, 7104A, 8110, DS1FD, DS1SA, and VRU Voice Terminals**

---

This form is used to implement a 500, 2500, 7101A, 7102A, 7103A, 7104A, 8110, DS1FD, or VRU single-line voice terminal. The terminals are shown in the figures immediately following the sample station forms in this section.

This form is also used to implement the K2500 Key Phone System Interface. This has the same administration as the 2500 voice terminal, but has the ability to accept either rotary or DTMF digits.

### **⇒ NOTE:**

The K2500 may not be administered to ports on a TN2135 Analog Line circuit pack.

## **Administration Commands**

---

Use the following administration commands to administer the Voice Terminal form.

| <b>Action</b> | <b>Object</b> | <b>Qualifier<sup>1</sup></b>                                                                   |
|---------------|---------------|------------------------------------------------------------------------------------------------|
| add           | station       | xxxxx (extension number) or ('next')                                                           |
| change        | station       | xxxxx (extension number)                                                                       |
| display       | station       | xxxxx (extension number)                                                                       |
| duplicate     | station       |                                                                                                |
| list          | station       | [x (extension)]['ext' x]['to-ext' x]['port' x]['type' x]<br>['count' n]['print' or 'schedule'] |
| remove        | station       | xxxxx (extension number)                                                                       |

1. Brackets [ ] indicate the qualifier is optional. Single quotes ( ' ') indicate the text inside the quote must be entered exactly as shown or an abbreviated form of the word may be entered. MAX is the maximum number available in your system configuration. Refer to Table C-1 in Appendix C, "System Capacity Limits".

## **Form Instructions**

---

Refer to "Voice Terminals — General" information to review field definitions and feature button definitions common to all voice terminals. Field definitions unique to this voice terminal are described here.

### Page 1 of the Form

- **Type** — Enter “500”, “2500” (see note), “k2500”, “7101A”, “7103A”, “7104A”, “8110”, “ds1fd”, ds1sa, or “VRU”.
  - For a 7102A Voice Terminal, enter “7101A” in the Type field.
  - For a 2500 DMGC voice terminal, enter “7101A” in the Type field. This enables the Recall button and switchhook flash functions.
  - The “ds1fd” designation was designed to allow a voice response unit to communicate with a DS1 board on the switch. At the far end, the voice response unit typically uses a DS0 on a channel bank. At the PBX, the DS0 enters the switch on the DS1 trunk to which the channel bank is connected.
  - The “ds1sa” is the same as the ds1fd, but also includes new messages to support the special access signaling required by the VRUs. The ds1sa supports all the fields that the ds1sa does and uses the same TN767C or greater circuit board.
  - “VRU” is a valid type only if the DTMF Feedback Signals for VRU field is enabled on the Customer-Options System Parameters form
- **Tests** — Enter ‘y’ to enable port maintenance tests. Enter ‘n’ when the voice terminal is connected through a peripheral unit, such as a dictating machine, that will cause the tests to fail. Default is ‘y’.

### Page 2 of the Form

- **Adjunct Supervision** — When the forward disconnect message is needed for DS-1 ports, use a set type of “ds1fd” or “ds1sa” and a DS-1 circuit pack, either TN767E (or later) or TN464F (or later) board. The ‘ds1sa’ type supports special access signaling; the “ds1fd” type supports exchange signaling out side of the United States. The forward disconnect signal for both of these station types is a transition of the “a” signaling bit for 600ms. The call endpoint (typically a VRU) must have the ability to respond to the disconnect message. If a DS-1 port is translated with set type of 500 or 2500, the DS-1 protocol does not provide a means of sending forward disconnect.

### Page 3 of the Form

- **Abbreviated Dialing List1:, List2:, List3:** — Up to three AD lists may be accessed by the voice terminal. Enter “p” for personal, “s” for system, “g” for group, or “e” enhanced. If “p” or “g” is entered, a personal list number (1 through 3) or a group number (1 through 100), respectively, is also required. If the set type is a 7103A, then enter “7103A” as a List type.



Page 1 of 3

STATION

|                 |                        |          |
|-----------------|------------------------|----------|
| Extension: 1003 | Lock Messages? n       | BCC: 0   |
| Type: 500____   | Security Code: _____   | TN: 1__  |
| Port: _____     | Coverage Path 1: _____ | COR: 1_  |
| Name: _____     | Coverage Path 2: _____ | COS: 1_  |
|                 | Hunt-to Station: _____ | Tests? y |

|                        |                                  |
|------------------------|----------------------------------|
| STATION OPTIONS        | Message Waiting Indicator: _____ |
| Off Premise Station? n | Message Lamp Ext: 1000_          |
| R Balance Network? n   |                                  |

**Screen 5-164. Single-Line Station Form (Page 1 of 3)**

### **Implementation Notes**

---

The BCC field is only displayed if the ISDN-PRI option is enabled on the System-Parameters Customer-Options form.

The R Balance Network field is only displayed when the Off-Premise Station field is "y."

The Message Waiting Indicator field is only displayed when the Type field is "500", "2500", "k2500", "7104A", or "8110."

|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>FEATURE OPTIONS</p> <p style="padding-left: 40px;">LWC Reception: spe_____</p> <p style="padding-left: 40px;">LWC Activation? y</p> <p style="padding-left: 40px;">CDR Privacy? n</p> <p style="padding-left: 40px;">Redirect Notification? y</p> <p style="padding-left: 20px;">Per Button Ring Control? n</p> <p style="padding-left: 40px;">Bridged Call Alerting? n</p> <p style="padding-left: 40px;">Switchhook Flash? y</p> <p style="padding-left: 40px;">Ignore Rotary Digits? n</p> <p style="padding-left: 80px;">AUDIX Name: _____</p> | <p>STATION</p> | <p style="text-align: right;">Page 2 of 3</p> <p style="padding-left: 40px;">Coverage Msg Retrieval? y</p> <p style="padding-left: 40px;">Auto Answer: none</p> <p style="padding-left: 40px;">Data Restriction? n</p> <p style="padding-left: 40px;">Call Waiting Indication? y</p> <p style="padding-left: 20px;">Att. Call Waiting Indication? y</p> <p style="padding-left: 40px;">Distinctive Audible Alert? y</p> <p style="padding-left: 40px;">Adjunct Supervision? y</p> |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

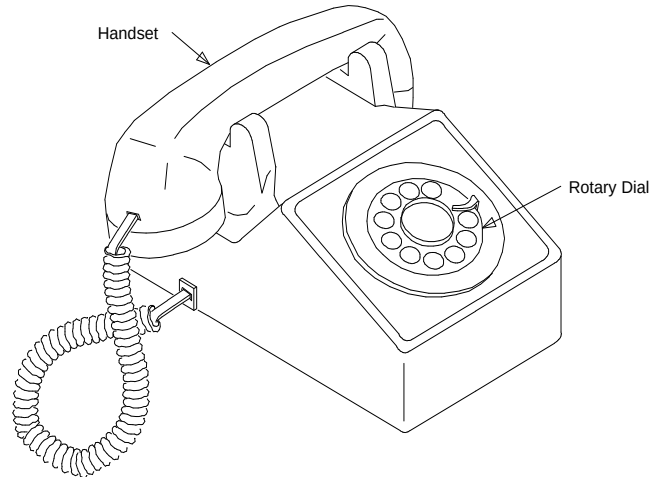
**Screen 5-165. Single-Line Station Form (Page 2 of 3)**

### **Implementation Notes**

The Adjunct Supervision field is only displayed when the Type field is "500", "2500", "k2500", or "8110."

The AUDIX Name and Messaging Server Name fields are only displayed on R5r configurations.

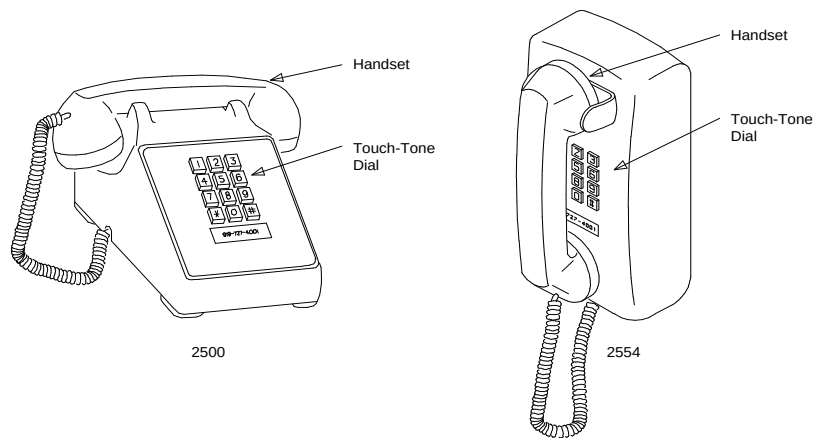
If the Per Button Ring Control field is set to "y", the Bridged Call Alerting field disappears and Auto-A/D and Ring fields appear for button types call-appr, brdg-appr, and abrdg-appr.



---

**Figure 5-14. 500 Voice Terminal**

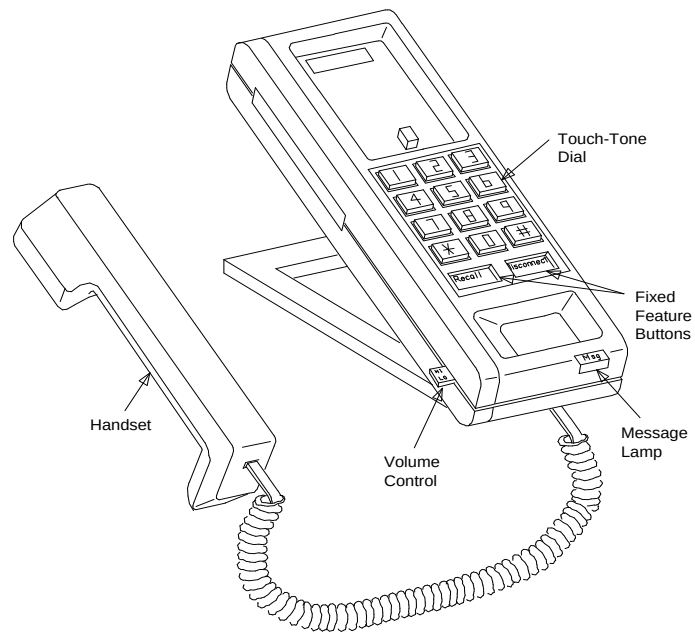
---



---

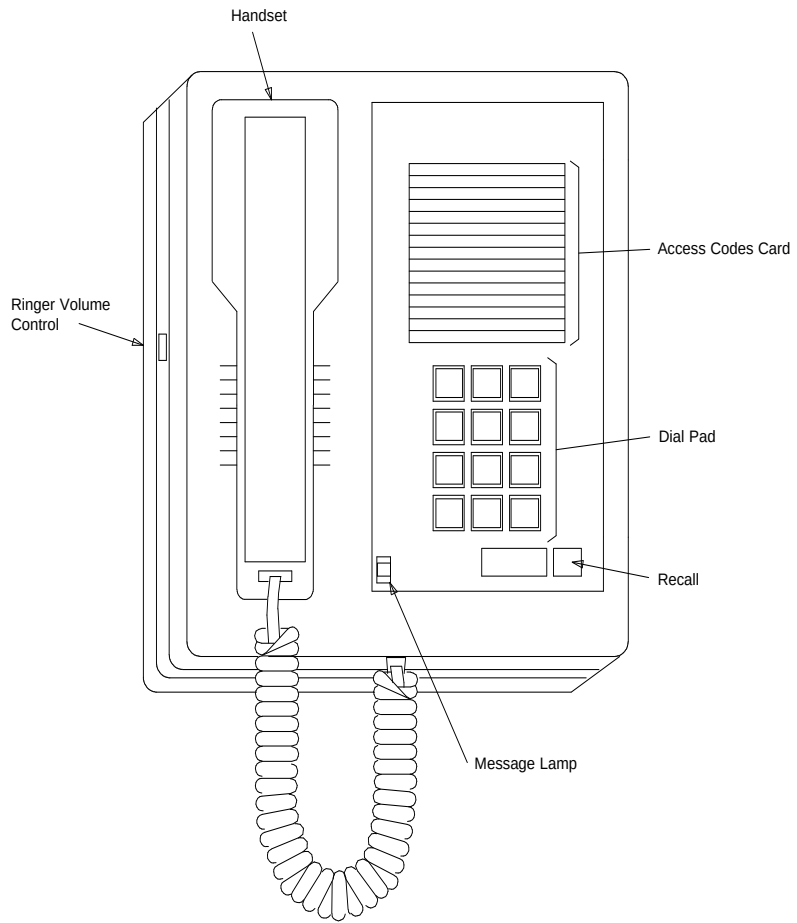
**Figure 5-15. 2500 and 2554 Voice Terminals**

---



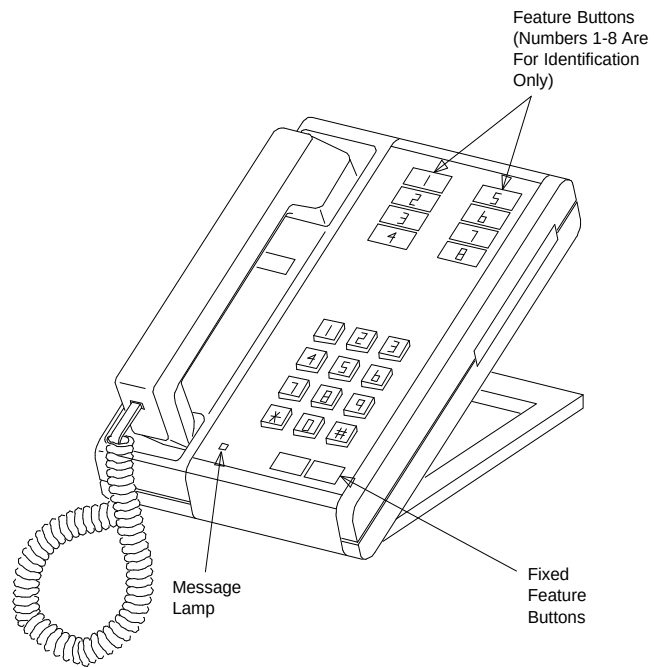
---

**Figure 5-16. 7101A Voice Terminal**



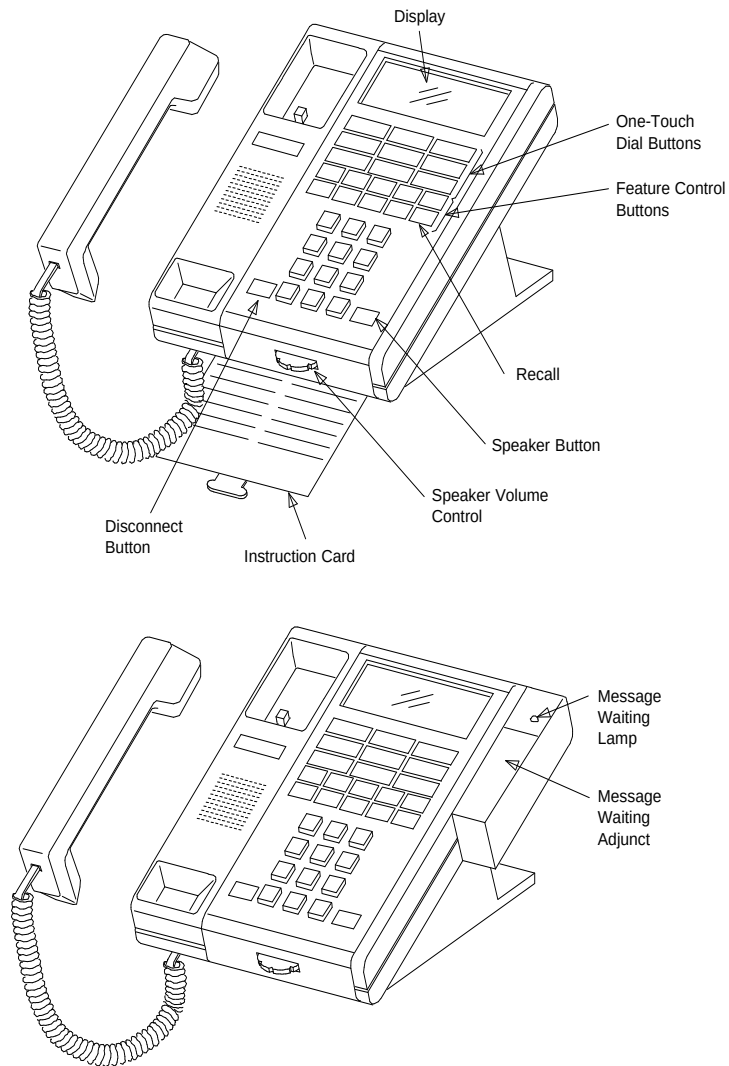
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**Figure 5-17. 7102A Voice Terminal**



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**Figure 5-18. 7103A Voice Terminal**



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**Figure 5-19. 7104A Voice Terminal**

## 510D Personal Terminal and 515 Business Communications Terminal

---

This form is used to implement a Lucent Technologies 510D Personal Terminal or a Lucent Technologies 515 Business Communications Terminal (BCT).

### Administration Commands

---

Use the following administration commands to administer the form.

| Action    | Object  | Qualifier <sup>1</sup>                                                                         |
|-----------|---------|------------------------------------------------------------------------------------------------|
| add       | station | xxxxx (extension number) or ('next')                                                           |
| change    | station | xxxxx (extension number)                                                                       |
| display   | station | xxxxx (extension number)                                                                       |
| duplicate | station |                                                                                                |
| list      | station | [x (extension)]['ext' x]['to-ext' x]['port' x]['type' x]<br>['count' n]['print' or 'schedule'] |
| remove    | station | xxxxx (extension number)                                                                       |

1. Brackets [ ] indicate the qualifier is optional. Single quotes ( ' ') indicate the text inside the quote must be entered exactly as shown or an abbreviated form of the word may be entered. MAX is the maximum number available in your system configuration. Refer to Table C-1 in Appendix C, "System Capacity Limits".

Refer to "Voice Terminals — General" information to review field definitions and feature button definitions common to all voice terminals. Field definitions unique to this voice terminal are described here.

### Page 1 of the Form

- **Data Module** — Display-only field. Restricted to "y."
- **Display Module** — Display-only field. Restricted to "y."

### Page 2 of the Form

- **PCOL/TEG Call Alerting** — (510D only) Enter "y" if the user will be alerted of a PCOL/TEG call. Default is "n."
- **Bridged Call Alerting** — (515 BCT only) Enter "y" to allow incoming calls on bridged appearances of another terminal's primary extension number or TEG or PCOL calls to alert at this terminal. Default is "n."
- **Active Station Ringing** — Define how a call will ring at an off-hook station. Default is "single."



Enter "continuous" to cause all calls terminated to this station to ring continuously.

Enter "single" to cause a call terminated to an off-hook and active or off-hook and idle station to receive one ring cycle and then ring silently.

Enter "if-busy-single" to cause a call terminated to an off-hook and idle station to ring continuously and a call terminated to an off-hook and active station to receive one ring cycle and then ring silently.

Enter "silent" to cause a call terminated to an off-hook and active or off-hook and idle station to receive no audible ring and just ring silently.

- **Disp Client Redir** — This field is only administrable if the Hospitality feature has been enabled on the System-Parameters Customer-Options form. This field affects the station's display on calls that originated from a station with Client Room Class of Service. When the field is "n" (default), then for all calls originating from a Client Room (even redirected calls) that terminate to this station, this station's display will not show the redirection information. Only the client name and extension (or room, depending on what is administered on the System-Parameters Hospitality form) will be displayed. When the field is set to "y," the redirection information for a call originating from a Client Room and terminating to this station will be displayed.



**NOTE:**

For stations with an "audix" station type, AUDIX Voice Power ports, or ports for any other type of messaging that needs display information, this field must be "y."

- **Event Minimization** — This field offers a way to minimize events sent on a link. It appears only if you enter ASAI in the Type field. It should be enabled when an application/library does not wish to receive identical event reports over different associations. When it is enabled, the switch sends a single event report on only one association and discards any remaining reports. In this case, it is up to the library/application to report this event to other interested parties/applications. Values are "y" or "n." The default is "n."

### Page 3 of the Form

- **Button Assignments**

The feature buttons that can be assigned to the 510 Personal Terminal (PT) and 515 BCT are listed below. The abbreviated software name (that is, administration name) as shown on the following list must be entered on the form. Depending on the button type, additional auxiliary information may be required when administering buttons.

- |                           |                           |                           |
|---------------------------|---------------------------|---------------------------|
| ■ abr-prog                | ■ call-disp <sup>1</sup>  | ■ exclusion               |
| ■ abr-spchar              | ■ call-fwd                | ■ ext-dn-dst <sup>1</sup> |
| ■ abrdg-appr              | ■ call-park               | ■ flash                   |
| ■ abrv-dial               | ■ call-pkup               | ■ goto-cover              |
| ■ abrv-ring               | ■ callr-info <sup>1</sup> | ■ grp-dn-dst <sup>1</sup> |
| ■ ac-alarm                | ■ cas-backup              | ■ hunt-ns                 |
| ■ aca-halt                | ■ cdr1-alm                | ■ in-call-id              |
| ■ after-call              | ■ cdr2-alm                | ■ inspect <sup>1</sup>    |
| ■ alt-frl                 | ■ cfwd-basyda             | ■ int-aut-an              |
| ■ assist                  | ■ check-in <sup>1</sup>   | ■ last-numb               |
| ■ asvn-halt               | ■ check-out <sup>1</sup>  | ■ link-alarm              |
| ■ atd-qcalls <sup>1</sup> | ■ clk-overid <sup>1</sup> | ■ lsvn-call               |
| ■ atd-qtime <sup>1</sup>  | ■ consult                 | ■ lwc-cancel              |
| ■ aut-msg-wt              | ■ cov-cback               | ■ lwc-lock                |
| ■ auto-cback              | ■ cov-msg-rt <sup>1</sup> | ■ lwc-store               |
| ■ auto-icom               | ■ data-ext                | ■ major-alm               |
| ■ auto-in                 | ■ date-time <sup>1</sup>  | ■ man-msg-wt              |
| ■ auto-wkup <sup>1</sup>  | ■ delete-msg <sup>1</sup> | ■ man-overid <sup>1</sup> |
| ■ autodial                | ■ dial-icom               | ■ manual-in               |
| ■ aux-work                | ■ directory <sup>1</sup>  | ■ mct-act                 |
| ■ brdg-appr               | ■ disp-norm               | ■ mct-contr               |
| ■ busy-ind                | ■ dn-dst                  | ■ mj/mn alm               |
| ■ call-appr               | ■ ds1-alarm               | ■ msg-retr <sup>1</sup>   |

- |                          |              |                           |
|--------------------------|--------------|---------------------------|
| ■ mwn-act <sup>1</sup>   | ■ q-calls    | ■ stored-num <sup>1</sup> |
| ■ mwn-deact <sup>1</sup> | ■ q-time     | ■ stroke-cnt              |
| ■ next <sup>1</sup>      | ■ release    | ■ term-x-gr               |
| ■ night-serv             | ■ ringer-off | ■ timer <sup>1</sup>      |
| ■ noans-alrt             | ■ rs-alert   | ■ trk-ac-alm              |
| ■ normal <sup>1</sup>    | ■ rsvn-call  | ■ trk-id                  |
| ■ per-COline             | ■ scroll     | ■ trunk-name <sup>1</sup> |
| ■ pms-alarm              | ■ send-calls | ■ trunk-ns                |
| ■ pr-awu-alm             | ■ send-term  | ■ verify                  |
| ■ pr-pms-alm             | ■ serv-obsrv | ■ voa-repeat              |
| ■ pr-sys-alm             | ■ signal     | ■ vu-display              |
| ■ print-msgs             | ■ ssvn-halt  | ■ work-code <sup>2</sup>  |
| ■ priority               |              |                           |

- 
1. Display-type buttons.
  2. Stations administered with displays only.

The 510D and 515 button number assignments in relation to the button numbers on the form are shown in Figure 5-20 and Figure 5-21.

#### **Page 4 of the Form (510D Only)**

##### **■ Feature Button Assignments**

The features and functions that can be assigned to the 510 Personal Terminal (PT) Page 3 of X are the same as those listed for BUTTON ASSIGNMENTS above.

The 510D button number assignments in relation to the button numbers on the form are shown in Figure 5-20.

#### **Page X of the Form**

##### **■ (Display Button Assignments)**

The administrable display-type buttons that can be assigned are shown on the above list (see BUTTON ASSIGNMENTS) and are noted as [display buttons].

**Page X of the Form****■ Data Module**

Refer to the "Station Forms — Field Descriptions" section of this chapter for associated field descriptions.

| STATION                   |                        | Page 1 of X             |
|---------------------------|------------------------|-------------------------|
| Extension: 1003           | Lock Messages? n       | BCC: 0                  |
| Type: 510____             | Security Code: _____   | TN: 1__                 |
| Port: _____               | Coverage Path 1: _____ | COR: 1_                 |
| Name: _____               | Coverage Path 2: _____ | COS: 1_                 |
|                           | Hunt-to Station: _____ |                         |
| STATION OPTIONS           |                        |                         |
| Data Module? y            |                        |                         |
| Display Module? y         |                        | Message Lamp Ext: 1000_ |
| Display Language: english |                        |                         |

**Screen 5-166. 510D and 515 BCT Form (Page 1 of X)****Implementation Note**

---

The BCC field is only displayed if the ISDN-PRI option is enabled on the System-Parameters Customer-Options form.

| STATION                        |                                    | Page 2 of X |
|--------------------------------|------------------------------------|-------------|
| FEATURE OPTIONS                |                                    |             |
| LWC Reception? msa-spe         | Auto Select Any Idle Appearance? n |             |
| LWC Activation? y              | Coverage Msg Retrieval? y          |             |
| CDR Privacy? n                 | Auto Answer: none                  |             |
| Redirect Notification? y       | Data Restriction? n                |             |
| Per Button Ring Control? n     | Idle Appearance Preference? n      |             |
| PCOL/TEG Call Alerting? n      | Restrict Last Appearance? y        |             |
| Active Station Ringing: single |                                    |             |
| AUDIX Name: _____              | Audible Message Waiting? n         |             |
| Messaging Server Name: _____   | Display Client Redir? n            |             |
|                                | Select Last Used Appearance? n     |             |

**Screen 5-167. 510D and 515 BCT Form (Page 2 of X)****Implementation Notes**

---

PCOL/TEG Call Alerting appears on the 510 form.

Bridged Call Alerting appears on the 515 form. If the Per Button Ring Control field is set to "y", the Bridged Call Alerting field disappears (for the 510) and Auto-A/D and Ring fields appear for button types call-appr, brdg-appr, and abrdg-appr on the next page of the form.

The AUDIX Name and Messaging Server Name fields are only displayed on R5r configurations.

| STATION             |              | Page 3 of X      |
|---------------------|--------------|------------------|
| SITE DATA           |              |                  |
| Room: _____         |              | Headset? n       |
| Jack: _____         |              | Speaker? n       |
| Cable: _____        |              | Mounting: d      |
| Floor: _____        |              | Cord Length: 0_  |
| Building: _____     |              | Set Color: _____ |
| ABBREVIATED DIALING |              |                  |
| List1: _____        | List2: _____ | List3: _____     |
| BUTTON ASSIGNMENTS  |              |                  |
| 1: call-appr        | 6: _____     |                  |
| 2: call-appr        | 7: _____     |                  |
| 3: call-appr        | 8: _____     |                  |
| 4: call-appr        | 9: _____     |                  |
| 5: _____            | 10: _____    |                  |

**Screen 5-168. 510D and 515 BCT Form (Page 3 of X)**

### **Implementation Notes**

---

Button Assignments 5: through 10: are only displayed on the 515 BCT form.

The first four button assignments default to call-appr (call appearance) for both terminals and can only be assigned to call-appr (call appearance).

|                            |    | STATION | Page 3 of 5 |
|----------------------------|----|---------|-------------|
| FEATURE BUTTON ASSIGNMENTS |    |         |             |
| Column 1:                  | 1: | _____   |             |
|                            | 2: | _____   |             |
|                            | 3: | _____   |             |
| Column 2:                  | 4: | _____   |             |
|                            | 5: | _____   |             |
|                            | 6: | _____   |             |
| Column 3:                  | 7: | _____   |             |
|                            | 8: | _____   |             |
|                            | 9: | _____   |             |

**Screen 5-169. 510D Personal Terminal Form (Page 3 of X)**

|                            |       | STATION | Page Y of X |
|----------------------------|-------|---------|-------------|
| DISPLAY BUTTON ASSIGNMENTS |       |         |             |
| 1:                         | _____ |         |             |
| 2:                         | _____ |         |             |
| 3:                         | _____ |         |             |
| 4:                         | _____ |         |             |
| 5:                         | _____ |         |             |
| 6:                         | _____ |         |             |
| 7:                         | _____ |         |             |

**Screen 5-170. 510D and 515 BCT Display Button Assignments Form (Page Y of X)**

|                                                                               |       | STATION | Page Y of X     |
|-------------------------------------------------------------------------------|-------|---------|-----------------|
| DATA MODULE                                                                   |       |         |                 |
| Data Extension:                                                               | _____ | BCC: 2  | ITC: restricted |
| Name:                                                                         | _____ | COR: 1_ | COS: 1_         |
|                                                                               |       | TN: 1   |                 |
| ABBREVIATED DIALING                                                           |       |         |                 |
| List1:                                                                        | _____ |         |                 |
| SPECIAL DIALING OPTION: _____                                                 |       |         |                 |
| HOT LINE DESTINATION                                                          |       |         |                 |
| DEFAULT DIALING                                                               |       |         |                 |
| Abbreviated Dialing Dial Code (From above list): _____                        |       |         |                 |
| ASSIGNED MEMBER ( Station with a data extension button for this data module ) |       |         |                 |
| Ext                                                                           | Name  |         |                 |
| 1:                                                                            |       |         |                 |

## Implementation Notes

---

This page displays only if the Data Module field on Page 1 is "y".

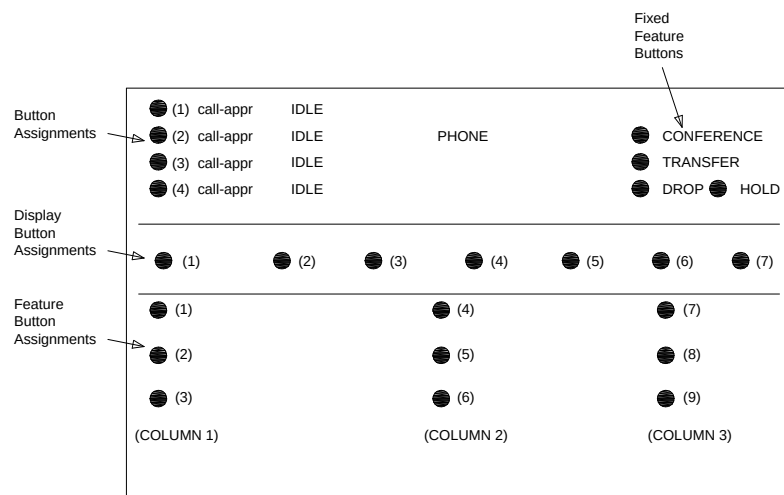
The BCC field displays only if the ISDN-PRI option is enabled on the System-Parameters Customer-Options form.

HOT LINE DESTINATION field displays only when the Special Dialing Option field is "hot-line".

DEFAULT DIALING displays only when the Special Dialing Option field is "default".

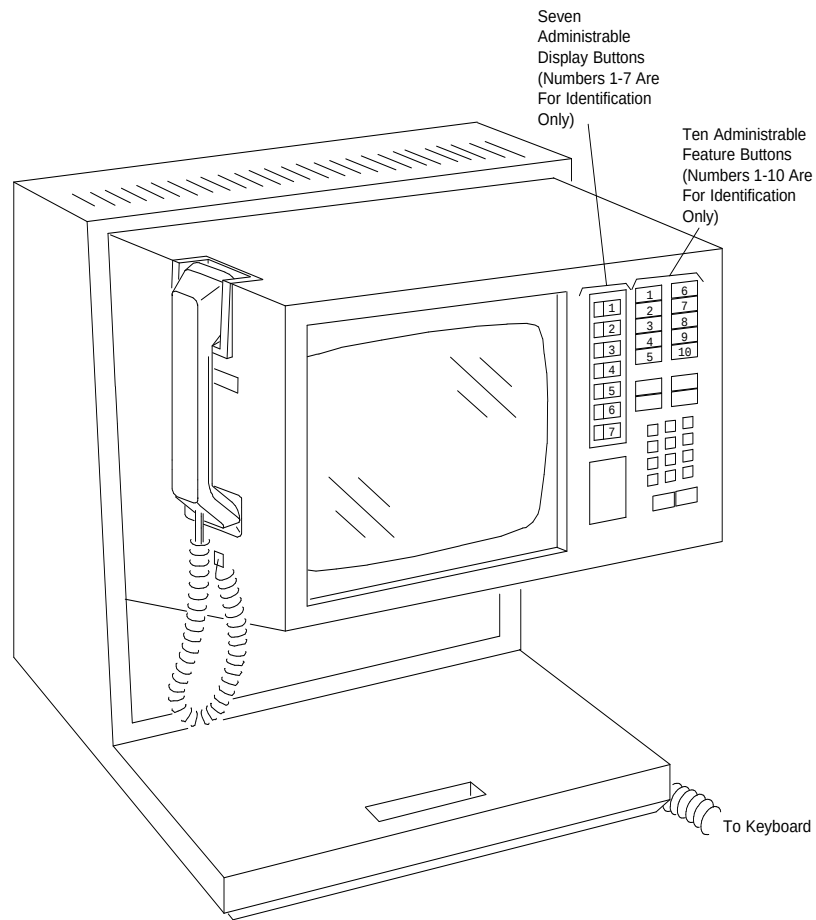
Abbreviated Dialing Dial Code only displayed when SPECIAL DIALING OPTION is "hot-line" or "default".

---



---

**Figure 5-20. 510D Personal Terminal Adminstrable  
Screen Button Assignments**



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**Figure 5-21. 515 Business Communications Terminal (BCT)**



## 7302H, 7303H, and 7305H Voice Terminals

---

The following provides instructions associated with the implementation of 7302H (small), 7303H (medium), and 7305H (large) MERLIN communications system voice terminals.

### Administration Commands

---

Use the following administration commands to administer the Voice Terminal form.

| Action    | Object  | Qualifier <sup>1</sup>                                                                         |
|-----------|---------|------------------------------------------------------------------------------------------------|
| add       | station | xxxxx (extension number) or ('next')                                                           |
| change    | station | xxxxx (extension number)                                                                       |
| display   | station | xxxxx (extension number)                                                                       |
| duplicate | station |                                                                                                |
| list      | station | [x (extension)]['ext' x]['to-ext' x]['port' x]['type' x]<br>['count' n]['print' or 'schedule'] |
| remove    | station | xxxxx (extension number)                                                                       |

1. Brackets [ ] indicate the qualifier is optional. Single quotes ( ' ') indicate the text inside the quote must be entered exactly as shown or an abbreviated form of the word may be entered. MAX is the maximum number available in your system configuration. Refer to Table C-1 in Appendix C, "System Capacity Limits".

### Form Instructions

---

- **7302H Voice Terminal (5-Button)**

Administer using a 7303S Voice Terminal form.

- **7303H Voice Terminal (10-Button)**

Administer using a 7305S Voice Terminal form.



**NOTE:**

Only the first 12 feature function buttons apply. Of these 12 buttons, eight have two lamps and four have no lamps. However, the system will treat the eight double lamp buttons as though they have a single (green) lamp. Administer the four buttons with no lamps with features not requiring status indications, such as Abbreviated Dialing and Last Number Redial.

- **7305H Voice Terminal (34-Button)**

Administer using a 7305S Voice Terminal form. The system will treat the set's 24 feature function buttons (two lamps each) as single (green) lamp function buttons.

## 7303S, 7305S, and 7309H Voice Terminals

---

This form is used to implement a 7303S, 7305S, and a 7309H multi-appearance voice terminal.

### Administration Commands

---

Use the following administration commands to administer the Voice Terminal form.

| Action    | Object  | Qualifier <sup>1</sup>                                                                         |
|-----------|---------|------------------------------------------------------------------------------------------------|
| add       | station | xxxxx (extension number) or ('next')                                                           |
| change    | station | xxxxx (extension number)                                                                       |
| display   | station | xxxxx (extension number)                                                                       |
| duplicate | station |                                                                                                |
| list      | station | [x (extension)]['ext' x]['to-ext' x]['port' x]['type' x]<br>['count' n]['print' or 'schedule'] |
| remove    | station | xxxxx (extension number)                                                                       |

1. Brackets [ ] indicate the qualifier is optional. Single quotes ( ' ') indicate the text inside the quote must be entered exactly as shown or an abbreviated form of the word may be entered. MAX is the maximum number available in your system configuration. Refer to Table C-1 in Appendix C, "System Capacity Limits".

### Form Instructions

---

Refer to "Voice Terminals — General" information to review field definitions and feature button definitions common to all voice terminals. Field definitions unique to this voice terminal are described here.

#### Page 1 of the Form

- **Type** — Enter "7303S", "7305S", or "7309H" as appropriate.

#### Page 2 of the Form

- **Active Station Ringing** — Define how a call will ring at an off-hook station. Default is "single".

Enter "continuous" to cause all calls terminated to this station to ring continuously.

Enter "single" to cause a call terminated to an off-hook and active or off-hook and idle station to receive one ring cycle and then ring silently.

Enter "if-busy-single" to cause a call terminated to an off-hook and idle station to ring continuously and a call terminated to an off-hook and active station to receive one ring cycle and then ring silently.

Enter "silent" to cause a call terminated to an off-hook and active or off-hook and idle station to receive no audible ring and just ring silently.

### Page 3 of the Form

#### ■ **BUTTON ASSIGNMENTS**

The feature buttons that can be assigned to the 7303S, 7305S, and 7309H voice terminals are listed below. The abbreviated software name (that is, administration name) as shown on the following list must be entered on the form. Depending on the button type, additional auxiliary information may be required when administering buttons. This information is provided in the "Voice Terminals — General" section.

Administrable feature buttons:

- |              |              |              |
|--------------|--------------|--------------|
| ■ abr-prog   | ■ aut-msg-wt | ■ cas-backup |
| ■ abr-spchar | ■ auto-cback | ■ cdr1-alm   |
| ■ abrdg-appr | ■ auto-icom  | ■ cdr2-alm   |
| ■ abrv-dial  | ■ auto-in    | ■ cfwd-bsyda |
| ■ abrv-ring  | ■ autodial   | ■ consult    |
| ■ ac-alarm   | ■ aux-work   | ■ cov-cback  |
| ■ aca-halt   | ■ brdg-appr  | ■ data-ext   |
| ■ after-call | ■ busy-ind   | ■ dial-icom  |
| ■ alrt-agchg | ■ call-appr  | ■ dn-dst     |
| ■ alt-frl    | ■ call-fwd   | ■ ds1-alarm  |
| ■ assist     | ■ call-park  | ■ exclusion  |
| ■ atd-qcalls | ■ call-pkup  | ■ flash      |
| ■ atd-qtime  |              |              |

|              |              |                          |
|--------------|--------------|--------------------------|
| ■ goto-cover | ■ mj/mn alm  | ■ ringer-off             |
| ■ hunt-ns    | ■ ringer-off | ■ rs-alert               |
| ■ in-call-id | ■ night-serv | ■ rsvn-halt              |
| ■ int-aut-an | ■ noans-alrt | ■ send-calls             |
| ■ last-numb  | ■ per-COline | ■ send-term              |
| ■ link-alarm | ■ pms-alarm  | ■ serv-obsrv             |
| ■ lsvn-halt  | ■ pr-awu-alm | ■ signal                 |
| ■ lwc-cancel | ■ pr-pms-alm | ■ ssvn-halt              |
| ■ lwc-store  | ■ pr-sys-alm | ■ stroke-cnt             |
| ■ major-alm  | ■ print-msgs | ■ term-x-gr              |
| ■ man-msg-wt | ■ priority   | ■ trk-ac-alm             |
| ■ manual-in  | ■ q-calls    | ■ trunk-ns               |
| ■ mct-act    | ■ q-time     | ■ verify                 |
| ■ mct-contr  | ■ release    | ■ voa-repeat             |
|              |              | ■ work-code <sup>1</sup> |

---

1. Stations administered with displays only.

Figure 5-22, Figure 5-23, and Figure 5-24 show the 7303S, 7305S, and 7309H voice terminal button number assignments in relation to the button numbers on the Voice Terminal Form. The first three buttons are defaulted as call appearance.

#### **Page 4 of the Form (7305S only)**

##### **■ FEATURE BUTTON ASSIGNMENTS**

The features and functions that can be assigned to the 7305S on Page 3 of 3 are the same as those listed for BUTTON ASSIGNMENTS above.

Figure 5-23 shows the 7305S voice terminal button number assignments in relation to the button numbers on the Voice Terminal Form. The first three buttons are defaulted as call appearance.

|                 |                     |                                 |             |
|-----------------|---------------------|---------------------------------|-------------|
|                 |                     |                                 | Page 1 of X |
| STATION         |                     |                                 |             |
| Extension: ____ | BCC: 0              | TN: 1                           | COR: 1      |
| Type: ____      | Lock Messages? n    |                                 | COS: 1      |
| Port: ____      | Security Code: ____ | Coverage Path 1: ____           |             |
| Name: ____      |                     | Coverage Path 2: ____           |             |
| STATION OPTIONS |                     | Personalized Ringing Pattern: 1 |             |
|                 |                     | Message Lamp Ext: ____          |             |

**Screen 5-171. 7303S, 7305S, and 7309H Station Form**  
**(Page 1 of X)**

### **Implementation Notes**

---

The BCC field is only displayed if the ISDN-PRI option is enabled on the System-Parameters Customer-Options form.

|                                |                                    |             |
|--------------------------------|------------------------------------|-------------|
|                                |                                    | Page 2 of X |
| STATION                        |                                    |             |
| FEATURE OPTIONS                |                                    |             |
| LWC Reception? spe             | Auto Select Any Idle Appearance? n |             |
| LWC Activation? y              | Coverage Msg Retrieval? y          |             |
| CDR Privacy? n                 | Auto Answer: none                  |             |
| Redirect Notification? y       | Data Restriction? n                |             |
| Per Button Ring Control? n     | Idle Appearance Preference? n      |             |
| Bridged Call Alerting? n       |                                    |             |
| Active Station Ringing: single | Restrict Last Appearance? y        |             |
|                                |                                    |             |
| AUDIX Name: ____               |                                    |             |
| Messaging Server Name: ____    | Audible Message Waiting? y         |             |
|                                | Select Last Used Appearance? n     |             |

**Screen 5-172. 7303S, 7305S, and 7309H Station Form**  
**(Page 2 of X)**

### **Implementation Notes**

---

If the Per Button Ring Control field is set to “y”, the Bridged Call Alerting field disappears (although the settings are stored) and Auto-A/D and Ring fields appear for button types call-appr, brdg-appr, and abrdg-appr.

The AUDIX Name and Messaging Server Name fields are only displayed for R5r configurations.

|                                                                                                                                                                                                                                                                                                                                                                           |                                                                                |               |          |               |          |               |          |          |          |          |           |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------|---------------|----------|---------------|----------|---------------|----------|----------|----------|----------|-----------|
| Page 3 of X                                                                                                                                                                                                                                                                                                                                                               |                                                                                |               |          |               |          |               |          |          |          |          |           |
| STATION<br><br>SITE DATA<br>Room: _____<br>Jack: _____<br>Cable: _____<br>Floor: _____<br>Building: _____                                                                                                                                                                                                                                                                 | Headset? n<br>Speaker? n<br>Mounting: d<br>Cord Length: 0_<br>Set Color: _____ |               |          |               |          |               |          |          |          |          |           |
| ABBREVIATED DIALING<br>List1: _____ List2: _____ List3: _____                                                                                                                                                                                                                                                                                                             |                                                                                |               |          |               |          |               |          |          |          |          |           |
| BUTTON ASSIGNMENTS<br><table border="0" style="width: 100%;"> <tr> <td style="width: 50%;">1: call-appr_</td> <td style="width: 50%;">6: _____</td> </tr> <tr> <td>2: call-appr_</td> <td>7: _____</td> </tr> <tr> <td>3: call-appr_</td> <td>8: _____</td> </tr> <tr> <td>4: _____</td> <td>9: _____</td> </tr> <tr> <td>5: _____</td> <td>10: _____</td> </tr> </table> |                                                                                | 1: call-appr_ | 6: _____ | 2: call-appr_ | 7: _____ | 3: call-appr_ | 8: _____ | 4: _____ | 9: _____ | 5: _____ | 10: _____ |
| 1: call-appr_                                                                                                                                                                                                                                                                                                                                                             | 6: _____                                                                       |               |          |               |          |               |          |          |          |          |           |
| 2: call-appr_                                                                                                                                                                                                                                                                                                                                                             | 7: _____                                                                       |               |          |               |          |               |          |          |          |          |           |
| 3: call-appr_                                                                                                                                                                                                                                                                                                                                                             | 8: _____                                                                       |               |          |               |          |               |          |          |          |          |           |
| 4: _____                                                                                                                                                                                                                                                                                                                                                                  | 9: _____                                                                       |               |          |               |          |               |          |          |          |          |           |
| 5: _____                                                                                                                                                                                                                                                                                                                                                                  | 10: _____                                                                      |               |          |               |          |               |          |          |          |          |           |

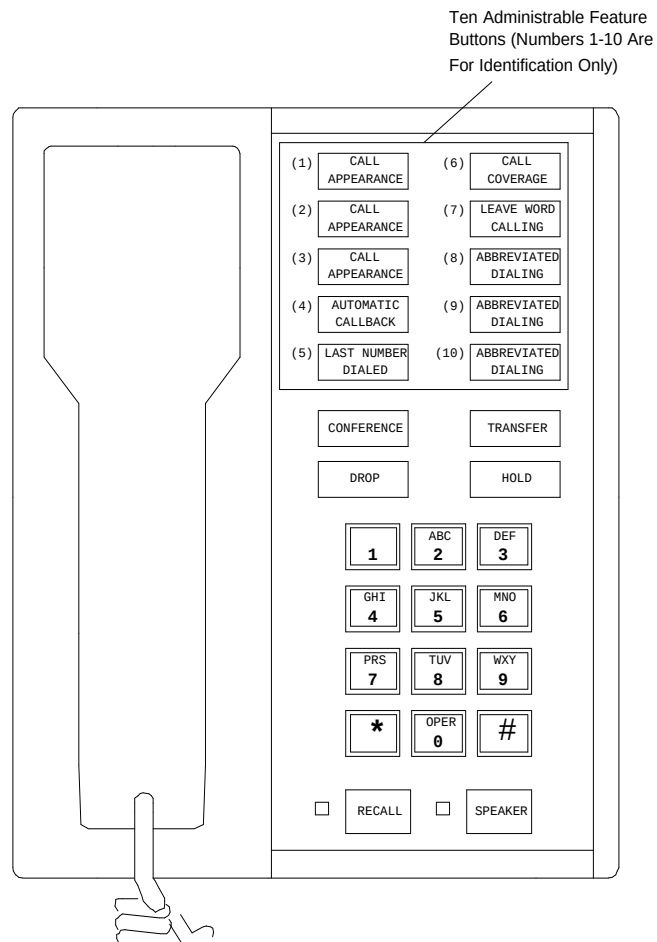
**Screen 5-173. 7303S, 7305S, and 7309H Station Form**  
**(Page 3 of X)**

### Implementation Note

The first three Button Assignments fields may only be assigned as call-appr (call appearance).

|                                                                                                                                                                               |                                                                                                                                                          |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------|
| Page 4 of X                                                                                                                                                                   |                                                                                                                                                          |
| STATION                                                                                                                                                                       |                                                                                                                                                          |
| FEATURE BUTTON ASSIGNMENTS<br>1: _____<br>2: _____<br>3: _____<br>4: _____<br>5: _____<br>6: _____<br>7: _____<br>8: _____<br>9: _____<br>10: _____<br>11: _____<br>12: _____ | 13: _____<br>14: _____<br>15: _____<br>16: _____<br>17: _____<br>18: _____<br>19: _____<br>20: _____<br>21: _____<br>22: _____<br>23: _____<br>24: _____ |

**Screen 5-174. 7305S Voice Terminal Form (Page 4 of X)**



---

**Figure 5-22. 7303S Voice Terminal**



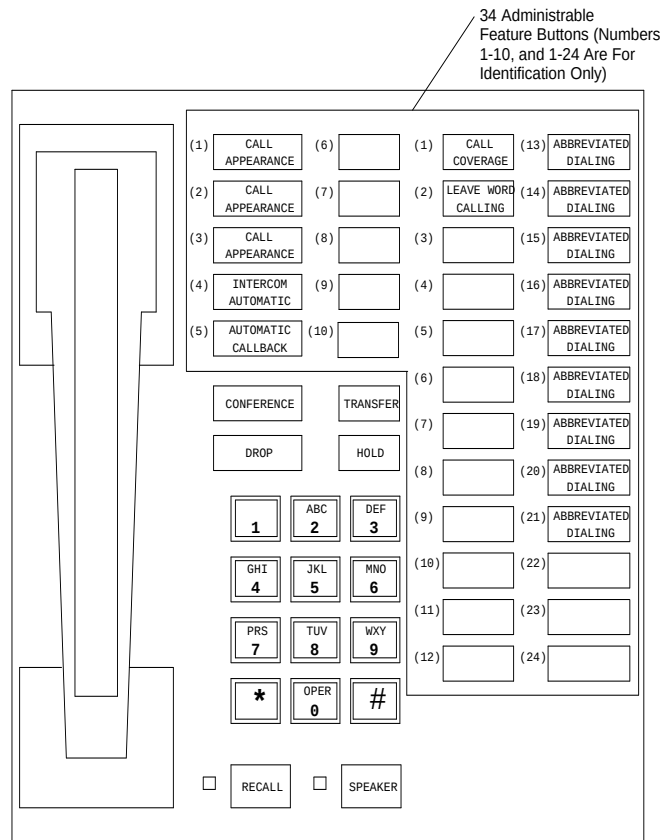
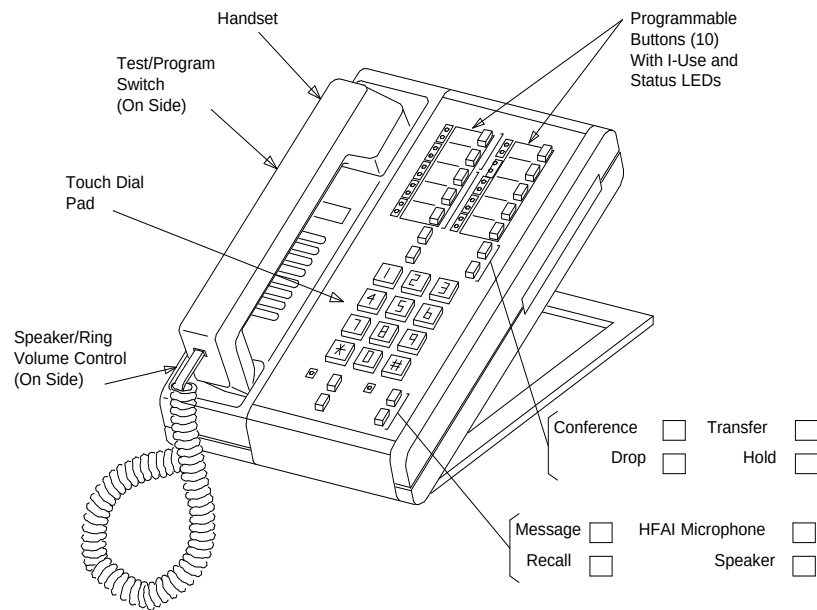


Figure 5-23. 7305S Voice Terminal



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**Figure 5-24. 7309H Voice Terminal**

## 7313H, 7314H, 7315H, 7316H, and 7317H Voice Terminals

---

The following forms are used to implement the 7313H, 7314H, 7315H, 7316H, and 7317H multi-appearance voice terminals.

### **NOTE:**

Be aware of the following feature differences and restrictions when using hybrid voice terminals in the System:

- Hybrid voice terminals equipped with display may not be used as ACD agents.
- The following feature buttons will not operate on Hybrid terminals: STOP, PAUSE, RECALL, MESSAGE, HFAI, and HFAI/MIC.

The replacement for Hands Free Automatic Answer on Intercom (HFAI) is the Internal Automatic Answer (IAA) feature.

- When administering the IAA feature on a 731xH series voice terminal, it is recommended that a feature button with a lamp be assigned so the lamp status of IAA can be observed (that is, activated or deactivated).

## Administration Commands

---

Use the following administration commands to administer the Voice Terminal form.

| Action    | Object  | Qualifier <sup>1</sup>                                                                         |
|-----------|---------|------------------------------------------------------------------------------------------------|
| add       | station | xxxxx (extension number) or ('next')                                                           |
| change    | station | xxxxx (extension number)                                                                       |
| display   | station | xxxxx (extension number)                                                                       |
| duplicate | station |                                                                                                |
| list      | station | [x (extension)]['ext' x]['to-ext' x]['port' x]['type' x]<br>['count' n]['print' or 'schedule'] |
| remove    | station | xxxxx (extension number)                                                                       |

1. Brackets [ ] indicate the qualifier is optional.

## Form Instructions

---

Refer to "Voice Terminals — General" information to review field definitions and feature button definitions common to all voice terminals. Field definitions unique to this voice terminal are described here.

### Page 1 of the Form

- **Type** — Enter "7313H", "7314H", "7315H", "7316H", or "7317H" as appropriate.

### Page 2 of the Form

- **Active Station Ringing** — Define how a call will ring at an off-hook station. Default is "single".

Enter "continuous" to cause all calls terminated to this station to ring continuously.

Enter "single" to cause a call terminated to an off-hook and active or off-hook and idle station to receive one ring cycle and then ring silently.

Enter "if-busy-single" to cause a call terminated to an off-hook and idle station to ring continuously and a call terminated to an off-hook and active station to receive one ring cycle and then ring silently.

Enter "silent" to cause a call terminated to an off-hook and active or off-hook and idle station to receive no audible ring and just ring silently.

### Page 3 of the Form

- **BUTTON ASSIGNMENTS**

The feature buttons that can be assigned to the 7313H, 7314H, 7315H, 7316H, and 7317H voice terminals are listed below. The abbreviated software name (that is, administration name) as shown on the following list must be entered on the form. Depending on the button type, additional auxiliary information may be required when administering buttons. This information is provided in the "Voice Terminals — General" section.

Administrable feature buttons:

|              |                           |                          |
|--------------|---------------------------|--------------------------|
| ■ abr-prog   | ■ cdr2-alm                | ■ noans-alrt             |
| ■ abr-spchar | ■ cfwd-bsyda              | ■ per-COline             |
| ■ abrdg-appr | ■ consult                 | ■ pms-alarm              |
| ■ abrv-dial  | ■ cov-cback               | ■ pr-awu-alm             |
| ■ abrv-ring  | ■ data-ext                | ■ pr-pms-alm             |
| ■ aca-halt   | ■ dial-icom               | ■ pr-sys-alm             |
| ■ after-call | ■ disp-norm <sup>2</sup>  | ■ print-msgs             |
| ■ alrt-agchg | ■ dn-dst                  | ■ priority               |
| ■ alt-frl    | ■ ds1-alarm               | ■ q-calls                |
| ■ asvn-halt  | ■ exclusion               | ■ q-time                 |
| ■ assist     | ■ flash                   | ■ release                |
| ■ atd-qcalls | ■ goto-cover              | ■ ringer-off             |
| ■ atd-qtime  | ■ hunt-ns                 | ■ rs-alert               |
| ■ aut-msg-wt | ■ in-call-id              | ■ rsvn-halt              |
| ■ auto-cback | ■ int-aut-an <sup>1</sup> | ■ scroll <sup>2</sup>    |
| ■ auto-icom  | ■ last-numb               | ■ send-calls             |
| ■ auto-in    | ■ link-alarm              | ■ send-term              |
| ■ autodial   | ■ lsvn-call               | ■ serv-obsrv             |
| ■ aux-work   | ■ lwc-cancel              | ■ signal                 |
| ■ brdg-appr  | ■ lwc-store               | ■ ssvn-halt              |
| ■ busy-ind   | ■ major-alm               | ■ stroke-cnt             |
| ■ call-appr  | ■ man-msg-wt              | ■ term-x-gr              |
| ■ call-fwd   | ■ manual-in               | ■ trk-ac-alm             |
| ■ call-park  | ■ mct-act                 | ■ trunk-ns               |
| ■ call-pkup  | ■ mct-contr               | ■ verify                 |
| ■ cas-backup | ■ mj/mn alm               | ■ voa-repeat             |
| ■ cdr1-alm   | ■ night-serv              | ■ work-code <sup>3</sup> |

1. Administrable on 731xH and 730xH stations administered as 731xH stations.
2. Administrable on 7315H and 7317H stations only.
3. Stations administered with displays only.

**Page 3 of the Form (7314H, 7315H, 7316H, and 7317H only)****■ FEATURE BUTTON ASSIGNMENTS**

The features and functions that can be assigned to the 7314H, 7315H, 7316H, and 7317H on Page 3 of 3 are the same as those listed for BUTTON ASSIGNMENTS above.

Figure 5-26, Figure 5-27, Figure 5-28, and Figure 5-29 show the 7314H, 7315H, 7316H, and 7317H voice terminal button number assignments in relation to the button numbers on the Voice Terminal Form.

| STATION           |                                 | Page 1 of X |
|-------------------|---------------------------------|-------------|
| Extension: 1003   | Lock Messages? n                | BCC: 0      |
| Type: 7315H__     | Security Code: _____            | TN: 1__     |
| Port: _____       | Coverage Path 1: _____          | COR: 1__    |
| Name: _____       | Coverage Path 2: _____          | COS: 1__    |
|                   | Hunt-to Station: _____          |             |
| STATION OPTIONS   |                                 |             |
| Display Module? y | Personalized Ringing Pattern: 1 |             |
|                   | Message Lamp Ext: 1000__        |             |

**Screen 5-175. 7313H, 7314H, 7315H, 7316H, and 7317H Station Form (Page 1 of X)****Implementation Notes**

The BCC field is only displayed if the ISDN-PRI option is enabled on the System-Parameters Customer-Options form.

| STATION                        |                                    | Page 2 of X |
|--------------------------------|------------------------------------|-------------|
| FEATURE OPTIONS                |                                    |             |
| LWC Reception? spe             | Auto Select Any Idle Appearance? n |             |
| LWC Activation? y              | Coverage Msg Retrieval? y          |             |
| CDR Privacy? n                 | Auto Answer: none                  |             |
| Redirect Notification? y       | Data Restriction? n                |             |
| Per Button Ring Control? n     | Idle Appearance Preference? n      |             |
| Bridged Call Alerting? n       | Restrict Last Appearance? y        |             |
| Active Station Ringing: single |                                    |             |
| AUDIX Name: _____              | Audible Message Waiting? y         |             |
| Messaging Server Name: _____   | Display Client Redirection? n      |             |
|                                | Select Last Used Appearance? n     |             |

**Screen 5-176. 7313H, 7314H, 7315H, 7316H, and 7317H Station Form (Page 2 of X)**

### **Implementation Notes**

---

If the Per Button Ring Control field is set to "y", the Bridged Call Alerting field disappears (although the settings are stored) and Auto-A/D and Ring fields appear for button types call-appr, brdg-appr, and abrdg-appr.

The Display Module field is only displayed if the Type field entry is 7315H or 7317H.

The AUDIX Name and Messaging Server Name fields are only displayed for R5r configurations.

Page 3 of X

|                                                                                                      |                                                               |                                                                                    |
|------------------------------------------------------------------------------------------------------|---------------------------------------------------------------|------------------------------------------------------------------------------------|
| <b>SITE DATA</b><br>Room: _____<br>Jack: _____<br>Cable: _____<br>Floor: _____<br>Building: _____    | <b>STATION</b>                                                | <br>Headset? n<br>Speaker? n<br>Mounting: d<br>Cord Length: 0_<br>Set Color: _____ |
| <b>ABBREVIATED DIALING</b><br>List1: _____                                                           | List2: _____                                                  | List3: _____                                                                       |
| <b>BUTTON ASSIGNMENTS</b><br>1: call-appr_<br>2: call-appr_<br>3: call-appr_<br>4: _____<br>5: _____ | <br>6: _____<br>7: _____<br>8: _____<br>9: _____<br>10: _____ |                                                                                    |

**Screen 5-177. 7313H, 7314H, 7315H, 7316H, and  
7317H Station Form (Page 3 of X)**

### **Implementation Notes**

---

The first three Button Assignments fields may only be assigned as call-appr (call appearance).

Button Assignment 1 through 10 correspond to the first and second columns of buttons on the voice terminal.

The "abrdg-appr", "brdg-appr" and "call-appr" buttons can only be assigned to button numbers 1 through 10 on this page of the form.

| STATION |                    | Page 4 of X |
|---------|--------------------|-------------|
| FEATURE | BUTTON ASSIGNMENTS |             |
| 1:      | _____              | 13: _____   |
| 2:      | _____              | 14: _____   |
| 3:      | _____              | 15: _____   |
| 4:      | _____              | 16: _____   |
| 5:      | _____              | 17: _____   |
| 6:      | _____              | 18: _____   |
| 7:      | _____              | 19: _____   |
| 8:      | _____              | 20: _____   |
| 9:      | _____              | 21: _____   |
| 10:     | _____              | 22: _____   |
| 11:     | _____              | 23: _____   |
| 12:     | _____              | 24: _____   |

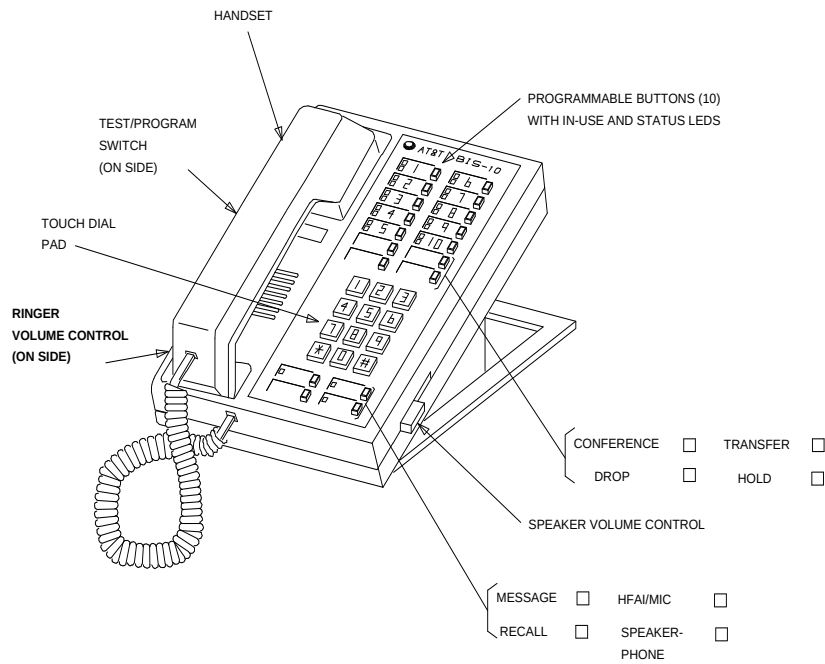
**Screen 5-178. 7314H, 7315H, 7316H, and  
7317H Station Form (Page 4 of X)**

### **Implementation Notes**

For the 7314H and 7315H, only buttons 1 through 12 are displayed and correspond to the third column of buttons on the voice terminal.

For the 7316H and 7317H, buttons 1 through 24 correspond to the third and fourth columns of buttons on the voice terminals.





---

**Figure 5-25. 7313H Voice Terminal (BIS 10)**

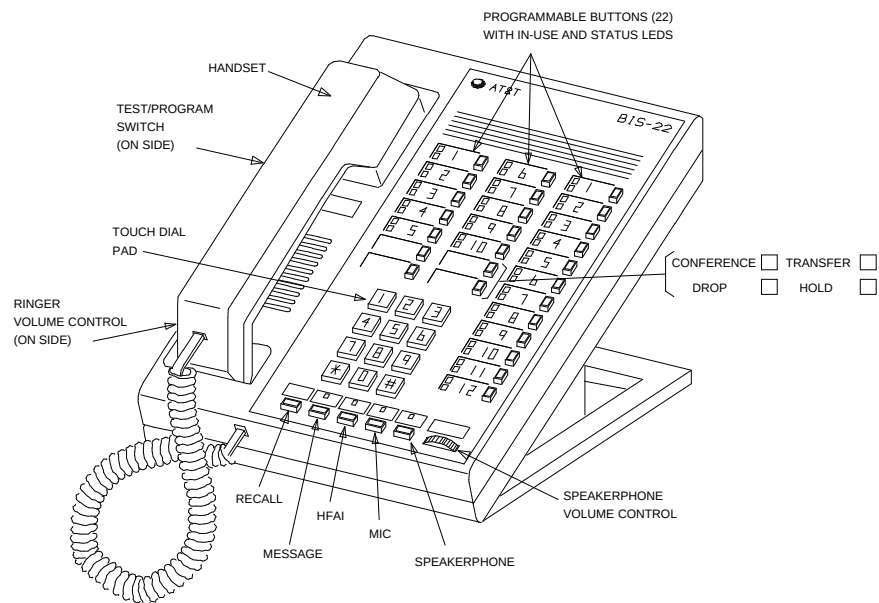
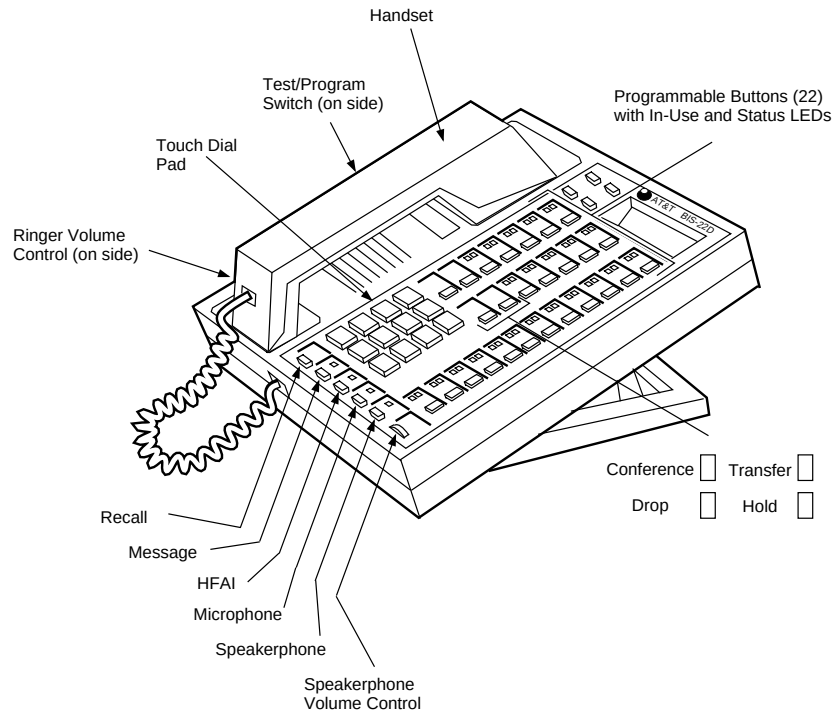


**Figure 5-26. 7314H Voice Terminal (BIS 22)**



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**Figure 5-27. 7315H Voice Terminal (BIS 22D)**

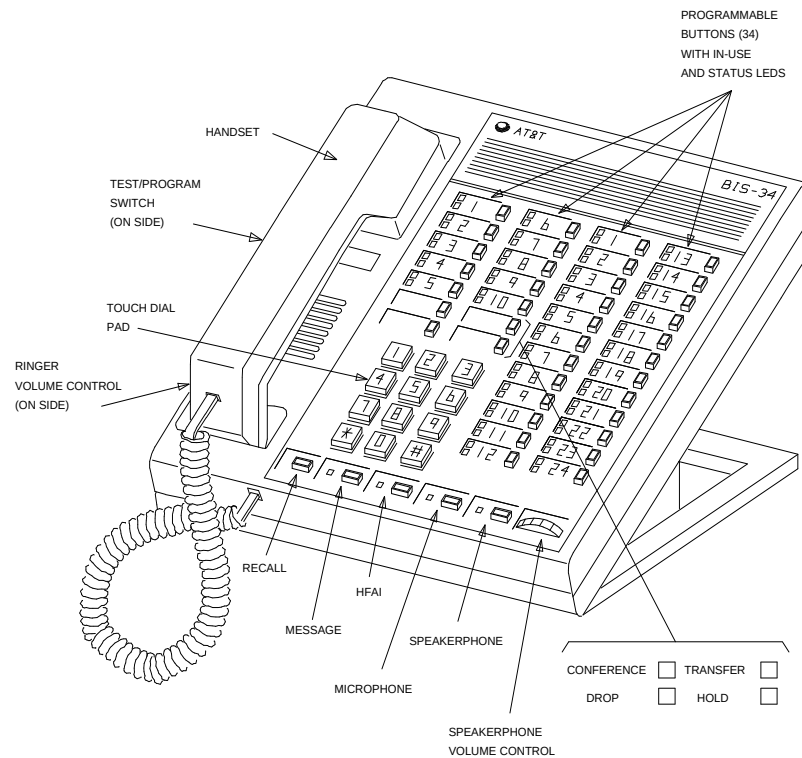
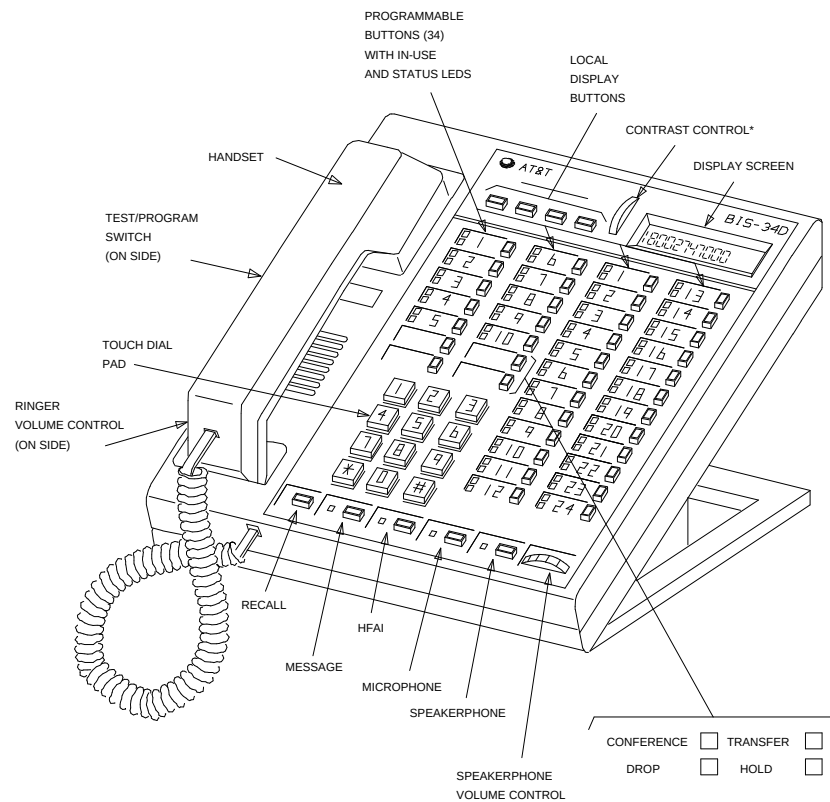


**Figure 5-28. 7316H Voice Terminal (BIS 34)**



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**Figure 5-29. 7317H Voice Terminal (BIS 34D)**

\* The contrast control is not available on some models

## **7401D, 7401+, 7403D, 7404D, 7410D, and 7410+ Voice Terminals**

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These forms are used to implement 7401D, 7401+, 7403D, 7404D, 7410D, and 7410+ voice terminals.

### **Administration Commands**

---

Use the following administration commands to administer the Voice Terminal forms.

| Action    | Object  | Qualifier <sup>1</sup>                                                                         |
|-----------|---------|------------------------------------------------------------------------------------------------|
| add       | station | xxxxx (extension number) or ('next')                                                           |
| change    | station | xxxxx (extension number)                                                                       |
| display   | station | xxxxx (extension number)                                                                       |
| duplicate | station |                                                                                                |
| list      | station | [x (extension)]['ext' x]['to-ext' x]['port' x]['type' x]<br>['count' n]['print' or 'schedule'] |
| remove    | station | xxxxx (extension number)                                                                       |

1. Brackets [ ] indicate the qualifier is optional. Single quotes ( ' ) indicate the text inside the quote must be entered exactly as shown or an abbreviated form of the word may be entered. MAX is the maximum number available in your system configuration. Refer to Table C-1 in Appendix C, "System Capacity Limits".

### **Form Instructions**

---

Refer to "Voice Terminals — General" information to review field definitions and feature button definitions common to all voice terminals. Field definitions unique to this voice terminal are described here.

#### **Page 1 of the Form**

- **Type** — Enter "7401D", "7401+", "7403D", "7404D", "7410D", or "7410+" as appropriate.

- **Personalized Ringing Pattern** — (For 7401D, 7401+, and 7404D Voice Terminals only) — Enter a Personalized Ringing Pattern (1 through 8) as follows:

| Ring Pattern | Tone Sequence          |
|--------------|------------------------|
| 1            | MMM (standard ringing) |
| 2            | HHH                    |
| 3            | LLL                    |
| 4            | LHH                    |
| 5            | HHL                    |
| 6            | HLL                    |
| 7            | HLH                    |
| 8            | LHL                    |

L = 530 Hz, M = 750 Hz, and H = 1060 Hz

- **Data Module** — For the 7401D, 7401+, 7410D, and 7410+, enter "y" if this terminal is to be connected to a data terminal via a 7400B or 8400B Data Module. For the 7403D, enter "y" if this terminal is to be connected to a data terminal via optional Digital Terminal Data Module (DTDM), 7400B, or 8400B Data Module; otherwise, enter "n". For the 7404D — this is a display-only field set to "y". If "y" is entered, the Data Module form must be completed. Valid entries are "y" or "n". Default is "n".

## Page 2 of the Form

- **PCOL/TEG Call Alerting** — (For 7401D or 7410+ Voice Terminals only) — Enter "y" to allow incoming calls on PCOLs/TEGs to audibly alert at this voice terminal. Default is "n".
- **Bridged Call Alerting** — (For 7403D, 7404D, 7410D, and 7410+ Voice Terminals only) — Enter "y" to allow incoming calls on bridged appearances at another voice terminal's primary extension, TEG, or PCOL calls to alert at this voice terminal. Default is "n".
- **Active Station Ringing** — Define how a call will ring at an off-hook station. Default is "single".

Enter "continuous" to cause all calls terminated to this station to ring continuously.

Enter "single" to cause a call terminated to an off-hook and active or off-hook and idle station to receive one ring cycle and then ring silently.

Enter "if-busy-single" to cause a call terminated to an off-hook and idle station to ring continuously and a call terminated to an off-hook and active station to receive one ring cycle and then ring silently.

Enter "silent" to cause a call terminated to an off-hook and active or off-hook and idle station to receive no audible ring and just ring silently.

- **Display Cartridge (7404D Only)** — Enter "y" if this terminal is to have a display via an associated data terminal.
- **Display Module** — Enter "y" if the 7404D voice terminal is to have a display via a 7400B or 8400B Data Module and associated data terminal or an optional Messaging Cartridge (7404D only) and an associated data terminal. Default is "n". If "y" is entered, the Display Language field and the Display Button Assignments form must be completed.
- **Disp Client Redir** — This field is only administrable if the Hospitality feature has been enabled on the System-Parameters Customer-Options form. This field affects the station's display on calls that originated from a station with Client Room Class of Service. When the field is "n" (default), then for all calls originating from a Client Room (even redirected calls) that terminate to this station, this station's display will not show the redirection information. Only the client name and extension (or room, depending on what is administered on the System-Parameters Hospitality form) will be displayed. When the field is set to "y", the redirection information for a call originating from a Client Room and terminating to this station will be displayed.



**NOTE:**

For stations with an "audix" station type, AUDIX Voice Power ports, or ports for any other type of messaging that needs display information, this field must be "y."

### Page 3 of the Form

- **Headset** — For a 7401D or 7404D, enter "n", these sets cannot have a headset. For a 7403D, enter "y" if the terminal is to have a headset. Default is "n."
- **BUTTON ASSIGNMENTS**

The feature buttons that can be assigned to the 7401D, 7401+, 7403D, 7404D, 7410D, or 7410+ voice terminals are listed below. The abbreviated software name (that is, administration name) as shown on the following list must be entered on the form. Depending on the button type, additional auxiliary information may be required when administering buttons. This information is provided in the "Voice Terminals — General" section.



|                           |              |              |
|---------------------------|--------------|--------------|
| ■ abr-prog                | ■ cas-backup | ■ night-serv |
| ■ abr-spchar              | ■ cdr1-alm   | ■ noans-alrt |
| ■ abrdg-appr <sup>1</sup> | ■ cdr2-alm   | ■ per-COline |
| ■ abrv-dial               | ■ cfwd-bsyda | ■ pms-alarm  |
| ■ abrv-ring               | ■ consult    | ■ pr-awu-alm |
| ■ ac-alarm                | ■ cov-cback  | ■ pr-pms-alm |
| ■ aca-halt                | ■ data-ext   | ■ pr-sys-alm |
| ■ after-call              | ■ dial-icom  | ■ print-msgs |
| ■ alrt-agchg              | ■ dn-dst     | ■ priority   |
| ■ alt-frl                 | ■ ds1-alarm  | ■ q-calls    |
| ■ assist                  | ■ exclusion  | ■ q-time     |
| ■ asvn-halt               | ■ flash      | ■ release    |
| ■ atd-qcalls              | ■ goto-cover | ■ ringer-off |
| ■ atd-qtime               | ■ hunt-ns    | ■ rs-alert   |
| ■ aut-msg-wt              | ■ in-call-id | ■ rsvn-halt  |
| ■ autodial                | ■ last-numb  | ■ send-calls |
| ■ auto-cback              | ■ link-alarm | ■ send-term  |
| ■ auto-icom               | ■ lsvn-call  | ■ serv-obsrv |
| ■ auto-in                 | ■ lwc-cancel | ■ signal     |
| ■ aux-work                | ■ lwc-store  | ■ ssvn-halt  |
| ■ brdg-appr <sup>1</sup>  | ■ major-alm  | ■ stroke-cnt |
| ■ busy-ind                | ■ man-msg-wt | ■ term-x-gr  |
| ■ call-appr <sup>1</sup>  | ■ manual-in  | ■ trk-ac-alm |
| ■ call-fwd                | ■ mct-act    | ■ trunk-ns   |
| ■ call-park               | ■ mct-contr  | ■ verify     |
| ■ call-pkup               | ■ mj/mn alm  |              |

---

1. Not administrable on the 7401D or 7401+ voice terminal.

For the 7401D and 7401+ voice terminals, BUTTON ASSIGNMENTS 3 through 9 are used to assign features to dial pad keys 1 through 7 (BUTTON ASSIGNMENT 3 corresponds to dial pad key 1, BUTTON ASSIGNMENT 4 corresponds to dial pad key 2, and so on). The call-appr buttons defaulted in BUTTON ASSIGNMENTS 1 and 2 are not administrable (display-only).

On the 7403D, 7404D, 7410D, and 7410+ voice terminals, the first three buttons are defaulted as call appearance buttons.

#### **Page X of the Form (DISPLAY BUTTON ASSIGNMENTS)**

- Only displayed if the Display field on Page 1 is 'y'. Administer display buttons per the Implementation Note associated with the screen form. The display function is obtained via an optional Messaging Cartridge and an associated data terminal (also requires administering the following Data Module form).

#### **Page X of the Form (DATA MODULE)**

- Only displayed if the Data Module field on Page 1 is "y". Refer to the "Station Forms — Field Descriptions" section in this chapter for associated field descriptions.

| STATION         |                                 | Page 1 of X |
|-----------------|---------------------------------|-------------|
| Extension: 1003 | Lock Messages? n                | BCC: 0      |
| Type: 7401D__   | Security Code: _____            | TN: 1_      |
| Port: _____     | Coverage Path 1: _____          | COR: 1_     |
| Name: _____     | Coverage Path 2: _____          | COS: 1_     |
|                 | Hunt-to Station: _____          |             |
| STATION OPTIONS |                                 |             |
| Data Module? n  | Personalized Ringing Pattern: 1 |             |
|                 | Message Lamp Ext: 1000          |             |

#### **Screen 5-179. 7401D and 7401+ Station Form (Page 1 of X)**

#### **Implementation Notes**

---

BCC is displayed when the ISDN-PRI option is enabled on the System-Parameters Customer-Options form.

| STATION                        |                                    | Page 2 of X |
|--------------------------------|------------------------------------|-------------|
| FEATURE OPTIONS                |                                    |             |
| LWC Reception? spe             | Auto Select Any Idle Appearance? n |             |
| LWC Activation? y              | Coverage Msg Retrieval? y          |             |
| CDR Privacy? n                 | Auto Answer: none                  |             |
| Redirect Notification? y       | Data Restriction? n                |             |
| Per Button Ring Control? n     | Idle Appearance Preference? n      |             |
| PCOL/TEG Call Alerting? n      | Restrict Last Appearance? y        |             |
| Active Station Ringing: single |                                    |             |
|                                |                                    |             |
| AUDIX Name: _____              | Audible Message Waiting? y         |             |
| Messaging Server Name: _____   | Select Last Used Appearance? n     |             |

**Screen 5-180. 7401D and 7401+ Station Form (Page 2 of X)**

### **Implementation Notes**

If the Per Button Ring Control field is set to "y", the Bridged Call Alerting field disappears (although the settings are retained) and Auto-A/D and Ring fields appear for button types call-appr, brdg-appr, and abrdg-appr.

The AUDIX Name and Messaging Server Name fields are only displayed on R5r configurations.

| STATION         |                        | Page 1 of X            |
|-----------------|------------------------|------------------------|
| Extension: 1003 | Lock Messages? n       | BCC: 0                 |
| Type: 7403D__   | Security Code: _____   | TN: 1_                 |
| Port: _____     | Coverage Path 1: _____ | COR: 1_                |
| Name: _____     | Coverage Path 2: _____ | COS: 1_                |
|                 | Hunt-to Station: _____ |                        |
|                 |                        |                        |
| STATION OPTIONS |                        |                        |
| Data Module? n  |                        | Message Lamp Ext: 1000 |

**Screen 5-181. 7403D, 7410D, and 7401+ Station Form  
(Page 1 of X)**

### **Implementation Notes**

BCC is displayed when the ISDN-PRI option is enabled on the System-Parameters Customer-Options form.

| STATION                        |                                    | Page 2 of X |
|--------------------------------|------------------------------------|-------------|
| FEATURE OPTIONS                |                                    |             |
| LWC Reception? spe             | Auto Select Any Idle Appearance? n |             |
| LWC Activation? y              | Coverage Msg Retrieval? y          |             |
| CDR Privacy? n                 | Auto Answer: none                  |             |
| Redirect Notification? y       | Data Restriction? n                |             |
| Per Button Ring Control? n     | Idle Appearance Preference? n      |             |
| Bridged Call Alerting? n       |                                    |             |
| Active Station Ringing: single | Restrict Last Appearance? y        |             |
|                                |                                    |             |
| AUDIX Name: _____              | Audible Message Waiting? y         |             |
| Messaging Server Name: _____   | Select Last Used Appearance? n     |             |

**Screen 5-182. 7403D, 7410D, and 7401+ Station Form**  
**(Page 2 of X)**

### **Implementation Notes**

If the Per Button Ring Control field is set to "y", the Bridged Call Alerting field disappears (although the settings are retained) and Auto-A/D and Ring fields appear for button types call-appr, brdg-appr, and abrdg-appr.

The AUDIX Name and Messaging Server Name fields are only displayed on R5r configurations.

| STATION                   |                                 | Page 1 of X |
|---------------------------|---------------------------------|-------------|
| Extension: 1003           | Lock Messages? n                | BCC: 0      |
| Type: 7404D__             | Security Code: _____            | TN: 1__     |
| Port: _____               | Coverage Path 1: _____          | COR: 1__    |
| Name: _____               | Coverage Path 2: _____          | COS: 1__    |
|                           | Hunt-to Station: _____          |             |
|                           |                                 |             |
| STATION OPTIONS           |                                 |             |
| Data Module? y            | Personalized Ringing Pattern: 1 |             |
| Display Module? n         | Message Lamp Ext: 1000          |             |
| Display Language: english | Display Cartridge? n            |             |

**Screen 5-183. 7404D Station Form (Page 1 of X)**

### **Implementation Notes**

BCC is displayed when the ISDN-PRI option is enabled on the System-Parameters Customer-Options form.

| STATION                        |                                    | Page 2 of X |
|--------------------------------|------------------------------------|-------------|
| FEATURE OPTIONS                |                                    |             |
| LWC Reception? spe             | Auto Select Any Idle Appearance? n |             |
| LWC Activation? y              | Coverage Msg Retrieval? y          |             |
| CDR Privacy? n                 | Auto Answer: none                  |             |
| Redirect Notification? y       | Data Restriction? n                |             |
| Per Button Ring Control? n     | Idle Appearance Preference? n      |             |
| Bridged Call Alerting? n       | Restrict Last Appearance? y        |             |
| Active Station Ringing: single |                                    |             |
|                                |                                    |             |
| AUDIX Name: _____              | Audible Message Waiting? y         |             |
| Messaging Server Name: _____   | Display Client Redirection? n      |             |
|                                | Select Last Used Appearance? n     |             |

**Screen 5-184. 7404D Station Form (Page 2 of X)**

### **Implementation Notes**

---

The AUDIX Name and Messaging Server Name fields are only displayed on R5r configurations.

The Display Language field is only displayed when the Display Module field is "y".

| STATION             |                  | Page 3 of X  |
|---------------------|------------------|--------------|
| SITE DATA           |                  |              |
| Room: _____         | Headset? n       |              |
| Jack: _____         | Speaker? n       |              |
| Cable: _____        | Mounting: d      |              |
| Floor: _____        | Cord Length: 0   |              |
| Building: _____     | Set Color: _____ |              |
|                     |                  |              |
| ABBREVIATED DIALING |                  |              |
| List1: _____        | List2: _____     | List3: _____ |
|                     |                  |              |
| BUTTON ASSIGNMENTS  |                  |              |
| 1: call-appr_       | 6: _____         |              |
| 2: call-appr_       | 7: _____         |              |
| 3: _____            | 8: _____         |              |
| 4: _____            | 9: _____         |              |
| 5: _____            |                  |              |

**Screen 5-185. 7410D and 7401+ Station Form (Page 3 of X)**

### Implementation Notes

BUTTON ASSIGNMENTS for 7401D and 7401+:

- 1 through 9 only displayed. Buttons 1 and 2 not administrable (assigned as "call-appr"). Button 3 may be assigned as required.

| STATION             |              | Page 3 of X      |
|---------------------|--------------|------------------|
| SITE DATA           |              |                  |
| Room: _____         |              | Headset? n       |
| Jack: _____         |              | Speaker? n       |
| Cable: _____        |              | Mounting: d      |
| Floor: _____        |              | Cord Length: 0   |
| Building: _____     |              | Set Color: _____ |
| ABBREVIATED DIALING |              |                  |
| List1: _____        | List2: _____ | List3: _____     |
| BUTTON ASSIGNMENTS  |              |                  |
| 1: call-appr_       | 6: _____     |                  |
| 2: call-appr_       | 7: _____     |                  |
| 3: _____            | 8: _____     |                  |
| 4: _____            | 9: _____     |                  |
| 5: _____            | 10: _____    |                  |

**Screen 5-186. 7403D, 7410D, and 7401+ Station Form (Page 3 of X)**

### Implementation Notes

The first three buttons are defaulted as call-appr (call appearance) buttons.

| STATION             |              | Page 3 of X      |
|---------------------|--------------|------------------|
| SITE DATA           |              |                  |
| Room: _____         |              | Headset? n       |
| Jack: _____         |              | Speaker? n       |
| Cable: _____        |              | Mounting: d      |
| Floor: _____        |              | Cord Length: 0_  |
| Building: _____     |              | Set Color: _____ |
| ABBREVIATED DIALING |              |                  |
| List1: _____        | List2: _____ | List3: _____     |
| BUTTON ASSIGNMENTS  |              |                  |
| 1: call-appr_       | 4: _____     |                  |
| 2: call-appr_       | 5: _____     |                  |
| 3: call-appr_       | 6: _____     |                  |

**Screen 5-187. 7404D Station Form (Page 3 of X)**

### **Implementation Note**

---

The first three buttons are defaulted as call-appr (call appearance) buttons.

DISPLAY BUTTON ASSIGNMENTS Page 4 of X

1: call-appr  
2: call-appr  
3: call-appr  
4: \_\_\_\_\_  
5: \_\_\_\_\_  
6: \_\_\_\_\_  
7: \_\_\_\_\_

**Screen 5-188. 7404D Station Form (Page 4 of X)**

### **Implementation Notes**

---

This form displays when Display Module or Display Cartridge on Page 1 is set to "y". Buttons 1 through 7, when administered, relate to function buttons (F1-F7) on the associated data terminal.

For a 7404D equipped with an optional Messaging Cartridge without Integrated Directory, display buttons must be administered as shown on the form.

For a 7404D equipped with an optional Messaging Cartridge with Integrated Directory, display buttons must be administered as shown on the form with the exception of the date/time (button 7) which must be administered as "directory".

| DATA MODULE                                                                 | STATION     | Page Y of X |
|-----------------------------------------------------------------------------|-------------|-------------|
| Data Extension: _____                                                       | Name: _____ |             |
|                                                                             | COS: 1_     |             |
|                                                                             | COR: 1_     |             |
| ITC: restricted                                                             | TN: 1_      |             |
| ABBREVIATED DIALING                                                         |             |             |
| List1: _____                                                                |             |             |
| SPECIAL DIALING OPTION: hot-line                                            |             |             |
| HOT LINE DESTINATION                                                        |             |             |
| Abbreviated Dialing Dial Code (From above list): ____                       |             |             |
| ASSIGNED MEMBER (Station with a data extension button for this data module) |             |             |
| Ext                                                                         | Name        |             |
| 1. _____                                                                    | _____       |             |

**Screen 5-189. 7401D, 7401+, 7403D, 7404D, 7410+ Station Form**  
**(Page Y of X)**

### **Implementation Notes**

---

This page is displayed when Data Module on Page 1 is "y".

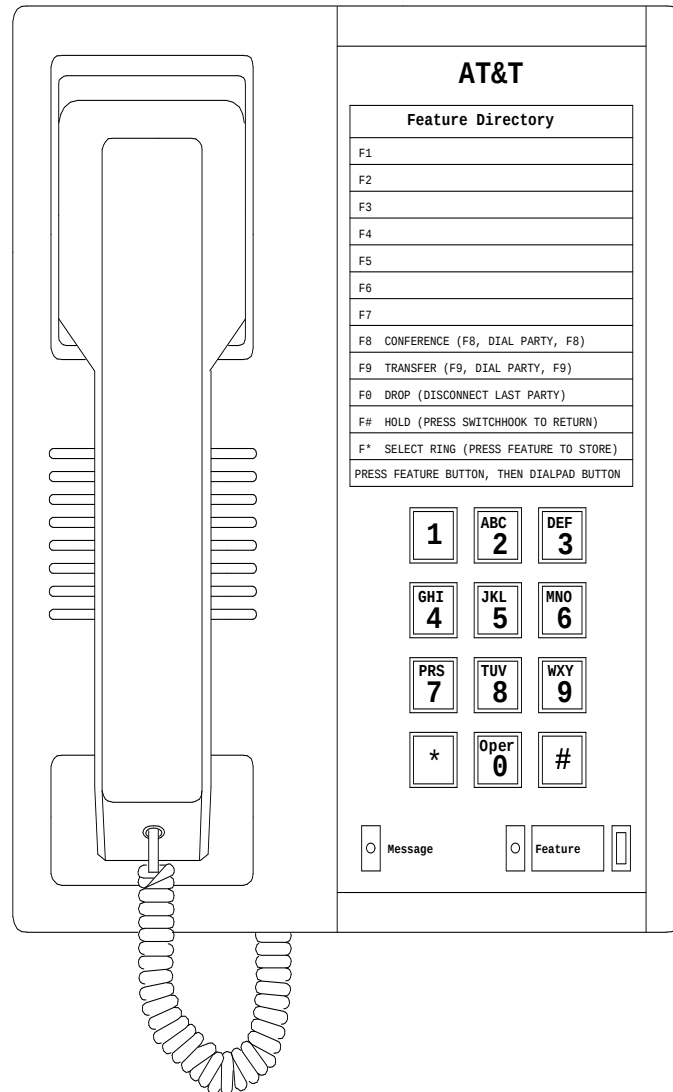
BCC is displayed when the ISDN-PRI option is enabled on the System-Parameters Customer-Options form.

HOT LINE DESTINATION is displayed when SPECIAL DIALING OPTION is "hot-line".

DEFAULT DIALING is displayed when SPECIAL DIALING OPTION is "default".

Abbreviated Dialing Dial Code is displayed when SPECIAL DIALING OPTION is "hot-line" or "default".





---

**Figure 5-30. 7401D Voice Terminal**

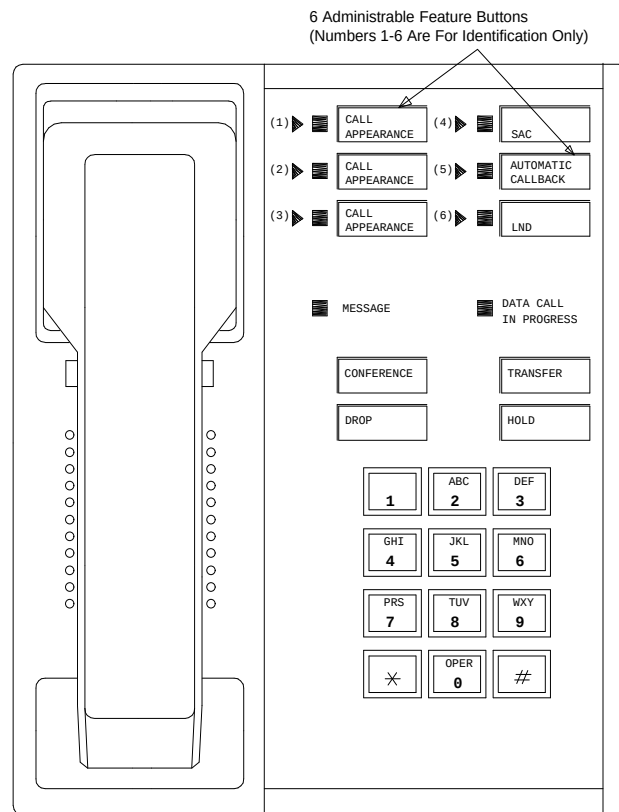


**Figure 5-31. 7404D Voice Terminal**

## 7405D Voice Terminal

---

This form is used to implement a 7405D multi-appearance voice terminal.

### Administration Commands

---

Use the following administration commands to administer the Voice Terminal form.

| Action    | Object  | Qualifier <sup>1</sup>                                                                         |
|-----------|---------|------------------------------------------------------------------------------------------------|
| add       | station | xxxxx (extension number) or ('next')                                                           |
| change    | station | xxxxx (extension number)                                                                       |
| display   | station | xxxxx (extension number)                                                                       |
| duplicate | station |                                                                                                |
| list      | station | [x (extension)]['ext' x]['to-ext' x]['port' x]['type' x]<br>['count' n]['print' or 'schedule'] |
| remove    | station | xxxxx (extension number)                                                                       |

1. Brackets [ ] indicate the qualifier is optional. Single quotes ( ' ) indicate the text inside the quote must be entered exactly as shown or an abbreviated form of the word may be entered. MAX is the maximum number available in your system configuration. Refer to Table C-1 in Appendix C, "System Capacity Limits".

### Form Instructions

---

Refer to "Voice Terminals — General" information to review field definitions and feature button definitions common to all voice terminals. Field definitions unique to this voice terminal are described here.

#### Page 1 of the Form

- **Type** — Enter "7405D".
- **Data Module** — Enter "y" if this terminal is connected to an optional Digital Terminal Data Module (DTDM). If a "y" is entered, the Data Module form (Page 2) must be completed. Default is "n".
- **Feature Module** — Enter "y" if the voice terminal is to be connected to an optional Feature Module. If "y" is entered, the Feature Module form must also be completed. Enter "n" if a Feature Module is not desired. Default is "n".
- **Display Module** — Enter "y" if the voice terminal is to have a display by an optional Digital Display Module. If "y" is entered, the Display Button assignments form must be completed. Default is "n".

- **Coverage Module** — Enter "y" if the voice terminal is to be connected to an optional Call Coverage Module. If "y" is entered, the Coverage Module form must be completed. The voice terminal cannot have an optional Coverage Module and optional Digital Display Module at the same time. Default is "n".

## Page 2 of the Form

- **Active Station Ringing** — Define how a call will ring at an off-hook station. Default is "single".  
  
Enter "continuous" to cause all calls terminated to this station to ring continuously.  
  
Enter "single" to cause a call terminated to an off-hook and active or off-hook and idle station to receive one ring cycle and then ring silently.  
  
Enter "if-busy-single" to cause a call terminated to an off-hook and idle station to ring continuously and a call terminated to an off-hook and active station to receive one ring cycle and then ring silently.  
  
Enter "silent" to cause a call terminated to an off-hook and active or off-hook and idle station to receive no audible ring and just ring silently.
- **Disp Client Redir** — This field is only administrable if the Hospitality feature has been enabled on the System-Parameters Customer-Options form. This field affects the station's display on calls that originated from a station with Client Room Class of Service. When the field is "n" (default), then for all calls originating from a Client Room (even redirected calls) that terminate to this station, this station's display will not show the redirection information. Only the client name and extension (or room, depending on what is administered on the System-Parameters Hospitality form) will be displayed. When the field is set to "y", the redirection information for a call originating from a Client Room and terminating to this station will be displayed.



### NOTE:

For stations with an "audix" station type, AUDIX Voice Power ports, or ports for any other type of messaging that needs display information, this field must be "y".

## Page 3 of the Form

### ■ BUTTON ASSIGNMENTS

The feature buttons that can be assigned to the 7405D voice terminal are listed below. The abbreviated software name (that is, administration name) as shown on the following list must be entered on the form. Depending on the button type, additional auxiliary information may be required when administering buttons. This information is provided in the "Voice Terminals — General" section.

|                           |                          |                           |
|---------------------------|--------------------------|---------------------------|
| ■ abr-prog                | ■ aut-msg-wt             | ■ call-pkup               |
| ■ abr-spchar              | ■ auto-cback             | ■ callr-info <sup>1</sup> |
| ■ abrdg-appr              | ■ auto-icom              | ■ cas-backup              |
| ■ abrv-dial               | ■ auto-in                | ■ cdr1-alm                |
| ■ abrv-ring               | ■ auto-wkup <sup>1</sup> | ■ cdr2-alm                |
| ■ ac-alarm                | ■ cfwd-bsyda             | ■ check-in <sup>1</sup>   |
| ■ aca-halt                | ■ aux-work               | ■ check-out <sup>1</sup>  |
| ■ after-call              | ■ brdg-appr <sup>2</sup> | ■ clk-overid <sup>1</sup> |
| ■ alrt-agchg              | ■ busy-ind               | ■ consult                 |
| ■ alt-frl                 | ■ call-appr <sup>2</sup> | ■ cov-cback               |
| ■ assist                  | ■ call-disp <sup>1</sup> | ■ cov-msg-rt <sup>1</sup> |
| ■ autodial                | ■ call-fwd               | ■ data-ext                |
| ■ atd-qcalls <sup>1</sup> | ■ call-park              | ■ date-time <sup>1</sup>  |
| ■ atd-qtime <sup>1</sup>  |                          |                           |

- 
1. Display-type button (not administrable on Coverage Module form).
  2. Not administrable on Feature Module form.

|                           |                           |                          |
|---------------------------|---------------------------|--------------------------|
| ■ delete-msg <sup>1</sup> | ■ in-call-id              | ■ manual-in              |
| ■ dial-icom               | ■ inspect <sup>1</sup>    | ■ mct-act                |
| ■ directory <sup>1</sup>  | ■ int-aut-an              | ■ mct-contr              |
| ■ disp-norm               | ■ last-numb               | ■ mj/mn alm              |
| ■ dn-dst                  | ■ link-alarm              | ■ msg-retr <sup>1</sup>  |
| ■ ds1-alarm               | ■ lsvn-call               | ■ mwn-act <sup>1</sup>   |
| ■ exclusion               | ■ lwc-cance               | ■ mwn-deact <sup>1</sup> |
| ■ ext-dn-dst <sup>1</sup> | ■ lwc-lockl               | ■ next <sup>1</sup>      |
| ■ flash                   | ■ lwc-store               | ■ night-serv             |
| ■ goto-cover              | ■ major-alm               | ■ noans-alrt             |
| ■ grp-dn-dst <sup>1</sup> | ■ man-msg-wt              | ■ normal <sup>1</sup>    |
| ■ hunt-ns                 | ■ man-overid <sup>1</sup> | ■ per-COline             |

- |              |                           |                           |
|--------------|---------------------------|---------------------------|
| ■ pms-alarm  | ■ rs-alert                | ■ term-x-gr               |
| ■ pr-awu-alm | ■ rsvn-halt               | ■ timer <sup>1</sup>      |
| ■ pr-pms-alm | ■ scroll                  | ■ trk-ac-alm              |
| ■ pr-sys-alm | ■ send-calls              | ■ trk-id                  |
| ■ print-msgs | ■ send-term               | ■ trunk-name <sup>1</sup> |
| ■ priority   | ■ serv-obsrv              | ■ trunk-ns                |
| ■ q-calls    | ■ signal                  | ■ verify                  |
| ■ q-time     | ■ ssvn-halt               | ■ voa-repeat              |
| ■ release    | ■ stored-num <sup>1</sup> | ■ vu-display              |
| ■ ringer-off |                           | ■ work-code               |

- 
1. Display-type button (not administrable on Coverage Module form).

On the 7405D voice terminal button number assignments, the first three buttons are defaulted as call appearances. At least two Button Assignments must be administered as call-appr (call appearance.) As shown in the figures at the end of this section, the 7405D Voice Terminal can have an optional Function Key Module (administered as a Feature Module), Digital Display Module, and Coverage Module, respectively.

#### **Page 4 of the Form**

##### **■ FEATURE BUTTON ASSIGNMENTS**

The features buttons that can be assigned to the 7405D Page 3 form are the same as those listed for the preceding BUTTON ASSIGNMENTS. Display-type feature buttons may only be assigned if the Display field on Page 1 is 'Y'.

Figure 5-32 depicts the 7405D voice terminal button number assignments in relation to the button numbers on the Voice Terminal form.

#### **Page X of the Form (FEATURE MODULE BUTTON ASSIGNMENTS)**

- Only displayed if the Feature Module field on Page 1 is 'Y'. The features buttons that can be assigned are the same as those listed for BUTTON ASSIGNMENTS above. (Call appearance and bridged call appearance buttons cannot be administered on this form.) Refer to Figure 5-32 for the button assignments locations (1 through 24) on the Function Key Module.

### Page X of the Form (COVERAGE MODULE BUTTON ASSIGNMENTS)

- Only displayed if the Coverage Module field on Page 1 is "y".  
The features buttons that can be assigned are the same as those listed for the preceding BUTTON ASSIGNMENTS (display-type buttons cannot be administered on this form). Refer to Figure 5-32 entitled "7405D Voice Terminal" for the Coverage Module button locations.  
Up to ten call appearance, ten abrdg-appr, and ten brdg-appr buttons can be distributed between a Coverage Module and the associated administrable buttons on the 7405D Voice Terminal.

### Page X of the Form (DISPLAY BUTTON ASSIGNMENTS)

- Only displayed if the Display field on Page 1 is "y". The display-type buttons that can be assigned are noted with an asterisk on the above list.

### Page X of the Form (DATA MODULE)

- Only displayed if the Data Module field on Page 1 is "y". Refer to the "Station Forms — Field Descriptions" section in this chapter for associated field descriptions.

| STATION                   |                        | Page 1 of X            |
|---------------------------|------------------------|------------------------|
| Extension: 1003           | Lock Messages? n       | BCC: 0                 |
| Type: 7405D__             | Security Code: _____   | TN: 1_                 |
| Port: _____               | Coverage Path 1: _____ | COR: 1_                |
| Name: _____               | Coverage Path 2: _____ | COS: 1_                |
|                           | Hunt-to Station: _____ |                        |
| STATION OPTIONS           |                        |                        |
| Data Module? y            |                        | Message Lamp Ext: 1000 |
| Display Module? n         |                        | Feature Module? n      |
| Display Language: english |                        | Coverage Module? n     |

**Screen 5-190. 7405D Station Form (Page 1 of X)**

### Implementation Notes

The BCC field is only displayed if the ISDN-PRI option is enabled on the System-Parameters Customer-Options form.

The Display Language field is only displayed when Display Module is "y".

| STATION                        |                                    | Page 2 of X |
|--------------------------------|------------------------------------|-------------|
| FEATURE OPTIONS                |                                    |             |
| LWC Reception? spe             | Auto Select Any Idle Appearance? n |             |
| LWC Activation? y              | Coverage Msg Retrieval? y          |             |
| CDR Privacy? n                 | Auto Answer: none                  |             |
| Redirect Notification? y       | Data Restriction? n                |             |
| Per Button Ring Control? n     | Idle Appearance Preference? n      |             |
| Bridged Call Alerting? n       | Restrict Last Appearance? y        |             |
| Active Station Ringing: single |                                    |             |
|                                |                                    |             |
| AUDIX Name: _____              | Audible Message Waiting? y         |             |
| Messaging Server Name: _____   | Display Client Redirection? n      |             |
|                                | Select Last Used Appearance? n     |             |

**Screen 5-191. 7405D Station Form (Page 2 of X)**

### **Implementation Notes**

---

The AUDIX Name and Messaging Server Name fields are only displayed on R5r configurations.

| STATION             |                  | Page 3 of X  |
|---------------------|------------------|--------------|
| SITE DATA           |                  |              |
| Room: _____         | Headset? n       |              |
| Jack: _____         | Speaker? n       |              |
| Cable: _____        | Mounting: d      |              |
| Floor: _____        | Cord Length: 0_  |              |
| Building: _____     | Set Color: _____ |              |
|                     |                  |              |
| ABBREVIATED DIALING |                  |              |
| List1: _____        | List2: _____     | List3: _____ |
|                     |                  |              |
| BUTTON ASSIGNMENTS  |                  |              |
| 1: call-appr_       | 6: _____         |              |
| 2: call-appr_       | 7: _____         |              |
| 3: call-appr_       | 8: _____         |              |
| 4: _____            | 9: _____         |              |
| 5: _____            | 10: _____        |              |

**Screen 5-192. 7405D Station Form (Page 3 of X)**

### **Implementation Note**

---

At least two Button Assignments must be assigned as call-appr (call appearance.)



| FEATURE BUTTON ASSIGNMENTS |       | STATION | Page 4 of X |
|----------------------------|-------|---------|-------------|
| 1:                         | _____ | 2:      | _____       |
| 5:                         | _____ | 3:      | _____       |
| 6:                         | _____ | 4:      | _____       |
| 7:                         | _____ | 12:     | _____       |
| 8:                         | _____ | 13:     | _____       |
| 9:                         | _____ | 14:     | _____       |
| 10:                        | _____ | 15:     | _____       |
| 11:                        | _____ | 16:     | _____       |
|                            |       | 17:     | _____       |
|                            |       | 18:     | _____       |

**Screen 5-193. 7405D Station Form (Page 4 of X)**

| FEATURE MODULE BUTTON ASSIGNMENTS |       | STATION | Page Y of X |
|-----------------------------------|-------|---------|-------------|
| 1:                                | _____ | 13:     | _____       |
| 2:                                | _____ | 14:     | _____       |
| 3:                                | _____ | 15:     | _____       |
| 4:                                | _____ | 16:     | _____       |
| 5:                                | _____ | 17:     | _____       |
| 6:                                | _____ | 18:     | _____       |
| 7:                                | _____ | 19:     | _____       |
| 8:                                | _____ | 20:     | _____       |
| 9:                                | _____ | 21:     | _____       |
| 10:                               | _____ | 22:     | _____       |
| 11:                               | _____ | 23:     | _____       |
| 12:                               | _____ | 24:     | _____       |

**Screen 5-194. 7405D Feature Module Form (Page Y of X)**

### **Implementation Note**

This form is used to assign features to the 24 administrable buttons on the 7405D voice terminal (does not include Bridged Call Appearance buttons). Feature buttons to be assigned to the optional Function Key Module (administered as Feature Module) or Coverage Module, when used, must be assigned on their respective form(s) (covered later in this section).

Page Y of X

| COVERAGE MODULE | STATION<br>BUTTON ASSIGNMENTS |
|-----------------|-------------------------------|
| 1:              | _____                         |
| 2:              | _____                         |
| 3:              | _____                         |
| 4:              | _____                         |
| 5:              | _____                         |
| 6:              | _____                         |
| 7:              | _____                         |
| 8:              | _____                         |
| 9:              | _____                         |
| 10:             | _____                         |
| 11:             | _____                         |
| 12:             | _____                         |
| 13:             | _____                         |
| 14:             | _____                         |
| 15:             | _____                         |
| 16:             | _____                         |
| 17:             | _____                         |
| 18:             | _____                         |
| 19:             | _____                         |
| 20:             | _____                         |

**Screen 5-195. 7405D Coverage Module Form (Page Y of X)**

### **Implementation Note**

Only displayed if the Coverage Module field on Page 1 is "y".

Page Y of X

| DISPLAY BUTTON | STATION<br>ASSIGNMENTS |
|----------------|------------------------|
| 1:             | _____                  |
| 2:             | _____                  |
| 3:             | _____                  |
| 4:             | _____                  |
| 5:             | _____                  |
| 6:             | _____                  |
| 7:             | _____                  |

**Screen 5-196. 7405D Display Form (Page Y of X)**

### **Implementation Note**

Only displayed if the Display Module field on Page 1 is "y". Button locations (1 through 7) are associated with buttons 1 through 7 on the optional Digital Display Module.

|                                                                             |             |             |
|-----------------------------------------------------------------------------|-------------|-------------|
|                                                                             |             | Page Y of X |
| DATA MODULE                                                                 | STATION     |             |
| Data Extension: _____                                                       | Name: _____ |             |
|                                                                             | COS: 1_     |             |
|                                                                             | COR: 1_     |             |
| ITC: restricted                                                             | TN: 1_      |             |
| ABBREVIATED DIALING                                                         |             |             |
| List1: _____                                                                |             |             |
| SPECIAL DIALING OPTION: hot-line                                            |             |             |
| HOT LINE DESTINATION                                                        |             |             |
| Abbreviated Dialing Dial Code (From above list): ____                       |             |             |
| ASSIGNED MEMBER (Station with a data extension button for this data module) |             |             |
| Ext                                                                         | Name        |             |
| 1. ____                                                                     | _____       |             |

**Screen 5-197. 7405D Data Module Form (Page Y of X)**

### **Implementation Notes**

This page is only displayed if the Data Module field on Page 1 is 'Y'.

The BCC field is only displayed if the ISDN-PRI option is enabled on the System-Parameters Customer-Options form.

HOT LINE DESTINATION only displayed when the SPECIAL DIALING OPTION field is "hot-line".

DEFAULT DIALING only displayed when the SPECIAL DIALING OPTION field is "default".

Abbreviated Dialing Dial Code only displayed when SPECIAL DIALING OPTION is "hot-line" or "default".

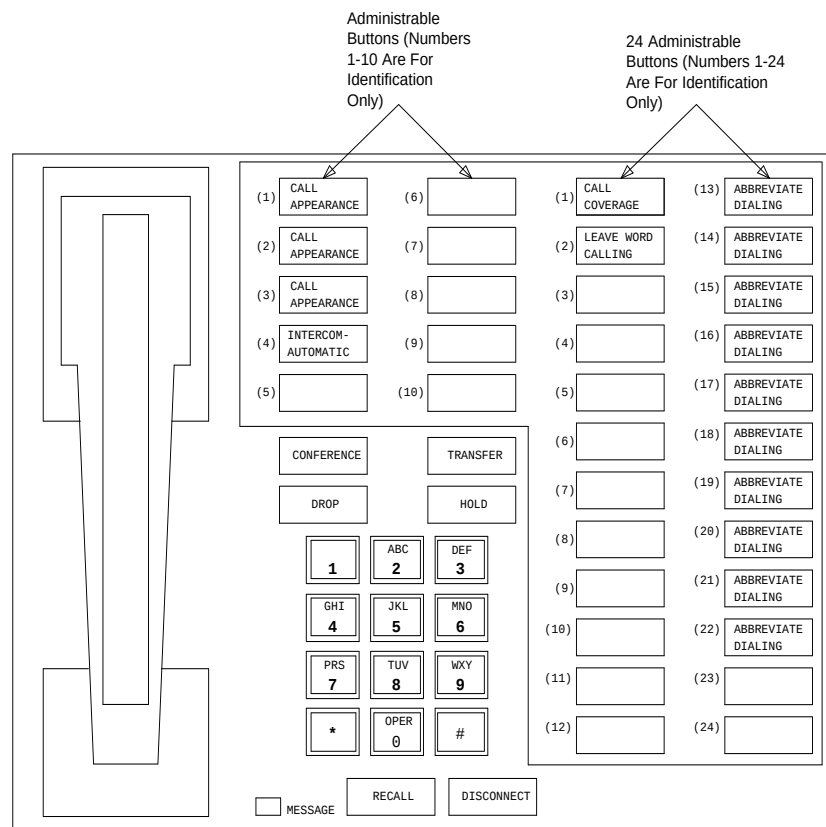
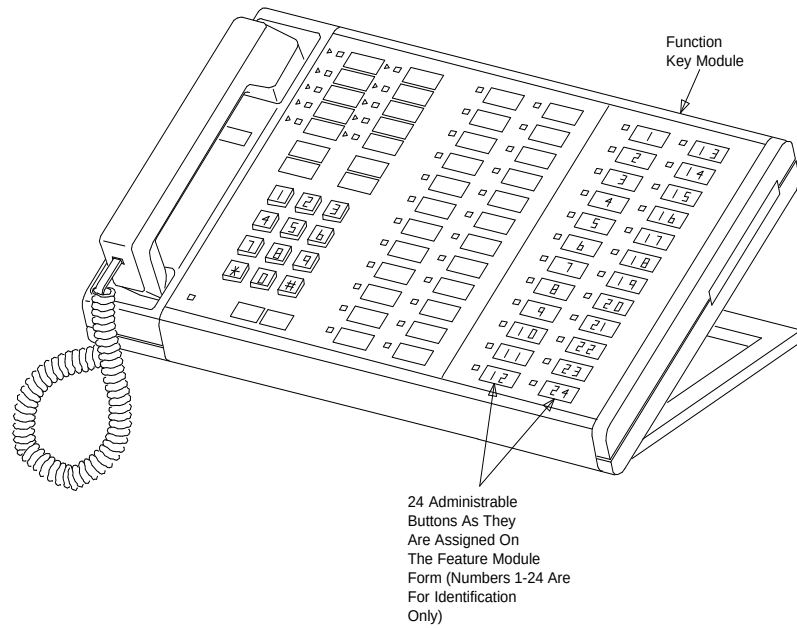
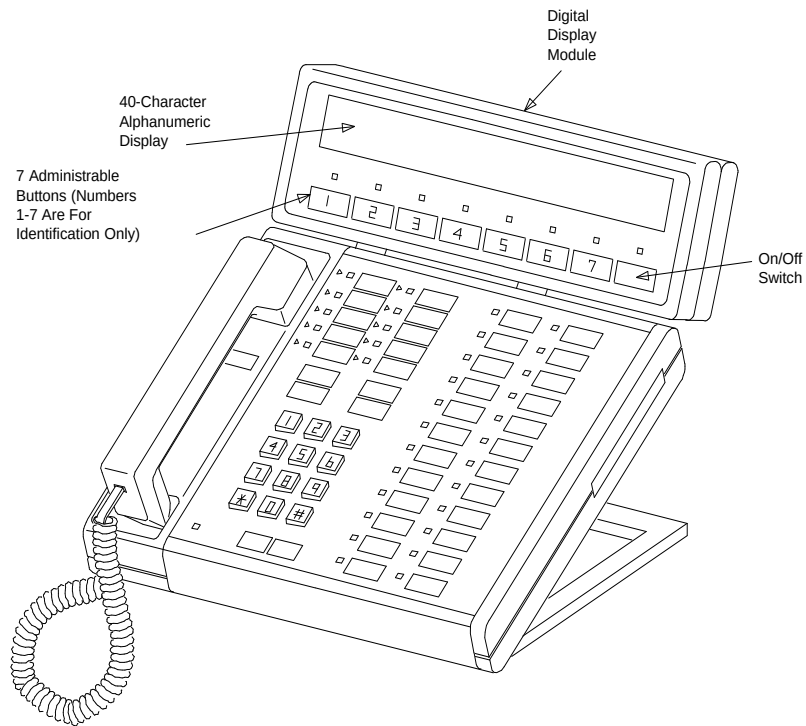


Figure 5-32. 7405D Voice Terminal



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**Figure 5-33. 7405D Voice Terminal With Optional Function Key Module**



---

**Figure 5-34. 7405D Voice Terminal With Optional Digital Display Module**



## 7406D, 7406+, 7407D, and 7407+ Voice Terminals

---

This form is used to implement a 7406D, 7406+, 7407D, and 7407+ voice terminal.

### Administration Commands

---

Use the following administration commands to administer the Voice Terminal forms.

| Action    | Object  | Qualifier <sup>1</sup>                                                                         |
|-----------|---------|------------------------------------------------------------------------------------------------|
| add       | station | xxxxx (extension number) or ('next')                                                           |
| change    | station | xxxxx (extension number)                                                                       |
| display   | station | xxxxx (extension number)                                                                       |
| duplicate | station |                                                                                                |
| list      | station | [x (extension)]['ext' x]['to-ext' x]['port' x]['type' x]<br>['count' n]['print' or 'schedule'] |
| remove    | station | xxxxx (extension number)                                                                       |

1. Brackets [ ] indicate the qualifier is optional. Single quotes ( ' ) indicate the text inside the quote must be entered exactly as shown or an abbreviated form of the word may be entered. MAX is the maximum number available in your system configuration. Refer to Table C-1 in Appendix C, "System Capacity Limits".

### Form Instructions

---

Refer to "Voice Terminals — General" information to review field definitions and feature button definitions common to all voice terminals. Field definitions unique to this voice terminal are described here.

#### Page 1 of the Form

- **Type** — Enter "7406D", "7406+", "7407D", or "7407+" as appropriate.
- **Data Module** — Enter "y" if this voice terminal is equipped with an optional 703A Data Stand (7406D or 7406+), a 702AL1-DSU (7407D or 7407+), 7400B, or 8400B Data Module (7406D, 7406+, 7407D, or 7407+) and connected to an associated data terminal; otherwise, enter "n". If "y" is entered, the Data Module form must be completed. Default is "y".
- **Display Module** — Display-only field (set to "y") for the 7407D and 7407+. For the 7406D and 7406+, enter "y" if the voice terminal is equipped with an optional digital display.



For the 7407D and 7407+ form, the Display Button Assignments form must be completed. Default is "n".

### Page 2 of the Form

- **Active Station Ringing** — Define how a call will ring at an off-hook station. Default is "single".  
  
Enter "continuous" to cause all calls terminated to this station to ring continuously.  
  
Enter "single" to cause a call terminated to an off-hook and active or off-hook and idle station to receive one ring cycle and then ring silently.  
  
Enter "if-busy-single" to cause a call terminated to an off-hook and idle station to ring continuously and a call terminated to an off-hook and active station to receive one ring cycle and then ring silently.  
  
Enter "silent" to cause a call terminated to an off-hook and active or off-hook and idle station to receive no audible ring and just ring silently.
- **Disp Client Redir** — This field is only administrable if the Hospitality feature has been enabled on the System-Parameters Customer-Options form. This field affects the station's display on calls that originated from a station with Client Room Class of Service. When the field is "n" (default), then for all calls originating from a Client Room (even redirected calls) that terminate to this station, this station's display will not show the redirection information. Only the client name and extension (or room, depending on what is administered on the System-Parameters Hospitality form) will be displayed. When the field is set to "y", the redirection information for a call originating from a Client Room and terminating to this station will be displayed.



#### NOTE:

For stations with an "audix" station type, AUDIX Voice Power ports, or ports for any other type of messaging that needs display information, this field must be "y".

### Page 3 of the Form

- **Headset** — For the 7406D and 7406+, enter "y" if a headset is to be used. The 7407D and 7407+ cannot have a headset. Default is "n".
- **BUTTON ASSIGNMENTS**  
  
The feature buttons that can be assigned to the 7406D, 7406+, 7407D, or 7407+ voice terminals are listed below. The abbreviated software name (that is, administration name) as shown on the following list must be entered on the form. Depending on the button type, additional auxiliary information may be required when administering buttons. This information is provided in the "Voice Terminals — General" section.

- |                           |                           |                           |
|---------------------------|---------------------------|---------------------------|
| ■ abr-prog                | ■ aut-msg-wt              | ■ callr-info <sup>1</sup> |
| ■ abr-spchar              | ■ auto-cback              | ■ cas-backup              |
| ■ abrdg-appr              | ■ auto-icom               | ■ cdr1-alm                |
| ■ abrv-dial               | ■ auto-in                 | ■ cdr2-alm                |
| ■ abrv-ring               | ■ auto-wkup <sup>1</sup>  | ■ cfwd-bsyda              |
| ■ ac-alarm                | ■ autodial                | ■ check-in <sup>1</sup>   |
| ■ aca-halt                | ■ aux-work                | ■ check-out <sup>1</sup>  |
| ■ after-call              | ■ brdg-appr               | ■ clk-overid <sup>1</sup> |
| ■ alrt-agchg              | ■ busy-ind                | ■ consult                 |
| ■ alt-frl                 | ■ call-appr               | ■ cov-cback               |
| ■ assist                  | ■ call-disp <sup>1</sup>  | ■ cov-msg-rt <sup>1</sup> |
| ■ asvn-halt               | ■ call-fwd                | ■ data-ext                |
| ■ atd-qcalls <sup>1</sup> | ■ call-park               | ■ date-time <sup>1</sup>  |
| ■ atd-qtime*t             | ■ call-pkup               | ■ delete-msg <sup>1</sup> |
|                           |                           |                           |
| ■ dial-icom               | ■ inspect <sup>1</sup>    | ■ mct-act                 |
| ■ directory <sup>1</sup>  | ■ int-aut-an              | ■ mct-contr               |
| ■ disp-norm               | ■ last-numb               | ■ mj/mn alm               |
| ■ dn-dst                  | ■ link-alarm              | ■ msg-retr <sup>1</sup>   |
| ■ ds1-alarm               | ■ lsvn-halt               | ■ mwn-act <sup>1</sup>    |
| ■ exclusion               | ■ lwc-cancel              | ■ mwn-deact <sup>1</sup>  |
| ■ ext-dn-dst <sup>1</sup> | ■ lwc-lock                | ■ next <sup>1</sup>       |
| ■ flash                   | ■ lwc-store               | ■ night-serv              |
| ■ goto-cover              | ■ major-alm               | ■ noans-alrt              |
| ■ grp-dn-dst <sup>1</sup> | ■ man-msg-wt              | ■ normal <sup>1</sup>     |
| ■ hunt-ns                 | ■ man-overid <sup>1</sup> | ■ per-COline              |
| ■ in-call-id              | ■ manual-in               | ■ pms-alarm               |

- |              |                           |                           |
|--------------|---------------------------|---------------------------|
| ■ pr-awu-alm | ■ rsvn-halt               | ■ timer <sup>1</sup>      |
| ■ pr-pms-alm | ■ scrollsend-calls        | ■ trk-ac-alm              |
| ■ pr-sys-alm | ■ send-term               | ■ trk-id                  |
| ■ print-msgs | ■ serv-obsrv              | ■ trunk-name <sup>1</sup> |
| ■ priority   | ■ signal                  | ■ trunk-ns                |
| ■ q-calls    | ■ ssvn-halt               | ■ verify                  |
| ■ q-time     | ■ stored-num <sup>1</sup> | ■ voa-repeat              |
| ■ release    | ■ stroke-cnt              | ■ vu-display              |
| ■ ringer-off | ■ term-x-gr               | ■ work-code               |
| ■ rs-alert   |                           |                           |

---

1. Display-type button.

Figure 5-36 and Figure 5-37 entitled "7406D Voice Terminal" and "7407D Voice Terminal" at the end of this section show the 7406D and 7407D voice terminal button number assignments in relation to the button numbers on the voice terminal form. The first three buttons are defaulted as call appearance.

### **Page 3 of the Form**

#### **■ FEATURE BUTTON ASSIGNMENTS**

The features and functions that can be assigned to the 7406D, 7406+, 7407D, or 7407+ voice terminal administrable buttons are the same as those listed for BUTTON ASSIGNMENTS above.

### **Page X of the Form (DISPLAY BUTTON ASSIGNMENTS)**

- Only displayed if the "Display Module" field on Page 1 (7406D and 7406+ form) is 'y' or the Type field on Page 1 is "7407D", or "7407+". The display buttons that can be administered are noted with asterisks on the above list (see BUTTON ASSIGNMENTS). The abbreviated names as shown on the list must be entered on the form.

### **Page X of the Form (DATA MODULE)**

- Only displayed if the Data Module field on Page 1 is "y". Refer to "Station Forms — Field Descriptions" section in this chapter for associated field descriptions.

|                           |                                 |             |
|---------------------------|---------------------------------|-------------|
|                           |                                 | Page 1 of X |
| STATION                   |                                 |             |
| Extension: 1003           | Lock Messages? n                | BCC: 0      |
| Type: 7406D__             | Security Code: _____            | TN: 1__     |
| Port: _____               | Coverage Path 1: _____          | COR: 1__    |
| Name: _____               | Coverage Path 2: _____          | COS: 1__    |
|                           | Hunt-to Station: _____          |             |
| STATION OPTIONS           |                                 |             |
| Data Module? y            | Personalized Ringing Pattern: 1 |             |
| Display Module? n         | Message Lamp Ext: 1000          |             |
| Display Language: english |                                 |             |

**Screen 5-198. 7406D, 7406+, 7407D, 7407+ Station Form**  
**(Page 1 of X)**

### **Implementation Notes**

---

The BCC field is only displayed if the ISDN-PRI option is enabled on the System-Parameters Customer-Options form.

The Display Language field is only displayed if Display Module is "y".

|                                |                                    |             |
|--------------------------------|------------------------------------|-------------|
|                                |                                    | Page 2 of X |
| STATION                        |                                    |             |
| FEATURE OPTIONS                |                                    |             |
| LWC Reception? spe             | Auto Select Any Idle Appearance? n |             |
| LWC Activation? y              | Coverage Msg Retrieval? y          |             |
| CDR Privacy? n                 | Auto Answer: none                  |             |
| Redirect Notification? y       | Data Restriction? n                |             |
| Per Button Ring Control? n     | Idle Appearance Preference? n      |             |
| Bridged Call Alerting? n       |                                    |             |
| Active Station Ringing: single | Restrict Last Appearance? y        |             |
| AUDIX Name: _____              |                                    |             |
| Messaging Server Name: _____   | Audible Message Waiting? y         |             |
|                                | Display Client Redirection? n      |             |
|                                | Select Last Used Appearance? n     |             |

**Screen 5-199. 7406D, 7406+, 7407D, 7407+ Station Form**  
**(Page 2 of X)**

### **Implementation Notes**

---

The AUDIX Name and Messaging Server Name fields are only displayed for R5r configurations.

Page 3 of X

STATION

**SITE DATA**

Room: \_\_\_\_\_

Jack: \_\_\_\_\_

Cable: \_\_\_\_\_

Floor: \_\_\_\_\_

Building: \_\_\_\_\_

Headset? n

Speaker? n

Mounting: d

Cord Length: 0\_

Set Color: \_\_\_\_\_

**ABBREVIATED DIALING**

List1: \_\_\_\_\_

List2: \_\_\_\_\_

List3: \_\_\_\_\_

**BUTTON ASSIGNMENTS**

1: call-appr\_

2: call-appr\_

3: call-appr\_

4: \_\_\_\_\_

5: \_\_\_\_\_

**Screen 5-200. 7406D and 7406+ Station Form (Page 3 of X)**

Page 4 of X

STATION

**FEATURE BUTTON ASSIGNMENTS**

1: \_\_\_\_\_

5: \_\_\_\_\_

6: \_\_\_\_\_

7: \_\_\_\_\_

8: \_\_\_\_\_

9: \_\_\_\_\_

10: \_\_\_\_\_

11: \_\_\_\_\_

2: \_\_\_\_\_

3: \_\_\_\_\_

4: \_\_\_\_\_

12: \_\_\_\_\_

13: \_\_\_\_\_

14: \_\_\_\_\_

15: \_\_\_\_\_

16: \_\_\_\_\_

17: \_\_\_\_\_

18: \_\_\_\_\_

**Screen 5-201. 7406D and 7406+ Station Form (Page 4 of X)**

### Implementation Notes

Buttons 5 through 11 are dual function buttons. An associated Shift button on the voice terminal is used to enable either buttons 5 through 11 or enable associated buttons 12 through 18.

Only buttons 1 through 4 have status lamps. It is recommended that feature button assignments requiring status lamp indications not be administered to buttons 5 through 18.

Feature buttons #2 and #3 will not work, even if administered, for set versions.

Page 3 of X

|                                                                                                   |                |                                                                                |
|---------------------------------------------------------------------------------------------------|----------------|--------------------------------------------------------------------------------|
| <b>SITE DATA</b><br>Room: _____<br>Jack: _____<br>Cable: _____<br>Floor: _____<br>Building: _____ | <b>STATION</b> | Headset? n<br>Speaker? n<br>Mounting: d<br>Cord Length: 0_<br>Set Color: _____ |
|---------------------------------------------------------------------------------------------------|----------------|--------------------------------------------------------------------------------|

|                                            |              |              |
|--------------------------------------------|--------------|--------------|
| <b>ABBREVIATED DIALING</b><br>List1: _____ | List2: _____ | List3: _____ |
|--------------------------------------------|--------------|--------------|

|                                                                         |                                                           |
|-------------------------------------------------------------------------|-----------------------------------------------------------|
| <b>BUTTON ASSIGNMENTS</b>                                               |                                                           |
| 1: call-appr_<br>2: call-appr_<br>3: call-appr_<br>4: _____<br>5: _____ | 6: _____<br>7: _____<br>8: _____<br>9: _____<br>10: _____ |

**Screen 5-202. 7407D and 7407+ Voice Terminal Form**  
**(Page 3 of X)**

Page 4 of X

|                                   |                |
|-----------------------------------|----------------|
| <b>FEATURE BUTTON ASSIGNMENTS</b> | <b>STATION</b> |
|-----------------------------------|----------------|

|                                                                                                                                                  |                                                                                                                                                         |
|--------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1: _____<br>3: _____<br>4: _____<br>5: _____<br>6: _____<br>7: _____<br>8: _____<br>9: _____<br>10: _____<br>11: _____<br>12: _____<br>13: _____ | 2: _____<br>14: _____<br>15: _____<br>16: _____<br>17: _____<br>18: _____<br>19: _____<br>20: _____<br>21: _____<br>22: _____<br>23: _____<br>24: _____ |
|--------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------|

**Screen 5-203. 7407D and 7407+ Voice Terminal Form**  
**(Page 4 of X)**

### Implementation Notes

Only buttons 1 and 2 have status lamps. It is recommended that feature button assignments requiring status lamp indications not be administered to buttons 3 through 24.

Page Y of X

STATION

DISPLAY BUTTON ASSIGNMENTS

1: \_\_\_\_\_

2: \_\_\_\_\_

3: \_\_\_\_\_

4: \_\_\_\_\_

5: \_\_\_\_\_

6: \_\_\_\_\_

7: \_\_\_\_\_

**Screen 5-204. 7407D, and 7407+ Station Form (Page Y of X)**

Page Y of X

STATION

DATA MODULE

Data Extension: \_\_\_\_\_ Name: \_\_\_\_\_

COS: 1\_

COR: 1\_

TN: 1\_

ITC: restricted

ABBREVIATED DIALING

List1: \_\_\_\_\_

SPECIAL DIALING OPTION: hot-line

HOT LINE DESTINATION

Abbreviated Dialing Dial Code (From above list): \_\_\_\_

ASSIGNED MEMBER (Station with a data extension button for this data module)

| Ext      | Name  |
|----------|-------|
| 1. _____ | _____ |

**Screen 5-205. 7406D, 7406+, 7407D, and 7407+ Data Module Form (Page Y of X)**

### Implementation Notes

This page is only displayed if the Data Module field on Page 1 is "Y".

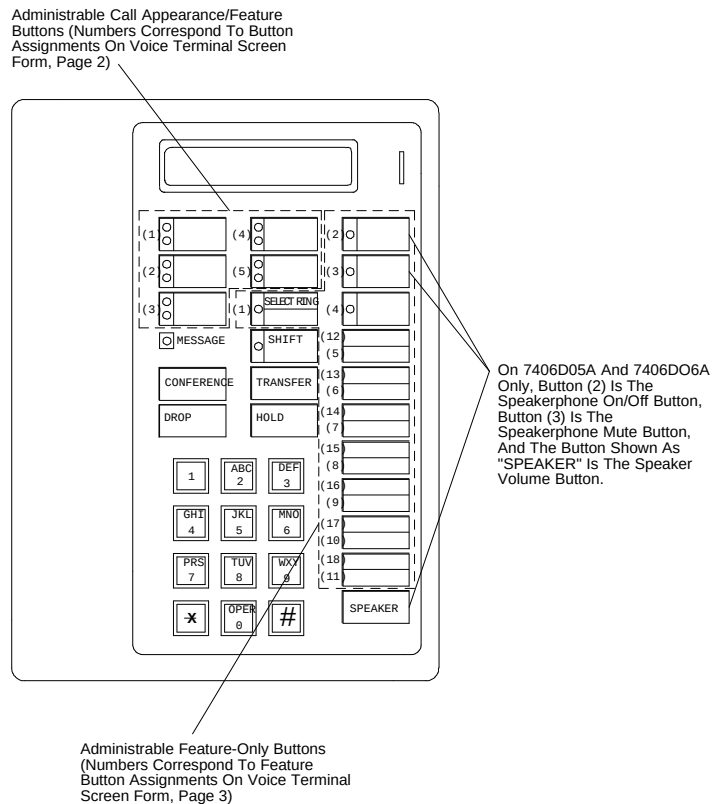
The BCC field is only displayed if the ISDN-PRI option is enabled on the System-Parameters Customer-Options form.

HOT LINE DESTINATION only displayed when the SPECIAL DIALING OPTION field is "hot-line".

DEFAULT DIALING only displayed when the SPECIAL DIALING OPTION field is "default".

Abbreviated Dialing Dial Code only displayed when SPECIAL DIALING OPTION is "hot-line" or "default".

---



---

**Figure 5-36. 7406D Voice Terminal**



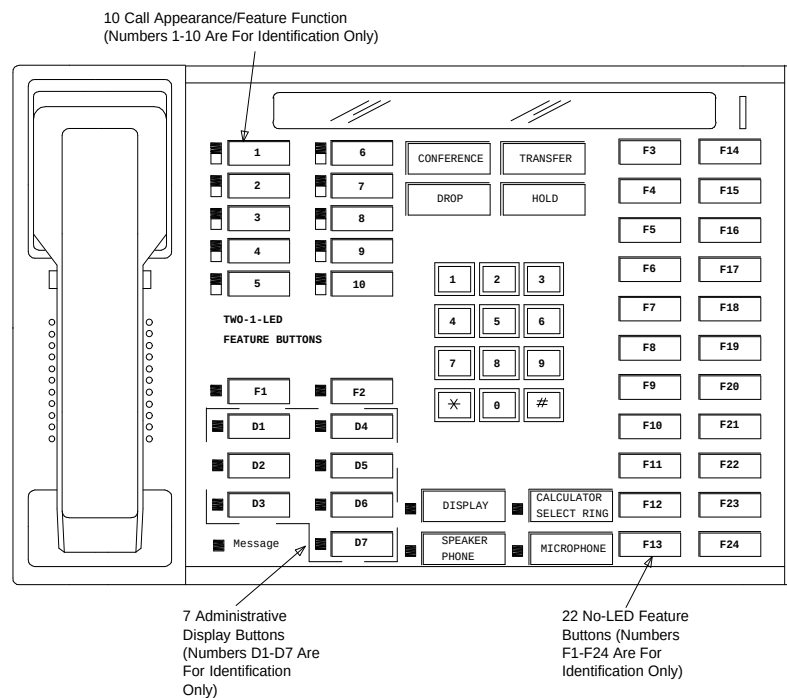


**Figure 5-37. 7407D Voice Terminal**

## 7434D and 7444D Voice Terminal

---

This form is used to implement a 7434D and 7444D multi-appearance voice terminal.

### Administration Commands

---

Use the following administration commands to administer the Voice Terminal form. Form Instructions

| Action    | Object  | Qualifier <sup>1</sup>                                                                         |
|-----------|---------|------------------------------------------------------------------------------------------------|
| add       | station | xxxxx (extension number) or ('next')                                                           |
| change    | station | xxxxx (extension number)                                                                       |
| display   | station | xxxxx (extension number)                                                                       |
| duplicate | station |                                                                                                |
| list      | station | [x (extension)]['ext' x]['to-ext' x]['port' x]['type' x]<br>['count' n]['print' or 'schedule'] |
| remove    | station | xxxxx (extension number)                                                                       |

1. Brackets [ ] indicate the qualifier is optional. Single quotes ( ' ) indicate the text inside the quote must be entered exactly as shown or an abbreviated form of the word may be entered. MAX is the maximum number available in your system configuration. Refer to Table C-1 in Appendix C, "System Capacity Limits".

Refer to "Voice Terminals — General" information to review field definitions and feature button definitions common to all voice terminals. Field definitions unique to this voice terminal are described here.

### Page 1 of the Form

- **Type** — Enter "7434D", or "7444D".
- **Data Module** — Enter "y" if this terminal is connected to an optional 7400B or 8400B Data Module. If a "y" is entered, the Data Module form (page x) must be completed. Default is "n".
- **Display Module** — Enter "y" if the voice terminal is to have a display by an optional Digital Display Module. If "y" is entered, the Display Button assignments form must be completed. Default is "n".
- **Coverage Module** — Only appears if "7434D" was entered in the Type field. Enter "y" if the voice terminal is to be connected to an optional Call Coverage Module. If "y" is entered, the Coverage Module form must be completed. The voice terminal cannot have an optional Coverage Module and optional Digital Display Module at the same time. Default is "n".

## Page 2 of the Form

- **Active Station Ringing** — Define how a call will ring at an off-hook station. Default is "single".

Enter "continuous" to cause all calls terminated to this station to ring continuously.

Enter "single" to cause a call terminated to an off-hook and active or off-hook and idle station to receive one ring cycle and then ring silently.

Enter "if-busy-single" to cause a call terminated to an off-hook and idle station to ring continuously and a call terminated to an off-hook and active station to receive one ring cycle and then ring silently.

Enter "silent" to cause a call terminated to an off-hook and active or off-hook and idle station to receive no audible ring and just ring silently.
  - **Disp Client Redir** — This field is only administrable if the Hospitality feature has been enabled on the System-Parameters Customer-Options form. This field affects the station's display on calls that originated from a station with Client Room Class of Service. When the field is "n" (default), then for all calls originating from a Client Room (even redirected calls) that terminate to this station, this station's display will not show the redirection information. Only the client name and extension (or room, depending on what is administered on the System-Parameters Hospitality form) will be displayed. When the field is set to "y", the redirection information for a call originating from a Client Room and terminating to this station will be displayed.
-  **NOTE:**  
For stations with an "audix" station type, AUDIX Voice Power ports, or ports for any other type of messaging that needs display information, this field must be "y".

## Page 3 of the Form

- **BUTTON ASSIGNMENTS**

The feature buttons that can be assigned to the 7434D voice terminal are listed below. The abbreviated software name (that is, administration name) as shown on the following list must be entered on the form. Depending on the button type, additional auxiliary information may be required when administering buttons. This information is provided in the "Voice Terminals — General" section.

- |                           |                           |                           |
|---------------------------|---------------------------|---------------------------|
| ■ abr-prog                | ■ aut-msg-wt              | ■ callr-info <sup>1</sup> |
| ■ abr-spchar              | ■ auto-cback              | ■ cas-backup              |
| ■ abrdg-appr              | ■ auto-icom               | ■ cdr1-alm                |
| ■ abrv-dial               | ■ auto-in                 | ■ cdr2-alm                |
| ■ abrv-ring               | ■ auto-wkup <sup>1</sup>  | ■ cfwd-bsyda              |
| ■ ac-alarm                | ■ autodial                | ■ check-in <sup>1</sup>   |
| ■ aca-halt                | ■ aux-work                | ■ check-out <sup>1</sup>  |
| ■ after-call              | ■ brdg-appr               | ■ clk-overid <sup>1</sup> |
| ■ alrt-agchg              | ■ busy-ind                | ■ consult                 |
| ■ alt-frl                 | ■ call-appr               | ■ cov-cback               |
| ■ assist                  | ■ call-disp <sup>1</sup>  | ■ cov-msg-rt <sup>1</sup> |
| ■ asvn-halt               | ■ call-fwd                | ■ data-ext                |
| ■ atd-qcalls <sup>1</sup> | ■ call-park               | ■ date-time <sup>1</sup>  |
| ■ atd-qtime <sup>1</sup>  | ■ call-pkup               | ■ delete-msg <sup>1</sup> |
|                           |                           |                           |
| ■ dial-icom               | ■ inspect <sup>1</sup>    | ■ mct-act                 |
| ■ directory <sup>1</sup>  | ■ int-aut-an              | ■ mct-contr               |
| ■ disp-norm               | ■ last-numb               | ■ mj/mn alm               |
| ■ dn-dst                  | ■ link-alarm              | ■ msg-retr <sup>1</sup>   |
| ■ ds1-alarm               | ■ lsvn-call               | ■ mwn-act <sup>1</sup>    |
| ■ exclusion               | ■ lwc-cancel              | ■ mwn-deact <sup>1</sup>  |
| ■ ext-dn-dst <sup>1</sup> | ■ lwc-lock                | ■ next <sup>1</sup>       |
| ■ flash                   | ■ lwc-store               | ■ night-serv              |
| ■ goto-cover              | ■ major-alm               | ■ noans-alrt              |
| ■ grp-dn-dst <sup>1</sup> | ■ man-msg-wt              | ■ normal <sup>1</sup>     |
| ■ hunt-ns                 | ■ man-overid <sup>1</sup> | ■ per-COline              |
| ■ in-call-id              | ■ manual-in               | ■ pms-alarm               |

- |              |                           |                           |
|--------------|---------------------------|---------------------------|
| ■ pr-awu-alm | ■ rsvn-halt               | ■ timer <sup>1</sup>      |
| ■ pr-pms-alm | ■ scrollsend-calls        | ■ trk-ac-alm              |
| ■ pr-sys-alm | ■ send-term               | ■ trk-id                  |
| ■ print-msgs | ■ serv-obsrv              | ■ trunk-name <sup>1</sup> |
| ■ priority   | ■ signal                  | ■ trunk-ns                |
| ■ q-calls    | ■ ssvn-halt               | ■ verify                  |
| ■ q-time     | ■ stored-num <sup>1</sup> | ■ voa-repeat              |
| ■ release    | ■ stroke-cnt              | ■ vu-display              |
| ■ ringer-off | ■ term-x-gr               | ■ work-code               |
| ■ rs-alert   |                           |                           |

---

1. Display-type button.

Figure 5-38 entitled "7434D Voice Terminal" at the end of this section shows the 7434D voice terminal button number assignments in relation to the button numbers on the Voice Terminal form. The first three buttons are defaulted as call appearance. To see drawings of the 7434D with an optional Coverage Module and Display Module, respectively, refer to Figure 5-39 and Figure 5-40 in this section.

#### **Page 4 of the Form**

##### **■ FEATURE BUTTON ASSIGNMENTS**

The features buttons that can be assigned are the same as those listed for BUTTON ASSIGNMENTS above. The abbreviated name as shown on the list must be entered on the form.

Figure 5-38 entitled "7434D Voice Terminal" shows the 7434D voice terminal button number assignments in relation to the button numbers on the Voice Terminal form.

#### **Page X of the Form (COVERAGE MODULE BUTTON ASSIGNMENTS)**

- Only displayed if the Coverage Module field on Page 1 is 'y'. The features buttons that can be assigned are the same as those listed for BUTTON ASSIGNMENTS above except that display-type buttons cannot be assigned. The abbreviated name as shown on the list must be entered on the form.

A minimum of two or a maximum of ten call appearance buttons can be administered. When two call appearance buttons are administered, the maximum number of Bridged Appearance buttons that can be administered is 52 or 32 with or without a Coverage Module, respectively.

#### **Page X of the Form (DISPLAY BUTTON ASSIGNMENTS)**

- Only displayed if the Display field on Page 1 is 'y'. The display-type buttons that can be assigned are shown on the preceding BUTTON ASSIGNMENTS list. Display-type buttons are noted with an asterisk. The abbreviated name as shown on the list must be entered on the button field on the form.

#### **Page X of the Form (DATA MODULE)**

- Only displayed if the Data Module field on Page 1 is "y". Refer to the "Station Forms — Field Descriptions" section in this chapter for associated field descriptions.

|                           |                                 |             |
|---------------------------|---------------------------------|-------------|
|                           |                                 | Page 1 of X |
| STATION                   |                                 |             |
| Extension: 1003           | Lock Messages? n                | BCC: 2      |
| Type: 7434D__             | Security Code: _____            | TN: 1_      |
| Port: _____               | Coverage Path 1: _____          | COR: 1_     |
| Name: _____               | Coverage Path 2: _____          | COS: 1_     |
|                           | Hunt-to Station: _____          |             |
| STATION OPTIONS           |                                 |             |
| Data Module? y            | Personalized Ringing Pattern: 1 |             |
| Display Module? n         | Message Lamp Ext: 1000          |             |
| Display Language: english | Coverage Module? n              |             |

**Screen 5-206. 7434D and 7444D Station Form (Page 1 of X)**

#### **Implementation Notes**

---

The BCC field is only displayed if the ISDN-PRI option is enabled on the System-Parameters Customer-Options form.

The Display Language field is only displayed if Display Module is "y".

The Coverage Module field is not displayed for the 7444D voice terminal.

|                                                                                                                                                                                                                                                                      |                                                                                                                                                                                                                                                                                                    |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Page 2 of X                                                                                                                                                                                                                                                          |                                                                                                                                                                                                                                                                                                    |
| <b>FEATURE OPTIONS</b><br>LWC Reception? spe<br>LWC Activation? y<br>CDR Privacy? n<br>Redirect Notification? y<br>Per Button Ring Control? n<br>Bridged Call Alerting? n<br>Active Station Ringing: single<br><br>AUDIX Name: _____<br>Messaging Server Name: _____ | <b>STATION</b><br>Auto Select Any Idle Appearance? n<br>Coverage Msg Retrieval? y<br>Auto Answer: none<br>Data Restriction? n<br>Idle Appearance Preference? n<br>Restrict Last Appearance? y<br><br>Audible Message Waiting? y<br>Display Client Redirection? n<br>Select Last Used Appearance? n |

**Screen 5-207. 7434D and 7444D Station Form (Page 2 of X)**

### Implementation Notes

The AUDIX Name and Messaging Server Name fields are only displayed for R5r configurations.

|                                                                                                      |                                                                                                  |
|------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------|
| Page 3 of X                                                                                          |                                                                                                  |
| <b>SITE DATA</b><br>Room: _____<br>Jack: _____<br>Cable: _____<br>Floor: _____<br>Building: _____    | <b>STATION</b><br>Headset? n<br>Speaker? n<br>Mounting: d<br>Cord Length: 0_<br>Set Color: _____ |
| <b>ABBREVIATED DIALING</b><br>List1: _____                                                           | List2: _____      List3: _____                                                                   |
| <b>BUTTON ASSIGNMENTS</b><br>1: call-appr_<br>2: call-appr_<br>3: call-appr_<br>4: _____<br>5: _____ | 6: _____<br>7: _____<br>8: _____<br>9: _____<br>10: _____                                        |

**Screen 5-208. 7434D and 7444D Station Form (Page 3 of X)**

| STATION            |           | Page 4 of X |
|--------------------|-----------|-------------|
| BUTTON ASSIGNMENTS |           |             |
| 11: _____          | 23: _____ |             |
| 12: _____          | 24: _____ |             |
| 13: _____          | 25: _____ |             |
| 14: _____          | 26: _____ |             |
| 15: _____          | 27: _____ |             |
| 16: _____          | 28: _____ |             |
| 17: _____          | 29: _____ |             |
| 18: _____          | 30: _____ |             |
| 19: _____          | 31: _____ |             |
| 20: _____          | 32: _____ |             |
| 21: _____          | 33: _____ |             |
| 22: _____          | 34: _____ |             |

**Screen 5-209. 7434D and 7444D Station Form (Page 4 of X)**

### **Implementation Notes**

---

This form is used to assign features to the 24 administrable buttons on the 7434D voice terminal (may include call appearance and bridged call appearance buttons). Feature buttons to be assigned to the optional Coverage Module, when used, must be assigned on its respective form (see next page).

| STATION                            |           | Page Y of X |
|------------------------------------|-----------|-------------|
| COVERAGE MODULE BUTTON ASSIGNMENTS |           |             |
| 1: _____                           | 11: _____ |             |
| 2: _____                           | 12: _____ |             |
| 3: _____                           | 13: _____ |             |
| 4: _____                           | 14: _____ |             |
| 5: _____                           | 15: _____ |             |
| 6: _____                           | 16: _____ |             |
| 7: _____                           | 17: _____ |             |
| 8: _____                           | 18: _____ |             |
| 9: _____                           | 19: _____ |             |
| 10: _____                          | 20: _____ |             |

**Screen 5-210. 7434D Coverage Module Form (Page Y of X)**

### **Implementation Notes**

---

Only displayed if the Coverage Module field on Page 1 is "y".

This page is displayed only for the 7434D voice terminal.

Do not administer display-type buttons (for example, inspect, normal) on this form.



|         |                    |             |
|---------|--------------------|-------------|
|         | STATION            | Page Y of X |
| DISPLAY | BUTTON ASSIGNMENTS |             |
| 1:      | _____              |             |
| 2:      | _____              |             |
| 3:      | _____              |             |
| 4:      | _____              |             |
| 5:      | _____              |             |
| 6:      | _____              |             |
| 7:      | _____              |             |

**Screen 5-211. 7434D and 7444D Display Form (Page Y of X)**

### **Implementation Notes**

---

Only displayed if the Display Module field on Page 1 is "y". Button locations (1 through 7) are associated with buttons 1 through 7 on the optional Digital Display Module.

|                                                                             |             |             |
|-----------------------------------------------------------------------------|-------------|-------------|
|                                                                             | STATION     | Page Y of X |
| DATA MODULE                                                                 |             |             |
| Data Extension: _____                                                       | Name: _____ |             |
|                                                                             | COS: 1_     |             |
|                                                                             | COR: 1_     |             |
| ITC: restricted                                                             | TN: 1_      |             |
| ABBREVIATED DIALING                                                         |             |             |
| List1: _____                                                                |             |             |
| SPECIAL DIALING OPTION: hot-line                                            |             |             |
| HOT LINE DESTINATION                                                        |             |             |
| Abbreviated Dialing Dial Code (From above list): ____                       |             |             |
| ASSIGNED MEMBER (Station with a data extension button for this data module) |             |             |
| Ext                                                                         | Name        |             |
| 1. _____                                                                    | _____       |             |

**Screen 5-212. 7434D and 7444D Data Module Form (Page Y of X)**

### **Implementation Notes**

---

This page is only displayed if the Data Module field on Page 1 is "y".

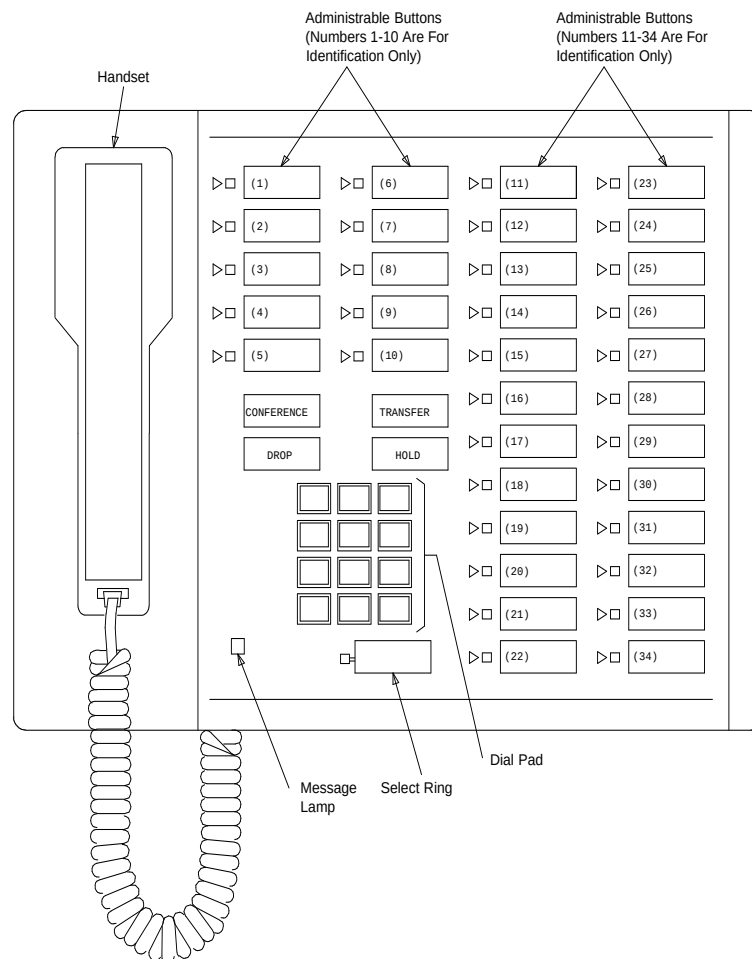
The BCC field is only displayed if the ISDN-PRI option is enabled on the System-Parameters Customer-Options form.

HOT LINE DESTINATION only displayed when the SPECIAL DIALING OPTION field is "hot-line".

DEFAULT DIALING only displayed when the SPECIAL DIALING OPTION field is "default".

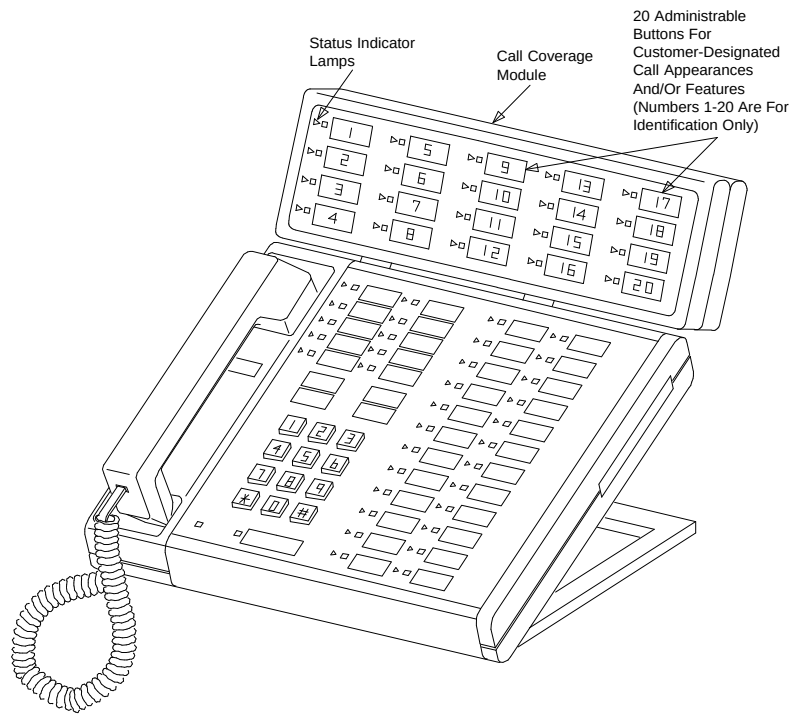
Abbreviated Dialing Dial Code only displayed when SPECIAL DIALING OPTION is "hot-line" or "default".

---



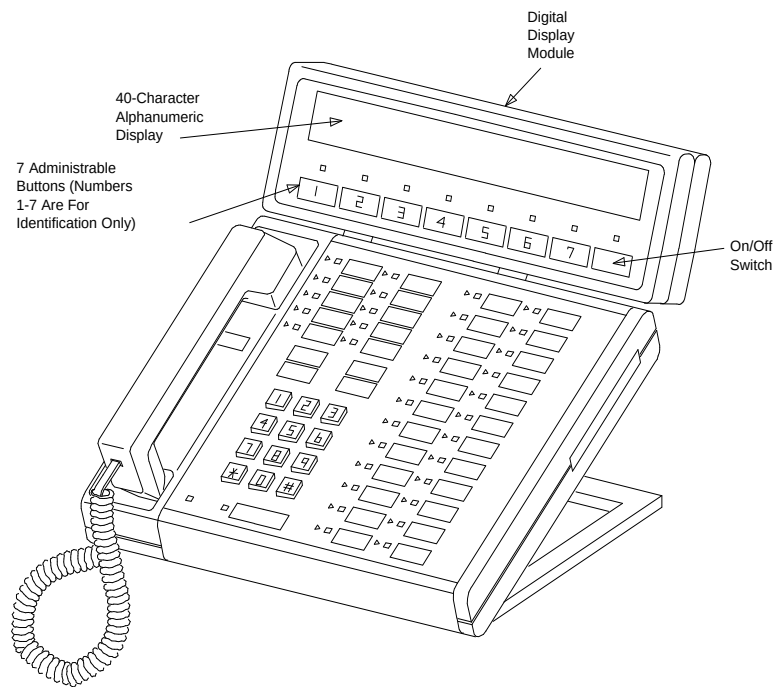
---

**Figure 5-38. 7434D Voice Terminal**



---

**Figure 5-39. 7434D Voice Terminal With Optional Call Coverage Module**



---

**Figure 5-40. 7434D Voice Terminal With Optional Digital Display Module**

## **7505D, 7506D, 7507D, 8503D, 8510T, and 8520T Voice Terminals**

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These forms are used to implement the 7505D, 7506D, 7507D, 8503D, 8510T, and 8520T ISDN-BRI voice terminals.

### **Administration Commands**

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Use the following administration commands to administer the Voice Terminal forms.

| <b>Action</b> | <b>Object</b> | <b>Qualifier<sup>1</sup></b>                                                                                      |
|---------------|---------------|-------------------------------------------------------------------------------------------------------------------|
| add           | station       | xxxxx (extension number) or ('next')                                                                              |
| change        | station       | xxxxx (extension number)                                                                                          |
| display       | station       | xxxxx (extension number) ['print']                                                                                |
| duplicate     | station       | xxxxx (extension number) ['start' (start extension)]<br>['board' (board addr) or 'x'] ['count' (1-16)] ['one-ep'] |
| list          | station       | [x (extension)]['ext' x]['to-ext' x]['port' x]['type' x]<br>['count' n]['print' or 'schedule']                    |
| remove        | station       | xxxxx (extension number)                                                                                          |

- 
1. Brackets [ ] indicate the qualifier is optional. Single quotes ( ' ) indicate the text inside the quote must be entered exactly as shown or an abbreviated form of the word may be entered. MAX is the maximum number available in your system configuration. Refer to Table C-1 in Appendix C, "System Capacity Limits".

### **Form Instructions**

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Refer to "Voice Terminals — General" information to review field definitions and feature button definitions common to all voice terminals. Field definitions unique to this voice terminal are described here.

#### **Page 1 of the Form**

The "Data Module?" field is only displayed for the 7505D, 7506D, and 7507D ISDN-BRI voice terminals. This field does not appear for the 8503D, 8510T, and 8520T ISDN-BRI voice terminals.

- **Type** — Enter "7505D", "7506D", "7507D", "8503D", "8510T", or "8520T" as appropriate.
- **Port** — Enter seven characters.

The entry breaks down as follows:

| Characters | Meaning        | Value                |
|------------|----------------|----------------------|
| 1-2        | Cabinet Number | 01 through 22 (R5r)  |
|            |                | 01 through 03 (R5si) |
|            |                | 01 (G3s)             |
| 3          | Carrier        | A through E          |
| 4-5        | Slot Number    | 01 through 20        |
| 6-7        | Circuit Number | 01 through 32        |

 **NOTE:**

A 1-character entry of "X" in the Port field can be used to indicate that there is no hardware associated with the port assignment (Administration Without Hardware feature).

ISDN-BRI provides multipoint configuration capability that allows a previously assigned port to be specified more than once. However, for the following cases, the port is assumed to be fully assigned:

- Maximum number of users (currently 2) are assigned on the port.
  - One of the users on the port is a fixed Terminal Identification (TEI) station.
  - One of the users on the port has B-channel voice and B-channel data capability.
  - One of the users on the port has no Service Profile Identifier (SPID) assigned, which includes terminals that have no SPID initialization capability.
- **XID** — Used to identify layer 2 XID testing capability. Valid entries are "y" or "n". Default is "y".
  - **Fixed TEI** — Used to indicate whether or not the station has Fixed Terminal Identification (TEI) capability. TEI is used to identify a unique access point within a service. For Fixed TEI stations, the TEI must be administered. For terminals with automatic TEI capability, the associated TEI is assigned by the System. Valid entries are "y" or "n". Default is "n".
  - **TEI** — Only displayed if the Fixed TEI field entry is "y". Enter a 1- to 2-digit number in the range of 0 through 63.
  - **MIM Support** (Management Information Message Support) — Used to support two types of capabilities; MIM endpoint initialization capability (SPID support), other Maintenance/Management capability. Valid entries are "y" or "n". Default is "y".

- **Endpt Init** — Only displayed if the MIM Support field entry is "y". Used to indicate the station's endpoint initialization capability. Endpoint initialization is a procedure, required for multipoint operation, by which User Service Order Profile (USOP) is associated with an endpoint on the ISDN-BRI. This association is made via the Service Profile Identifier (SPID), administered into the system and entered into the ISDN-BRI terminal. For a ISDN-BRI terminal to become operational in a multipoint configuration, both the administered SPID and the SPID programmed into the ISDN-BRI terminal must be the same. This means that the SPID of the new or reused terminals must be programmed to match the administered SPID value. For information on SPID installation, refer to Appendix A, "SPID Installation". Valid entries are "y" or "n". Default is "y".
- **SPID** — Only displayed if the Endpoint Initialization field entry is "y". The Service Profile Identifier (SPID) is a variable parameter of up to ten digits. The SPID is a numeric string value, which means that a value of "00" is different from "000". The SPID must be different for all terminals on the ISDN-BRI and from the Service SPID. The SPID should always be assigned; if the SPID is not assigned for the first ISDN-BRI on a port, any other ISDN-BRI assignment to that port will be blocked. Valid entries are numeric strings in the range of 0 through 9999999999. Default is the station's extension number.
- **MIM Mtce/Mgt** — Only displayed if the MIM Support field entry is "y". Used to indicate if the terminal supports MIM Maintenance and Management capabilities other than endpoint initialization. Valid entries are "y" or "n". Default is "y".

## Page 2 of the Form

- **Disp Client Redir** — This field is only administrable if the Hospitality feature has been enabled on the System-Parameters Customer-Options form. This field affects the station's display on calls that originated from a station with Client Room Class of Service. When the field is "n" (default), then for all calls originating from a Client Room (even redirected calls) that terminate to this station, this station's display will not show the redirection information. Only the client name and extension (or room, depending on what is administered on the System-Parameters Hospitality form) will be displayed. When the field is set to "y", the redirection information for a call originating from a Client Room and terminating to this station will be displayed.



### NOTE:

For stations with an "audix" station type, AUDIX Voice Power ports, or ports for any other type of messaging that needs display information, this field must be "y".

**Page 3 of the Form****■ BUTTON ASSIGNMENTS**

The feature buttons that can be assigned to the 7505D, 7506D, 7507D, 8503D, 8510T, and 8520T voice terminals are listed below. Associated descriptions and characteristics of the buttons are provided in the "Voice Terminals — General" section. The abbreviated software name (that is, administration name) as shown on the following list must be entered on the form. Depending on the button type, additional auxiliary information may be required when administering buttons. This information is provided in the "Voice Terminals — General" section.

- |                           |                            |                             |
|---------------------------|----------------------------|-----------------------------|
| ■ abr-prog                | ■ auto-cback               | ■ callr-info <sup>1,2</sup> |
| ■ abr-spchar              | ■ auto-icom                | ■ cas-backup                |
| ■ abrdg-appr              | ■ auto-in                  | ■ cdr1-alm                  |
| ■ abrv-dial               | ■ autodial                 | ■ cdr2-alm                  |
| ■ abrv-ring               | ■ auto-wkup <sup>1,2</sup> | ■ cfwd-bsyda                |
| ■ ac-alarm                | ■ aux-work                 | ■ check-in <sup>1,2</sup>   |
| ■ aca-halt                | ■ brdg-appr                | ■ check-out <sup>1,2</sup>  |
| ■ after-call              | ■ busy-ind                 | ■ clk-overid <sup>1,2</sup> |
| ■ alrt-agchg              | ■ call-appr                | ■ consult                   |
| ■ alt-frl                 | ■ call-disp <sup>1,2</sup> | ■ cov-cback                 |
| ■ assist                  | ■ call-fwd                 | ■ cov-msg-rt <sup>1,2</sup> |
| ■ atd-qcalls <sup>1</sup> | ■ call-park                | ■ date-time <sup>1,2</sup>  |
| ■ atd-qtime <sup>2</sup>  | ■ call-pkup                | ■ delete-msg <sup>1,2</sup> |
| ■ aut-msg-wt              |                            |                             |

---

1. Display-type button.

2. Cannot administer on 7505D or 8503D.



|                              |                             |                             |
|------------------------------|-----------------------------|-----------------------------|
| ■ dial-icom                  | ■ man-msg-wt                | ■ q-time                    |
| ■ directory <sup>1,2</sup>   | ■ man-overid <sup>1,2</sup> | ■ release                   |
| ■ disp-norm <sup>1,2,3</sup> | ■ manual-in                 | ■ ringer-off                |
| ■ dn-dst                     | ■ mct-act                   | ■ rs-alert                  |
| ■ ds1-alarm                  | ■ mct-contr                 | ■ rsvn-halt                 |
| ■ exclusion                  | ■ mj/mn alm                 | ■ scrollsnd-calls           |
| ■ ext-dn-dst <sup>1,2</sup>  | ■ msg-retr <sup>1,2</sup>   | ■ send-term                 |
| ■ flash                      | ■ mwn-act <sup>1,2</sup>    | ■ serv-obsrv                |
| ■ goto-cover                 | ■ mwn-deact <sup>1,2</sup>  | ■ signal                    |
| ■ grp-dn-dst <sup>1,2</sup>  | ■ next <sup>1,2</sup>       | ■ ssvn-halt                 |
| ■ hunt-ns                    | ■ night-ser                 | ■ stored-num <sup>1,2</sup> |
| ■ in-call-id                 | ■ noans-alrt                | ■ stroke-cnt                |
| ■ inspect <sup>1,2</sup>     | ■ normal <sup>1,2</sup>     | ■ term-x-gr                 |
| ■ int-aut-an                 | ■ per-COline                | ■ timer <sup>1,2</sup>      |
| ■ last-numb                  | ■ pms-alarm                 | ■ trk-ac-alm <sup>2</sup>   |
| ■ link-alarm                 | ■ pr-awu-alm                | ■ trk-id                    |
| ■ lsvn-halt                  | ■ pr-pms-alm                | ■ trunk-name <sup>1,2</sup> |
| ■ lwc-cancel                 | ■ pr-sys-alm                | ■ trunk-nsverify            |
| ■ lwc-lock <sup>1,2</sup>    | ■ print-msgs                | ■ voarepeat                 |
| ■ lwc-store                  | ■ priority                  | ■ vu-display                |
| ■ major-alm                  | ■ q-calls                   | ■ work-code                 |

- 
1. Display-type button.
  2. Cannot administer on 7505D or 8503D.
  3. Cannot administer on 8510T.

Figures showing the 7505D, 7506D, 7507D, 8503D, 8510T, and 8520T voice terminal button number assignments in relation to the button numbers on the voice terminal form are located at the end of this section dealing with the 7500/8500 ISDN-BRI voice terminals. The first three buttons are defaulted as call appearance.

## Page 4 of the Form

### ■ FEATURE BUTTON ASSIGNMENTS

The features and functions that can be assigned to the 7505D, 7506D, 7507D, 8503D, 8510T, and 8520T voice terminal administrable buttons are the same as those listed for BUTTON ASSIGNMENTS above.

Figures showing the 7505D, 7506D, 7507D, 8503D, 8510T, and 8520T voice terminal button number assignments in relation to the button numbers on the voice terminal form are located at the end of this section dealing with the 7500/8500 ISDN-BRI voice terminals.

## Page X of the Form (DATA MODULE)

Applicable only to 7505D, 7506D, and 7507D Voice Terminals

- Only displayed if the Data Module field on Page 1 is "y". Instructions are provided below for fields that require additional consideration because of the terminal type. Otherwise; refer to "Station Forms — Field Descriptions" section in this chapter for associated field descriptions.
- **CIRCUIT SWITCHED DATA ATTRIBUTES**

### ⇒ NOTE:

These fields represent defaults needed for modem pooling conversion resource insertion when the endpoint does not support data query capability. These fields have no significance for data modules providing data query [all AT&T-supported ISDN-BRI data modules (7500 and ADM)]. For AT&T ISDN-BRI data modules, the default settings should be used.

Applicable only to 7505D, 7506D, and 7507D Voice Terminals

- **Default Duplex** — Used to identify the duplex mode. Valid entries are "full" or "half". Default is "full".
- **Default Mode** — Used to identify the data mode. Valid entries are "sync" (synchronous) or "async" (asynchronous). Default is "async".
- **Default Speed** — Used to identify the data rate. Valid entries are "1200", "MAX", "4800", and "19200". Default is "1200".

### ⇒ NOTE:

When default mode is "sync", valid entries also include speeds of "56000" and "64000".

### ■ DATA MODULE CAPABILITIES

Applicable only to 7505D, 7506D, and 7507D Voice Terminals

- **Origination Default Data Applications** — Used to identify mode to be used for originating data calls when the mode is not specified with the calling parameters. This mode will also be used for

terminating trunk calls which do not have bearer capability specified or administered connections. Possible mode values are M0 (mode 0), M1 (mode 1), M2 (mode 2), and M3/2 (mode 3/2 adaptable), or blank. Valid entries are "M0", "M1", "M2\_A", "M2\_S", or "M3/2". Default is "M2\_A".

Page 1 of X

| STATION         |                        |                        |                 |
|-----------------|------------------------|------------------------|-----------------|
| Extension: 1003 | Lock Messages? n       | BCC: 0                 |                 |
| Type: 7505D__   | Security Code: _____   | TN: 1__                |                 |
| Port: _____     | Coverage Path 1: _____ | COR: 1__               |                 |
| Name: _____     | Coverage Path 2: _____ | COS: 1__               |                 |
|                 | Hunt-to Station: _____ |                        |                 |
| STATION OPTIONS |                        |                        |                 |
| Data Module? y  |                        | Message Lamp Ext: 1000 |                 |
| BRI OPTIONS     |                        |                        |                 |
| XID? n          | Fixed TEI? n           | TEI: ____              |                 |
| MIM Support? n  | Endpt Init? y          | SPID: 1000_____        | MIM Mtce/Mgt? n |

**Screen 5-213. 7505D, 7506D, 7507D, 8503D, 8510T, and 8520T  
Station Form (Page 1 of X)**

### **Implementation Notes**

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The BCC field is only displayed if the ISDN-PRI option is enabled on the System-Parameters Customer-Options form.

The Data Module field is not displayed for the 8503D, 8510T, and 8520T voice terminals.

The Fixed TEI and TEI fields are not display for the 8510T and 8520T voice terminals.

When adding an unsupported station using the Enhanced Terminal Administration feature, if the Fixed TEI field is set to 'y', the TEI field will be displayed.

The Endpt Init and MIM Mtce/Mgt fields are only displayed if the MIM Support field entry is 'y'.

The SPID field is only displayed if the Endpt Init field entry is 'y'.

| STATION                      |                                    | Page 2 of X |
|------------------------------|------------------------------------|-------------|
| FEATURE OPTIONS              |                                    |             |
| LWC Reception? spe           | Auto Select Any Idle Appearance? n |             |
| LWC Activation? y            | Coverage Msg Retrieval? y          |             |
| CDR Privacy? n               | Auto Answer: none                  |             |
| Redirect Notification? y     | Data Restriction? n                |             |
| Per Button Ring Control? n   | Idle Appearance Preference? n      |             |
| Bridged Call Alerting? n     | Restrict Last Appearance? y        |             |
| AUDIX Name: _____            | Audible Message Waiting? y         |             |
| Messaging Server Name: _____ | Select Last Used Appearance? n     |             |

**Screen 5-214. 7505D, 7506D, 7507D, 8503D, 8510T, and 8520T  
Station Form (Page 2 of X)**

### **Implementation Notes**

---

The Display Language field and the Disp Client Redir field display only for 7506D, 7507D, 8510T, and 8520T terminals.

The AUDIX Name and Messaging Server Name fields are only displayed on R5r configurations.

|                     |              |                  |
|---------------------|--------------|------------------|
|                     |              | Page 3 of X      |
| STATION             |              |                  |
| SITE DATA           |              |                  |
| Room: _____         |              | Headset? n       |
| Jack: _____         |              | Speaker? n       |
| Cable: _____        |              | Mounting: d      |
| Floor: _____        |              | Cord Length: 0_  |
| Building: _____     |              | Set Color: _____ |
| ABBREVIATED DIALING |              |                  |
| List1: _____        | List2: _____ | List3: _____     |
| BUTTON ASSIGNMENTS  |              |                  |
| 1: call-appr_       | 6: _____     |                  |
| 2: call-appr_       | 7: _____     |                  |
| 3: call-appr_       | 8: _____     |                  |
| 4: _____            | 9: _____     |                  |
| 5: _____            | 10: _____    |                  |

**Screen 5-215. 7505D, 7506D, 7507D, 8510T, and 8520T  
Station Form (Page 3 of X)**

### **Implementation Note**

---

For a 7505D or 7506D voice terminal, button 7 can be administered as a call appearance button if an Asynchronous Data Module (ADM) is not attached to the station. When an ADM is attached, the button acts as a DATA button regardless of whether or not the data module has been administered. If the ADM has been administered, "DATA" will be displayed in the field and access to the field will also be restricted. If the station is aliased as a 7505D or 7506D via the Enhanced Terminal Administration feature, button 7 can be administered as a call appearance button whether or not an ADM is assigned. There is no "Data" button on 7507D, 8510T, and 8520T voice terminals.

| STATION             |              | Page 3 of X      |
|---------------------|--------------|------------------|
| SITE DATA           |              |                  |
| Room: _____         |              | Headset? n       |
| Jack: _____         |              | Speaker? n       |
| Cable: _____        |              | Mounting? d      |
| Floor: _____        |              | Cord Length: 0_  |
| Building: _____     |              | Set Color: _____ |
| ABBREVIATED DIALING |              |                  |
| List1: _____        | List2: _____ | List3: _____     |
| BUTTON ASSIGNMENTS  |              |                  |
| 1: call-appr_       |              |                  |
| 2: call-appr_       |              |                  |
| 3: call-appr_       |              |                  |

**Screen 5-216. 8503D Station Form (Page 3 of X)**

| STATION                    |  | Page 4 of X |
|----------------------------|--|-------------|
| FEATURE BUTTON ASSIGNMENTS |  |             |
| 1: _____                   |  | 3: _____    |
| 2: _____                   |  | 4: _____    |
|                            |  | 5: _____    |
|                            |  | 6: _____    |

**Screen 5-217. 7505D and 7506D Station Form (Page 4 of X)**

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| BUTTON ASSIGNMENTS |       | STATION   |
|--------------------|-------|-----------|
| 11:                | _____ | 20: _____ |
| 12:                | _____ | 21: _____ |
| 13:                | _____ | 22: _____ |
| 14:                | _____ | 23: _____ |
| 15:                | _____ | 24: _____ |
| 16:                | _____ | 25: _____ |
| 17:                | _____ | 26: _____ |
| 18:                | _____ | 27: _____ |
| 19:                | _____ | 28: _____ |
|                    |       | 29: _____ |
| 31:                | _____ | 30: _____ |
| 32:                | _____ |           |
| 33:                | _____ | 37: _____ |
| 34:                | _____ | 38: _____ |
| 35:                | _____ | 39: _____ |
| 36:                | _____ | 40: _____ |

**Screen 5-218. 7507D Station Form (Page 4 of X)**

### **Implementation Note**

---

Button 31 can be administered as a feature button if an Asynchronous Data Module (ADM) is not attached to the station. When an ADM is attached, the button acts as a DATA button regardless of whether the data module has been administered. If the ADM has been administered, "DATA" will be displayed in the field and the button will be restricted. If the station is aliased as a 7507D via the Enhanced Terminal Administration feature, button 31 can be administered as a feature button whether or not an ADM is assigned.

|                                                                    |             |                                |
|--------------------------------------------------------------------|-------------|--------------------------------|
|                                                                    |             | Page Y of X                    |
| DATA MODULE                                                        | STATION     |                                |
| Data Extension: ____                                               | Name: _____ |                                |
|                                                                    | COR: 1_     |                                |
|                                                                    | COS: 1_     |                                |
|                                                                    | TN: 1_      |                                |
| ABBREVIATED DIALING                                                |             |                                |
| List1: _____                                                       |             |                                |
| SPECIAL DIALING OPTION: hot-line                                   |             |                                |
| HOT LINE DESTINATION                                               |             |                                |
| DEFAULT DIALING                                                    |             |                                |
| Abbreviated Dialing Dial Code (From above list): ____              |             |                                |
| CIRCUIT SWITCHED DATA ATTRIBUTES                                   |             |                                |
| Default Duplex: full    Default Mode: async    Default Speed: 1200 |             |                                |
| DATA MODULE CAPABILITIES                                           |             |                                |
| Default ITC: restricted                                            |             | Default Data Application? M2_A |

**Screen 5-219. 7505D, 7506D, and 7507D ISDN-BRI Data Module  
Form (Page Y of X)**

### **Implementation Notes**

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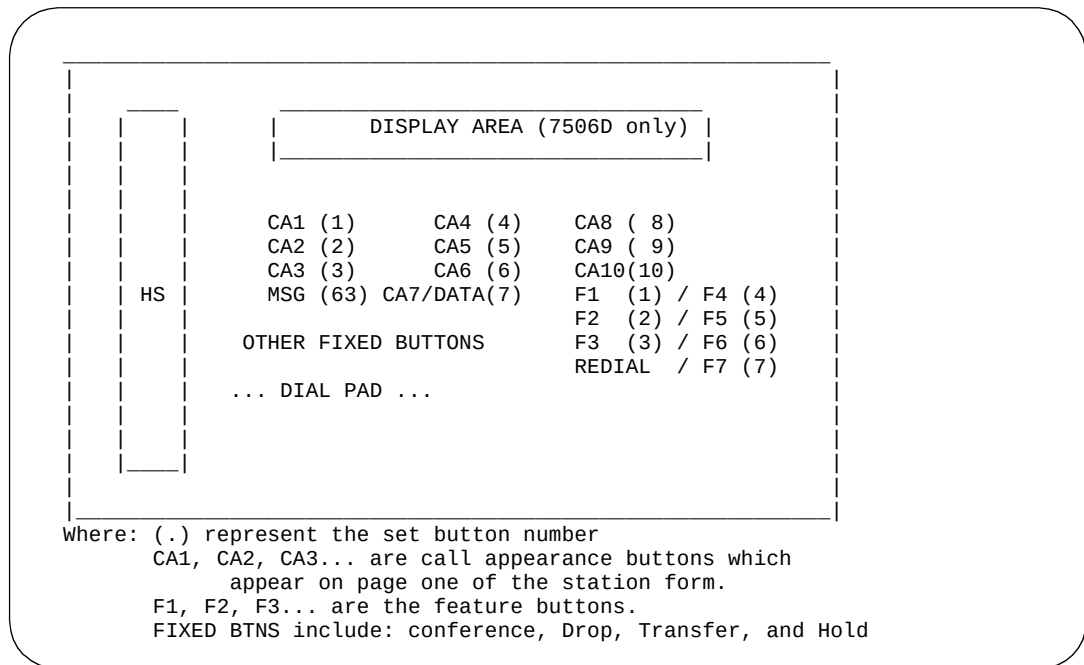
This page is only displayed if the Data Module field on Page 1 is "y".

HOT LINE DESTINATION only displayed when "hot-line" is entered in the SPECIAL DIALING OPTION field.

DEFAULT DIALING only displayed when "default" is entered in the SPECIAL DIALING OPTION field.

Abbreviated Dialing Dial Code only displayed when SPECIAL DIALING OPTION is "hot-line" or "default".

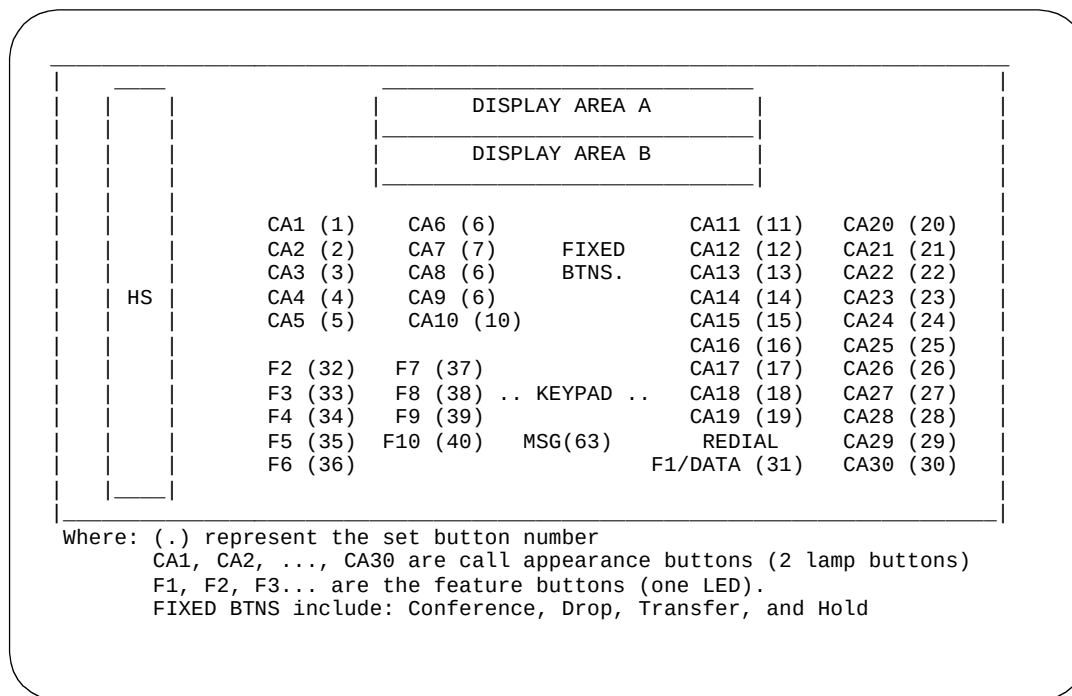




**Screen 5-220. 7505D and 7506D Voice Terminal Feature  
Button Layout**

**Notes:**

1. Buttons F4 through F6 are accessed by shifting buttons F1 through F3. Button F7 is accessed by shifting fixed REDIAL button.
2. CA7/DATA button can be administered as a call appearance button. However, CA7 button should not be administered when ADM is attached to the set. When the ADM is attached, the button acts as a DATA button, regardless of administration. For 7505D and 7506D terminals, Lucent Technologies supported terminals, if ADM is administered, the phrase "DATA" will be displayed in the CA7 button type field. Furthermore, the button field will be restricted and the user will not be able to administer that button. If a set is aliased as 7505D or 7506D set via ETA feature, button CA7 will always be administrable as a call appearance button, whether or not the data module is administered.



Screen 5-221. 7507D Voice Terminal Feature button Layout

**Notes:**

1. F1/DATA button can be administered as a feature button. However, F1 should not be administered if ADM is attached to the set. If the ADM is attached, F1 will act as a DATA button regardless of administration. For 7507D terminal, if ADM is administered, the phrase "DATA" will be displayed in the F1 button type field. Furthermore, the button field will be restricted and you will not be able to administer that button. If a set is aliased as 7507D via ETA feature, F1 button will always be administrable as a feature button whether or not the data module is administered.
2. The 7507D terminal supports 31 buttons with two LEDs; however, the software will only support administration of 30 of these as call appearance buttons (buttons CA1-CA30). The system maximum of 10 call appearance buttons still applies. Buttons CA1-CA30 not used as Call Appearance buttons may be administered as Bridged Appearance buttons.

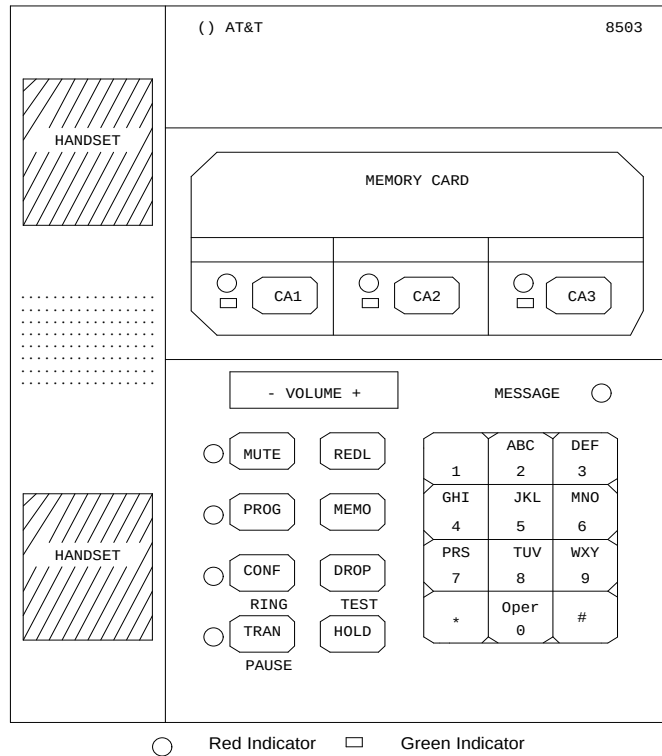


**Figure 5-41. 8503D Voice Terminal Feature Button Layout**

**NOTE:**

1. CA1, CA2, CA3 are call appearance buttons (2 lamp buttons) FIXED BTNS with 1 LED: PROG, MUTE, CONF, TRANS FIXED BTNS with no LED: REDIAL, DROP, HOLD, MEMORY.

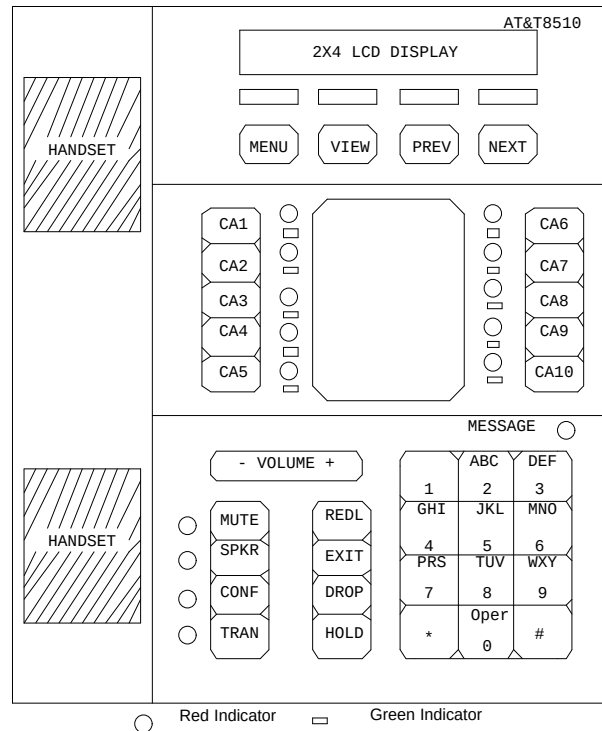


**Figure 5-42. 8510T Voice Terminal Feature Button Layout**

**NOTE:**

1. CA1, CA2, ..., CA10 are call appearance buttons (2 lamp buttons) FIXED BTNS with 1 LED: MUTE, SPKR, CONF, TRAN FIXED BTNS with no LED: REDIAL, EXIT, DROP, HOLD, VOLUME Display Control Keys with no LED: MENU, VIEW, NEXT, PREVIOUS.
2. The EXIT button is treated as a fixed "normal" button.

|                            |         |
|----------------------------|---------|
| Page 4 of X                |         |
| FEATURE BUTTON ASSIGNMENTS | STATION |
| 11: normal                 |         |

**Screen 5-222. 8510T Station Form (Page 4 of X)**



**NOTE:**

Page 3 of the form shows that the 8510T voice terminal has only one fixed "normal" button with a display-only field.

|                    |            |
|--------------------|------------|
| Page 4 of X        |            |
| BUTTON ASSIGNMENTS | STATION    |
| 11: _____          | 16: _____  |
| 12: _____          | 17: _____  |
| 13: _____          | 18: _____  |
| 14: _____          | 19: _____  |
| 15: _____          | 20: _____  |
|                    | 21: normal |

**Screen 5-223. 8520T Station Form (Page 4 of X)**



**NOTE:**

Button 21 is a fixed "normal" button on the 8520T voice terminal.

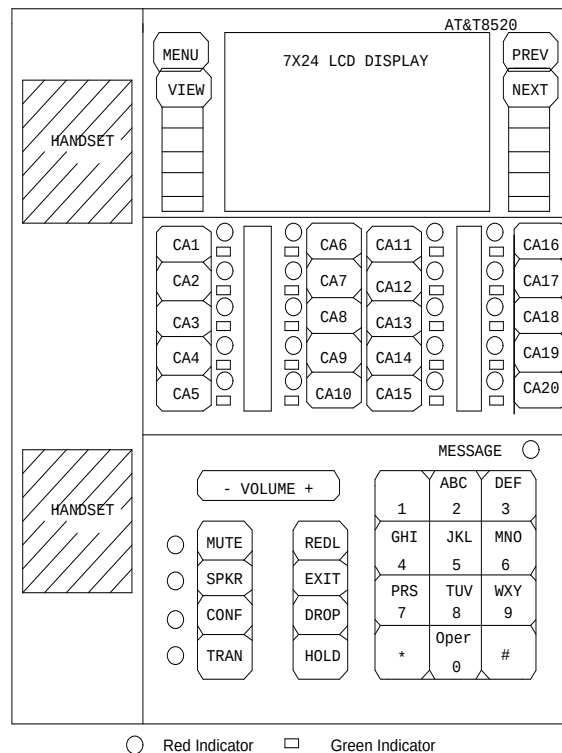


**Figure 5-43. 8520T Station Set Layout**

**Notes:**

1. CA1-CA20 are call appearance buttons (2 lamp buttons) FIXED BTNS with 1 LED: MUTE, SPKR, CONF, TRAN FIXED BTNS with no LED: REDIAL, EXIT, DROP, HOLD.
2. The 8520T terminal supports 20 call appearances. The system maximum of 10 call appearance buttons still applies. Buttons CA1-CA20 not used as Call Appearance buttons can be administered as Bridged Appearance buttons.
3. The 8520T has 7X24 LCD display. The top 2 lines are used to display switch-based information at all times, while the remaining 5 lines are associated with the 10 soft keys and related messages.

## **603 CALLMASTER Voice Terminal**

---

This form is used to assign the CALLMASTER digital voice terminal. The terminal can also be used to support the ACD feature.

The 603-type CALLMASTER voice terminal is an upgrade from the 602-type CALLMASTER voice terminals. The CALLMASTER voice terminal is improved by the addition of internal nonvolatile memory and native support. "Native support" means the switch stores a predefined terminal type and automatically downloads the terminal type information to the terminal. These enhancements provide several benefits. First, the internal nonvolatile memory of the terminal stores information even if the terminal loses power. Second, native support removes from the customer or service technician the burden of having to alias the terminals, that is — manually map call appearance and feature buttons onto some other supported terminal type. Also, the nonvolatile memory can support transmission changes for applications in various countries.

 **NOTE:**

The 603s must have their handset unplugged to receive the downloaded parameters.

The 603-type CALLMASTER voice terminal is available in three models: 603A1, 603D1, and 603E1. The only difference among these three is the ability to connect the 603D1 to tape recording equipment of a user and the 603E1 can operate on either the standard 4-wire DCP circuit pack or on the TN2181 2-wire circuit pack (16-port, A-law/Mu-law selectable). Administration for the three models is identical except for specifying the "Type" field on the CALLMASTER Station form.

You can check the Download Status field on the Status Station screen to verify that the system successfully completes each download. You do not need to download the information to the terminals, as the switch does it automatically after the initialization period during the first periodic maintenance cycle.

 **NOTE:**

If you have one or more 603-type CALLMASTER voice terminals, you must also administer the CALLMASTER Terminal Parameters form. Only init, inads, and system technician logins can administer this form.

## Administration Commands

---

Use the following administration commands to administer the Voice Terminal form.

| Action    | Object  | Qualifier <sup>1</sup>                                                                         |
|-----------|---------|------------------------------------------------------------------------------------------------|
| add       | station | xxxxx (extension number) or ('next')                                                           |
| change    | station | xxxxx (extension number)                                                                       |
| display   | station | xxxxx (extension number)                                                                       |
| duplicate | station |                                                                                                |
| list      | station | [x (extension)]['ext' x]['to-ext' x]['port' x]['type' x]<br>['count' n]['print' or 'schedule'] |
| remove    | station | xxxxx (extension number)                                                                       |

1. Brackets [ ] indicate the qualifier is optional. Single quotes ( ' ) indicate the text inside the quote must be entered exactly as shown or an abbreviated form of the word can be entered. MAX is the maximum number available in your system configuration. Refer to Table C-1 in Appendix C, "System Capacity Limits".

## Form Instructions

---

Refer to "Voice Terminals — General" information to review field definitions and feature button definitions common to all voice terminals. Field definitions unique to this voice terminal are described here.

### Page 1 of the Form

- **Type** — Enter "603A1," "603D1," or "603E1."
- **Data Module** — Enter "y" if this terminal is connected to a data terminal via 7400B or 8400B Data Module. If "y" is entered, the Data Module form must be completed. Valid entries are "y" or "n." Default is "n."
- **Display Module** — Display-only field; restricted to "y." Display-type buttons are administered on Page 3 of the form.

### Page 2 of the Form

- **Idle/Active Ringing** — Define how a call will ring at a station. Default is "single."  
  
Enter "continuous" to cause all calls terminated to this station to ring continuously.  
  
Enter "single" to cause all calls terminated to this station to receive one ring cycle and then ring silently.



Enter "if-busy-single" to cause calls terminated to an idle station to ring continuously, and calls terminated to a station active on another call to receive one ring cycle and then ring silently.

Enter "silent-if-busy" to cause calls terminated to a station active on another call to receive no audible ring and just ring silently, and calls terminated to an idle station to ring continuously.

- **Disp Client Redir** — This field is only administrable if the Hospitality feature has been enabled on the System-Parameters Customer-Options form. This field affects the station's display on calls that originated from a station with Client Room Class of Service. When the field is "n" (default), then for all calls originating from a Client Room (even redirected calls) that terminate to this station, this station's display will not show the redirection information. Only the client name and extension (or room, depending on what is administered on the System-Parameters Hospitality form) will be displayed. When the field is set to "y," the redirection information for a call originating from a Client Room and terminating to this station will be displayed.

**NOTE:**

For stations with an "audix" station type, AUDIX Voice Power ports, or ports for any other type of messaging that needs display information, this field must be "y."

**Page 3 of the Form**

- **BUTTON ASSIGNMENTS**

The feature buttons that can be assigned to the CALLMASTER digital voice terminal are listed below. The abbreviated software name (that is, administration name) as shown on the following list must be entered on the form. Depending on the button type, additional auxiliary information can be required when administering buttons. This information is provided in the "Voice Terminals — General" section.

- |                           |                           |                           |
|---------------------------|---------------------------|---------------------------|
| ■ abr-prog                | ■ cdr2-alm                | ■ major-alm               |
| ■ abr-spchar              | ■ cfwd-basyda             | ■ man-msg-wt              |
| ■ abrdg-appr              | ■ consult                 | ■ man-overid <sup>1</sup> |
| ■ abrv-dial               | ■ cov-cback               | ■ manual-in               |
| ■ abrv-ring               | ■ cov-msg-rt <sup>1</sup> | ■ mct-act                 |
| ■ ac-alarm                | ■ check-in <sup>1</sup>   | ■ mct-contr               |
| ■ aca-halt                | ■ check-out <sup>1</sup>  | ■ mj/mn-alm               |
| ■ after-call              | ■ clk-overid <sup>1</sup> | ■ msg-retr <sup>1</sup>   |
| ■ alrt-agchg              | ■ data-ext                | ■ mwn-act <sup>1</sup>    |
| ■ alt-frl                 | ■ date-time <sup>1</sup>  | ■ mwn-deact <sup>1</sup>  |
| ■ assist                  | ■ delete-msg <sup>1</sup> | ■ next <sup>1</sup>       |
| ■ asvn-halt               | ■ dial-icom               | ■ night-serv              |
| ■ atd-qcalls <sup>1</sup> | ■ directory <sup>1</sup>  | ■ noans-alrt              |
| ■ atd-qtime <sup>1</sup>  | ■ disp-norm               | ■ normal <sup>1</sup>     |
| ■ aut-msg-wt              | ■ dn-dst                  | ■ per-COline              |
| ■ auto-cback              | ■ ds1-alarm               | ■ pms-alarm               |
| ■ auto-icom               | ■ exclusion               | ■ pr-awu-alm              |
| ■ auto-in                 | ■ ext-dn-dst <sup>1</sup> | ■ pr-pms-alm              |
| ■ auto-wkup <sup>1</sup>  | ■ flash                   | ■ pr-sys-alm              |
| ■ autodial                | ■ goto-cover              | ■ print-msgs              |
| ■ aux-work                | ■ grp-dn-dst <sup>1</sup> | ■ priority                |
| ■ brdg-appr               | ■ hunt-ns                 | ■ q-calls                 |
| ■ busy-ind                | ■ in-call-id              | ■ q-time                  |
| ■ call-appr               | ■ inspect <sup>1</sup>    | ■ release                 |
| ■ call-disp               | ■ int-aut-an              | ■ ringer-off              |
| ■ call-fwd                | ■ last-numb               | ■ rs-alert                |
| ■ call-park               | ■ link-alarm              | ■ rsvn-halt               |
| ■ call-pkup               | ■ lsvn-halt               | ■ scroll                  |
| ■ callr-info <sup>1</sup> | ■ lwc-cancel              | ■ send-calls              |
| ■ cas-backup              | ■ lwc-lock                | ■ send-term               |
| ■ cdr1-alm                | ■ lwc-store               | ■ serv-obsrv              |

- |                           |                           |              |
|---------------------------|---------------------------|--------------|
| ■ signal                  | ■ timer <sup>1</sup>      | ■ verify     |
| ■ ssvn-halt               | ■ trk-ac-alm              | ■ voa-repeat |
| ■ stored-num <sup>1</sup> | ■ trk-id                  | ■ vu-display |
| ■ stroke-cnt              | ■ trunk-name <sup>1</sup> | ■ work-code  |
| ■ term-x-gr               | ■ trunk-ns                |              |

---

1. Requires display.

The CALLMASTER digital voice terminal's button locations in relation to the button numbers on the forms is shown below.

### Page X of the Form

#### ■ FEATURE BUTTON ASSIGNMENTS

The features and functions that can be assigned to the terminal's administrable buttons are the same as those for BUTTON ASSIGNMENTS above. The abbreviated name as shown on the list must be entered on the form. At least two buttons must be administered as call appearances.

### Page X of the Form (DATA MODULE)

- Only displayed if the Data Module field on Page 1 is "y." Refer to "Station Forms — Field Descriptions" section in this chapter for associated field descriptions.

Page 1 of X

| STATION                   |                                 |          |
|---------------------------|---------------------------------|----------|
| Extension: 1003           | Lock Messages? n                | BCC: 0   |
| Type: 602A1__             | Security Code: _____            | TN: 1__  |
| Port: _____               | Coverage Path 1: _____          | COR: 1__ |
| Name: _____               | Coverage Path 2: _____          | COS: 1__ |
|                           | Hunt-to Station: _____          |          |
| STATION OPTIONS           |                                 |          |
| Data Module? n            | Personalized Ringing Pattern: 1 |          |
| Display Module? y         | Message Lamp Ext: 1000          |          |
| Display Language: english |                                 |          |

**Screen 5-224. 603A1 Station Form (Page 1 of X)**

### Implementation Notes

---

The BCC field is only displayed if the ISDN-PRI option is enabled on the System-Parameters Customer-Options form.

| STATION                        |                                    | Page 2 of X |
|--------------------------------|------------------------------------|-------------|
| FEATURE OPTIONS                |                                    |             |
| LWC Reception? spe             | Auto Select Any Idle Appearance? n |             |
| LWC Activation? y              | Coverage Msg Retrieval? y          |             |
| CDR Privacy? n                 | Auto Answer: none                  |             |
| Redirect Notification? y       | Data Restriction? n                |             |
| Per Button Ring Control? n     | Idle Appearance Preference? n      |             |
| Bridged Call Alerting? n       | Restrict Last Appearance? y        |             |
| Active Station Ringing: single |                                    |             |
|                                |                                    |             |
| AUDIX Name: _____              | Audible Message Waiting? y         |             |
| Messaging Server Name: _____   | Display Client Redirection? n      |             |
|                                | Select Last Used Appearance? n     |             |

**Screen 5-225. 603A1 Station Form (Page 2 of X)**

### **Implementation Notes**

---

The AUDIX Name and Messaging Server Name fields are only displayed for R5r configurations.

| STATION             |                  | Page 3 of X  |
|---------------------|------------------|--------------|
| SITE DATA           |                  |              |
| Room: _____         | Headset? n       |              |
| Jack: _____         | Speaker? n       |              |
| Cable: _____        | Mounting: d      |              |
| Floor: _____        | Cord Length: 0_  |              |
| Building: _____     | Set Color: _____ |              |
|                     |                  |              |
| ABBREVIATED DIALING |                  |              |
| List1: _____        | List2: _____     | List3: _____ |
| BUTTON ASSIGNMENTS  |                  |              |
| 1: _call-appr       | 4: _____         |              |
| 2: _call-appr       | 5: _____         |              |
| 3: _call-appr       | 6: _____         |              |

**Screen 5-226. 603A1 Station Form (Page 3 of X)**

### **Implementation Note**

---

At least two BUTTON ASSIGNMENTS buttons must be assigned to call-appr (call appearance.)

| FEATURE BUTTON ASSIGNMENTS |         | STATION    |       | Page 4 of X |
|----------------------------|---------|------------|-------|-------------|
| 1st Column                 |         | 2nd Column |       |             |
| 1:                         | _____   | 7:         | _____ |             |
| 2:                         | _____   | 8:         | _____ |             |
| 3:                         | _____   | 9:         | _____ |             |
| 4:                         | _____   | 10:        | _____ |             |
| 5:                         | _____   | 11:        | _____ |             |
| 6:                         | mute    | 12:        | _____ |             |
| 3rd Column                 |         |            |       |             |
| 13:                        | _____   |            |       |             |
| 14:                        | _____   |            |       |             |
| 15:                        | _____   |            |       |             |
| 16:                        | _____   |            |       |             |
| 17:                        | _____   |            |       |             |
| 18:                        | Release |            |       |             |

**Screen 5-227. 603A1 Station Form (Page 4 of X)**

### Implementation Notes

Feature button #6 is preassigned as a mute button (not administrable).

Feature button #12 is already labeled on the terminal as a login button. You must still administer it as a login button.

Feature #18 is preassigned as a release button (not administrable).

| DATA MODULE                                                                 |       | STATION |       | Page Y of X |
|-----------------------------------------------------------------------------|-------|---------|-------|-------------|
| Data Extension:                                                             | _____ | Name:   | _____ |             |
|                                                                             |       | COS:    | 1_    |             |
|                                                                             |       | COR:    | 1_    |             |
|                                                                             |       | TN:     | 1_    |             |
| ITC: restricted                                                             |       |         |       |             |
| ABBREVIATED DIALING                                                         |       |         |       |             |
| List1:                                                                      | _____ |         |       |             |
| SPECIAL DIALING OPTION: hot-line                                            |       |         |       |             |
| HOT LINE DESTINATION                                                        |       |         |       |             |
| Abbreviated Dialing Dial Code (From above list): ____                       |       |         |       |             |
| ASSIGNED MEMBER (Station with a data extension button for this data module) |       |         |       |             |
| Ext                                                                         | Name  |         |       |             |
| 1.                                                                          | _____ | _____   |       |             |

**Screen 5-228. 603A1 Data Module Form (Page Y of X)**

## Implementation Notes

This page is only displayed if the Data Module field on Page 1 is 'y.'

The BCC field is only displayed if the ISDN-PRI option is enabled on the System-Parameters Customer-Options form.

HOT LINE DESTINATION only displayed when the SPECIAL DIALING OPTION field is "hot-line."

DEFAULT DIALING only displayed when the SPECIAL DIALING OPTION field is "default."

Abbreviated Dialing Dial Code only displayed when SPECIAL DIALING OPTION is "hot-line" or "default."

## 603A1 & 603D1 Callmaster® Sets

The diagram illustrates the interface of the 603A1 & 603D1 Callmaster® Sets. It features a large rectangular display area at the top. Below the display, there are several rows of buttons and controls:

- Top row: *Conference*, *Transfer*, and three buttons labeled 3, 4, and 5.
- Second row: *Drop*, *Hold*, and three buttons labeled 8, 9, and 10.
- Third row: A radio button labeled *Message*, followed by three buttons labeled F1, F7, and F13.
- Fourth row: A numeric keypad with buttons 1-9, \*, and #, followed by three buttons labeled F2, F8, and F14.
- Fifth row: Buttons for *GH I* (4), *JK L* (5), and *MNO* (6), followed by three buttons labeled F3, F9, and F15.
- Sixth row: Buttons for *PQRS* (7), *TUV* (8), and *WXYZ* (9), followed by three buttons labeled F4, F10, and F16.
- Seventh row: Buttons for *\**, *Oper* (0), and *#*, followed by three buttons labeled F5, F11, and F17.
- Bottom row: *Select*, *Volume* (with up/down arrows), *Mute*, *Log In*, and *Release*.

The text "CALLMASTER II" is printed at the bottom right of the interface.

Figure 5-44. 60321 and 603D1 CALLMASTER Digital Voice Terminals

## Personal Computer — 6300 PC/PBX Connection

---

This form is used to implement a PC/PBX Connection. The personal computer (PC) must be an IBM-compatible PC that can be used with a 7400D series voice terminal to form a workstation arrangement. [Refer to "Personal Computer — 6300 PC/PBX Connection" in this chapter for additional information and typical connections.]

### Administration Commands

---

Use the following administration commands to administer the Personal Computer — 6300 PC/PBX Connection form.

| Action    | Object  | Qualifier <sup>1</sup>                                                                            |
|-----------|---------|---------------------------------------------------------------------------------------------------|
| add       | station | xxxxx (extension number) or ('next')                                                              |
| change    | station | xxxxx (extension number)                                                                          |
| display   | station | xxxxx (extension number)                                                                          |
| duplicate | station |                                                                                                   |
| list      | station | [x (extension)][['ext' x][['to-ext' x][['port' x][['type' x][['count' n][['print' or 'schedule']] |
| remove    | station | xxxxx (extension number)                                                                          |

- 
1. Brackets [ ] indicate the qualifier is optional. Single quotes ( ' ) indicate the text inside the quote must be entered exactly as shown or an abbreviated form of the word may be entered. MAX is the maximum number available in your system configuration. Refer to Table C-1 in Appendix C, "System Capacity Limits".

### Form Instructions

---

Refer to "Voice Terminals — General" information to review field definitions and feature button definitions common to all voice terminals. Field definitions unique to this voice terminal are described here.

#### Page 1 of the Form

- **Type** — Enter "pc."
- **Set** — Enter the digital voice terminal type the PC is connected to. Valid entries are "7401D," "7401+," "7403D," "7404D," "7405D," "7406D," "7406+," "7407D," "7407+," "7410D," "7410+," "7434D," and "7444D."
- **Data Module** — Display-only (set to "y").

- **Display Module** — Display-only (set to "y").

## Page 2 of the Form

- **PCOL/TEG Call Alerting** — Enter "y" if the PC user will be alerted on an incoming PCOLG/TEG call. Default is "n."

- **Active Station Ringing** — Define how a call will ring at an off-hook station. Default is "single".

Enter "continuous" to cause all calls terminated to this station to ring continuously.

Enter "single" to cause a call terminated to an off-hook and active or off-hook and idle station to receive one ring cycle and then ring silently.

Enter "if-busy-single" to cause a call terminated to an off-hook and idle station to ring continuously and a call terminated to an off-hook and active station to receive one ring cycle and then ring silently.

Enter "silent" to cause a call terminated to an off-hook and active or off-hook and idle station to receive no audible ring and just ring silently.

- **Disp Client Redir** — This field is only administrable if the Hospitality feature has been enabled on the System-Parameters Customer-Options form. This field affects the station's display on calls that originated from a station with Client Room Class of Service. When the field is "n" (default), then for all calls originating from a Client Room (even redirected calls) that terminate to this station, this station's display will not show the redirection information. Only the client name and extension (or room, depending on what is administered on the System-Parameters Hospitality form) will be displayed. When the field is set to "y", the redirection information for a call originating from a Client Room and terminating to this station will be displayed.



### NOTE:

For stations with an "audix" station type, AUDIX Voice Power ports, or ports for any other type of messaging that needs display information, this field must be "y".

## Page 3 of the Form

- **BUTTON ASSIGNMENTS**

The feature buttons that can be assigned to the associated voice terminal are listed below. The abbreviated software name (that is, administration name) as shown on the following list must be entered on the form.

Depending on the button type, additional auxiliary information may be required when administering buttons. This information is provided in the "Voice Terminals — General" section.



- |                           |                           |                           |
|---------------------------|---------------------------|---------------------------|
| ■ abr-prog                | ■ aut-msg-wt              | ■ callr-info <sup>1</sup> |
| ■ abr-spchar              | ■ auto-cback              | ■ cas-backup              |
| ■ abrdg-appr              | ■ auto-icom               | ■ cdr1-alm                |
| ■ abrv-dial               | ■ auto-in                 | ■ cdr2-alm                |
| ■ abrv-ring               | ■ auto-wkup <sup>1</sup>  | ■ cfwd-bsyda              |
| ■ ac-alarm                | ■ autodial                | ■ check-in <sup>1</sup>   |
| ■ aca-halt                | ■ aux-work                | ■ check-out <sup>1</sup>  |
| ■ after-call              | ■ brdg-appr               | ■ clk-overid <sup>1</sup> |
| ■ alrt-agchg              | ■ busy-ind                | ■ consult                 |
| ■ alt-frl                 | ■ call-appr               | ■ cov-cback               |
| ■ assist                  | ■ call-disp <sup>1</sup>  | ■ cov-msg-rt <sup>1</sup> |
| ■ asvn-halt               | ■ call-fwd                | ■ data-ext                |
| ■ atd-qcalls <sup>1</sup> | ■ call-park               | ■ date-time <sup>1</sup>  |
| ■ atd-qtime <sup>1</sup>  | ■ call-pkup               |                           |
|                           |                           |                           |
| ■ delete-msg <sup>1</sup> | ■ in-call-id              | ■ manual-in               |
| ■ dial-icom               | ■ inspect <sup>1</sup>    | ■ mct-act                 |
| ■ directory <sup>1</sup>  | ■ int-aut-an              | ■ mct-contr               |
| ■ disp-norm               | ■ last-numb               | ■ mj/mn alm               |
| ■ dn-dst                  | ■ link-alarm              | ■ msg-retr <sup>1</sup>   |
| ■ ds1-alarm               | ■ lsvn-halt               | ■ mwn-act <sup>1</sup>    |
| ■ exclusion               | ■ lwc-cancel              | ■ mwn-deact <sup>1</sup>  |
| ■ ext-dn-dst <sup>1</sup> | ■ lwc-lock                | ■ next <sup>1</sup>       |
| ■ flash                   | ■ lwc-store               | ■ night-serv              |
| ■ goto-cover              | ■ major-alm               | ■ noans-alrt              |
| ■ grp-dn-dst <sup>1</sup> | ■ man-msg-wt              | ■ normal <sup>1</sup>     |
| ■ hunt-ns                 | ■ man-overid <sup>1</sup> | ■ per-COline              |

- |              |                           |                           |
|--------------|---------------------------|---------------------------|
| ■ pms-alarm  | ■ rs-alert                | ■ timer <sup>1</sup>      |
| ■ pr-awu-alm | ■ rsvn-haltscroll         | ■ trk-ac-alm              |
| ■ pr-pms-alm | ■ send-calls              | ■ trk-id                  |
| ■ pr-sys-alm | ■ send-term               | ■ trunk-name <sup>1</sup> |
| ■ print-msgs | ■ serv-obsrv              | ■ trunk-ns                |
| ■ priority   | ■ signal                  | ■ verify                  |
| ■ q-calls    | ■ ssvn-halt               | ■ voa-repeat              |
| ■ q-time     | ■ stored-num <sup>1</sup> | ■ vu-display              |
| ■ release    | ■ stroke-cnt              | ■ work-code               |
| ■ ringer-off | ■ term-x-gr               |                           |

---

1. Display-type buttons.

#### **Page 4 of the Form**

##### **■ FEATURE BUTTON ASSIGNMENTS**

The feature buttons that can be administered are the same as those for BUTTON ASSIGNMENTS above. The abbreviated name as shown on the list must be entered on the form.

#### **Page X of the Form (DISPLAY BUTTON ASSIGNMENTS)**

Administer display-type buttons as required. Display-type buttons are noted with an asterisk on the above BUTTON ASSIGNMENTS list. The abbreviated name as shown on the list must be entered on the form.

#### **Page X of the Form (DATA MODULE)**

Complete the Data Module fields as required. Refer to "Station Forms — Field Descriptions" section in this chapter for associated field descriptions.

Page 1 of X

|                     |                        |         |
|---------------------|------------------------|---------|
| STATION             |                        |         |
| Extension: 1003     | Lock Messages? n       | BCC: 0  |
| Type: PC Set: 7401D | Security Code: _____   | TN: 1_  |
| Port: _____         | Coverage Path 1: _____ | COR: 1_ |
| Name: _____         | Coverage Path 2: _____ | COS: 1_ |
|                     | Hunt-to Station: _____ |         |

|                           |  |                        |
|---------------------------|--|------------------------|
| STATION OPTIONS           |  |                        |
| Data Module? y            |  |                        |
| Display Module? y         |  |                        |
| Display Language: english |  | Message Lamp Ext: 1000 |

**Screen 5-229. PC Station Form (Page 1 of X)**

### Implementation Notes

The BCC field is only displayed if the ISDN-PRI option is enabled on the System-Parameters Customer-Options form.

Page 2 of X

|                                |                                    |
|--------------------------------|------------------------------------|
| STATION                        |                                    |
| FEATURE OPTIONS                |                                    |
| LWC Reception? spe             | Auto Select Any Idle Appearance? n |
| LWC Activation? y              | Coverage Msg Retrieval? y          |
| CDR Privacy? n                 | Auto Answer: none                  |
| Redirect Notification? y       | Data Restriction? n                |
| Per Button Ring Control? n     | Idle Appearance Preference? n      |
| Bridged Call Alerting? n       |                                    |
| Active Station Ringing: single | Restrict Last Appearance? y        |

|                              |                                |
|------------------------------|--------------------------------|
| AUDIX Name: _____            |                                |
| Messaging Server Name: _____ | Audible Message Waiting? n     |
|                              | Display Client Redirection? n  |
|                              | Select Last Used Appearance? n |

**Screen 5-230. PC Station Form (Page 2 of X)**

### Implementation Notes

The AUDIX Name and Messaging Server Name fields are only displayed for R5r configurations.

| STATION             |                  | Page 3 of X  |
|---------------------|------------------|--------------|
| SITE DATA           |                  |              |
| Room: _____         | Headset? n       |              |
| Jack: _____         | Speaker? n       |              |
| Cable: _____        | Mounting: d      |              |
| Floor: _____        | Cord Length: 0_  |              |
| Building: _____     | Set Color: _____ |              |
| ABBREVIATED DIALING |                  |              |
| List1: _____        | List2: _____     | List3: _____ |
| BUTTON ASSIGNMENTS  |                  |              |
| 1: call-appr_ (F1)  | 6: _____ (AF3)   |              |
| 2: call-appr_ (F3)  | 7: _____ (AF5)   |              |
| 3: call-appr_ (F5)  | 8: _____ (AF7)   |              |
| 4: call-appr_ (F7)  | 9: _____ (AF2)   |              |
| 5: _____ (AF1)      | 10: _____ (AF4)  |              |

**Screen 5-231. PC Station Form (Page 3 of X)**

### Implementation Notes

Characters in parenthesis (F1), (F2), and so on represent button locations on the PC and do not appear on the form.

Call appearance buttons (that is, "call-appr", "brdg-appr", "abrdg-appr") should only be administered in BUTTON ASSIGNMENTS fields 1 through 4.

| STATION                    |                  | Page 4 of X |
|----------------------------|------------------|-------------|
| FEATURE BUTTON ASSIGNMENTS |                  |             |
| 1: _____                   | 13: _____        |             |
| 2: _____                   | 14: _____        |             |
| 3: _____                   | 15: _____        |             |
| 4: _____                   | 16: _____        |             |
| 5: _____                   | 17: _____        |             |
| 6: _____                   | 18: release_____ |             |
| 7: _____                   | 19: _____        |             |
| 8: _____                   | 20: _____        |             |
| 9: _____                   | 21: _____        |             |
| 10: _____                  | 22: _____        |             |
| 11: _____                  | 23: _____        |             |
| 12: _____                  | 24: _____        |             |

**Screen 5-232. PC Station Form (Page 4 of X)**

Page Y of X

| DISPLAY | BUTTON | STATION ASSIGNMENTS |
|---------|--------|---------------------|
| 1:      | _____  | (CF1)               |
| 2:      | _____  | (CF2)               |
| 3:      | _____  | (CF3)               |
| 4:      | _____  | (CF4)               |
| 5:      | _____  | (CF5)               |
| 6:      | _____  | (leave blank)       |
| 7:      | _____  | (leave blank)       |

**Screen 5-233. PC Station Form (Page Y of X)**

Page Y of X

| DATA MODULE                                                                 | STATION     |
|-----------------------------------------------------------------------------|-------------|
| Data Extension: _____                                                       | Name: _____ |
|                                                                             | COS: 1_     |
|                                                                             | COR: 1_     |
| ITC: restricted                                                             | TN: 1_      |
| ABBREVIATED DIALING                                                         |             |
| List1: _____                                                                |             |
| SPECIAL DIALING OPTION: hot-line                                            |             |
| HOT LINE DESTINATION                                                        |             |
| Abbreviated Dialing Dial Code (From above list): ____                       |             |
| ASSIGNED MEMBER (Station with a data extension button for this data module) |             |
| Ext                                                                         | Name        |
| 1. _____                                                                    | _____       |

**Screen 5-234. PC Data Module Form (Page Y of X)**

### **Implementation Notes**

This page is only displayed if the Data Module field on Page 1 is 'y'.

HOT LINE DESTINATION only displayed when the SPECIAL DIALING OPTION field is "hot-line".

DEFAULT DIALING only displayed when the SPECIAL DIALING OPTION field is "default".

Abbreviated Dialing Dial Code only displayed when SPECIAL DIALING OPTION is "hot-line" or "default".

## Constellation Voice/Data Terminals

---

This form is used to implement a Constellation voice/data terminal.

### Administration Commands

---

Use the following administration commands to administer the Constellation Voice/Data Terminals form.

| Action    | Object  | Qualifier <sup>1</sup>                                                                     |
|-----------|---------|--------------------------------------------------------------------------------------------|
| add       | station | xxxxx (extension number) or ('next')                                                       |
| change    | station | xxxxx (extension number)                                                                   |
| display   | station | xxxxx (extension number)                                                                   |
| duplicate | station |                                                                                            |
| list      | station | [x (extension)]['ext' x]['to-ext' x]['port' x]['type' x]['count' n]['print' or 'schedule'] |
| remove    | station | xxxxx (extension number)                                                                   |

- 
1. Brackets [ ] indicate the qualifier is optional. Single quotes ( ' ) indicate the text inside the quote must be entered exactly as shown or an abbreviated form of the word can be entered. MAX is the maximum number available in your system configuration. Refer to Table C-1 in Appendix C, "System Capacity Limits".

### Form Instructions

---

Refer to "Voice Terminals — General" information to review field definitions and feature button definitions common to all voice terminals. Field definitions unique to this voice terminal are described here.

 **NOTE:**

The forms and fields that appear depend on the value in the "set" field, as each set requires different administration. The form included here is for the default set "7401D." Please refer to the forms for the individual sets to see what fields the system displays.

### Page 1 of the Form

- **Type** — Enter "6538."
- **Set** — Enter the digital voice terminal type the PC is connected to. Valid entries are "7401D," "7406D," "602A1," "603A1," "603D1," and "603E1."
- **Data Module** — Display-only (set to "y").
- **Display Module** — Display-only (set to "y").

### Page 2 of the Form

- **PCOL/TEG Call Alerting** — Enter "y" if the user will be alerted on an incoming PCOLG/TEG call. Default is "n."

- **Active Station Ringing** — Define how a call will ring at an off-hook station. Default is "single."

Enter "continuous" to cause all calls terminated to this station to ring continuously.

Enter "single" to cause a call terminated to an off-hook and active or off-hook and idle station to receive one ring cycle and then ring silently.

Enter "if-busy-single" to cause a call terminated to an off-hook and idle station to ring continuously and a call terminated to an off-hook and active station to receive one ring cycle and then ring silently.

Enter "silent" to cause a call terminated to an off-hook and active or off-hook and idle station to receive no audible ring and just ring silently.

### Page 3 of the Form

#### **BUTTON ASSIGNMENTS**

The feature buttons that can be assigned to the associated voice terminal are listed below, but are dependent on the set you are administering with the constellation (refer to the list). The abbreviated software name (that is, administration name) as shown on the following list must be entered on the form. Depending on the button type, additional auxiliary information may be required when administering buttons. This information is provided in the "Voice Terminals — General" section.

- |                           |                           |                           |
|---------------------------|---------------------------|---------------------------|
| ■ abr-prog                | ■ cdr1-alm                | ■ major-alm               |
| ■ abr-spchar              | ■ cdr2-alm                | ■ man-msg-wt              |
| ■ abrdg-appr              | ■ cfwd-bsyda              | ■ man-overid <sup>1</sup> |
| ■ abrv-dial               | ■ check-in <sup>1</sup>   | ■ manual-in               |
| ■ abrv-ring               | ■ check-out <sup>1</sup>  | ■ mct-act                 |
| ■ ac-alarm                | ■ clk-overid <sup>1</sup> | ■ mct-contr               |
| ■ aca-halt                | ■ cov-msg-rt <sup>1</sup> | ■ mj/mn alm               |
| ■ after-call              | ■ data-ext                | ■ msg-retr <sup>1</sup>   |
| ■ alrt-agchg              | ■ date-time <sup>1</sup>  | ■ consult                 |
| ■ alt-frl                 | ■ delete-msg <sup>1</sup> | ■ cov-cback               |
| ■ assist                  | ■ dial-icom               | ■ mwn-act <sup>1</sup>    |
| ■ asvn-halt               | ■ directory <sup>1</sup>  | ■ mwn-deact <sup>1</sup>  |
| ■ atd-qcalls <sup>1</sup> | ■ disp-norm               | ■ next <sup>1</sup>       |
| ■ atd-qtime <sup>1</sup>  | ■ dn-dst                  | ■ night-serv              |
| ■ aut-msg-wt              | ■ ds1-alarm               | ■ noans-alrt              |
| ■ auto-cback              | ■ exclusion               | ■ normal <sup>1</sup>     |
| ■ auto-icom               | ■ ext-dn-dst <sup>1</sup> | ■ per-COline              |
| ■ auto-in                 | ■ flash                   | ■ pms-alarm               |
| ■ auto-wkup <sup>1</sup>  | ■ goto-cover              | ■ pr-awu-alm              |
| ■ autodial                | ■ grp-dn-dst <sup>1</sup> | ■ pr-pms-alm              |
| ■ aux-work                | ■ hunt-ns                 | ■ pr-sys-alm              |
| ■ brdg-appr               | ■ in-call-id              | ■ print-msgs              |
| ■ busy-ind                | ■ inspect <sup>1</sup>    | ■ priority                |
| ■ call-appr               | ■ int-aut-an              | ■ q-calls                 |
| ■ call-disp <sup>1</sup>  | ■ last-numb               | ■ q-time                  |
| ■ call-fwd                | ■ link-alarm              | ■ release                 |
| ■ call-park               | ■ lsvn-halt               | ■ ringer-off              |
| ■ call-pkup               | ■ lwc-cancel              | ■ rs-alert                |
| ■ callr-info <sup>1</sup> | ■ lwc-lock                | ■ rsvn-halt               |
| ■ cas-backup              | ■ lwc-store               | ■ scroll                  |



- |                           |                           |              |
|---------------------------|---------------------------|--------------|
| ■ send-calls              | ■ stroke-cnt              | ■ trunk-ns   |
| ■ send-term               | ■ term-x-gr               | ■ verify     |
| ■ serv-obsrv              | ■ timer <sup>1</sup>      | ■ voa-repeat |
| ■ signal                  | ■ trk-ac-alm              | ■ vu-display |
| ■ ssvn-halt               | ■ trk-id                  | ■ work-code  |
| ■ stored-num <sup>1</sup> | ■ trunk-name <sup>1</sup> |              |

1. Display-type buttons.

#### Page 4 of the Form

##### ■ FEATURE BUTTON ASSIGNMENTS

The feature buttons that can be administered are the same as those for BUTTON ASSIGNMENTS above. The abbreviated name as shown on the list must be entered on the form.

#### Page X of the Form (DATA MODULE)

Complete the Data Module fields as required. Refer to "Station Forms — Field Descriptions" section in this chapter for associated field descriptions.

#### Screen 5-235. Constellation Station Form, for default 7401D

Page 1 of X

STATION

|                        |                        |         |
|------------------------|------------------------|---------|
| Extension: 1003        | Lock Messages? n       | BCC: 0  |
| Type: PC____Set: 7401D | Security Code: _____   | TN: 1_  |
| Port: _____            | Coverage Path 1: _____ | COR: 1_ |
| Name: _____            | Coverage Path 2: _____ | COS: 1_ |
|                        | Hunt-to Station: _____ |         |

STATION OPTIONS

|                           |                        |
|---------------------------|------------------------|
| Data Module? y            |                        |
| Display Module? y         |                        |
| Display Language: english | Message Lamp Ext: 1000 |

**Set (Page 1 of X)**

#### Implementation Notes

The BCC field is only displayed if the ISDN-PRI option is enabled on the System-Parameters Customer-Options form.

| STATION                        |                                    | Page 2 of X |
|--------------------------------|------------------------------------|-------------|
| FEATURE OPTIONS                |                                    |             |
| LWC Reception? spe             | Auto Select Any Idle Appearance? n |             |
| LWC Activation? y              | Coverage Msg Retrieval? y          |             |
| CDR Privacy? n                 | Auto Answer: none                  |             |
| Redirect Notification? y       | Data Restriction? n                |             |
| Per Button Ring Control? n     | Idle Appearance Preference? n      |             |
| Bridged Call Alerting? n       | Restrict Last Appearance? y        |             |
| Active Station Ringing: single |                                    |             |
|                                |                                    |             |
| AUDIX Name: _____              | Audible Message Waiting? n         |             |
| Messaging Server Name: _____   | Display Client Redirection? n      |             |
|                                | Select Last Used Appearance? n     |             |

**Screen 5-236. Constellation Station Form, for default 7401D Set (Page 2 of X)**

### Implementation Notes

The AUDIX Name and Messaging Server Name fields are only displayed for R5r configurations.

| STATION             |                  | Page 3 of X  |
|---------------------|------------------|--------------|
| SITE DATA           |                  |              |
| Room: _____         | Headset? n       |              |
| Jack: _____         | Speaker? n       |              |
| Cable: _____        | Mounting? d      |              |
| Floor: _____        | Cord Length: 0_  |              |
| Building: _____     | Set Color: _____ |              |
| ABBREVIATED DIALING |                  |              |
| List1: _____        | List2: _____     | List3: _____ |
| BUTTON ASSIGNMENTS  |                  |              |
| 1: call-appr_       | 6: _____         |              |
| 2: call-appr_       | 7: _____         |              |
| 3: call-appr_       | 8: _____         |              |
| 4: call-appr_       | 9: _____         |              |
| 5: _____ (AF1)      |                  |              |

**Screen 5-237. Constellation Voice/Terminal Form (Page 3 of X)**

### Implementation Notes

Call appearance buttons (that is, "call-appr," "brdg-appr," "abrdg-appr") should only be administered in BUTTON ASSIGNMENTS fields 1 through 4.

Page Y of X

|                                                                               |                                             |
|-------------------------------------------------------------------------------|---------------------------------------------|
| STATION                                                                       |                                             |
| DATA MODULE                                                                   |                                             |
| Data Extension: _____                                                         | BCC: 2                      ITC: restricted |
| Name: _____                                                                   | COR: 1_                    COS: 1_          |
|                                                                               | TN: 1                                       |
| ABBREVIATED DIALING                                                           |                                             |
| List1: _____                                                                  |                                             |
| SPECIAL DIALING OPTION: _____                                                 |                                             |
| HOT LINE DESTINATION                                                          |                                             |
| DEFAULT DIALING                                                               |                                             |
| Abbreviated Dialing Dial Code (From above list): _                            |                                             |
| ASSIGNED MEMBER ( Station with a data extension button for this data module ) |                                             |
| Ext                                                                           | Name                                        |
| 1:                                                                            |                                             |

**Screen 5-238. Constellation Data Module Form (Page Y of X)**

### **Implementation Notes**

---

This page is only displayed if the Data Module field on Page 1 is 'y.'

The BCC field is only displayed if the ISDN-PRI option is enabled on the System-Parameters Customer-Options form.

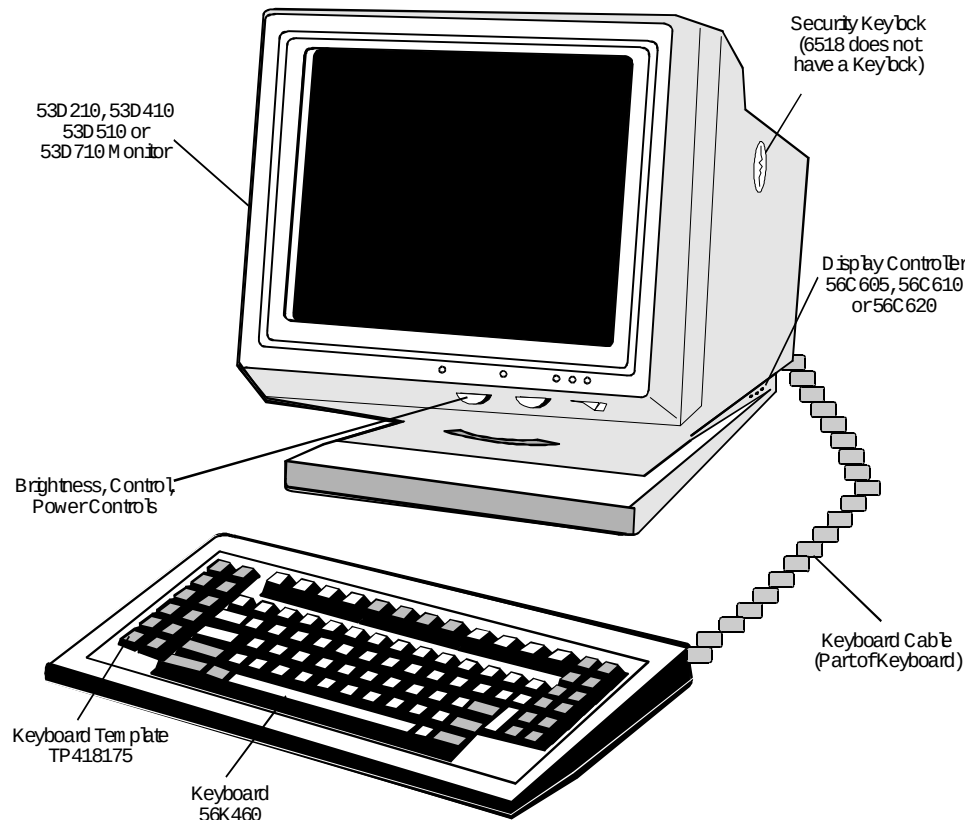
HOT LINE DESTINATION only displayed when the SPECIAL DIALING OPTION field is "hot-line."

DEFAULT DIALING only displayed when the SPECIAL DIALING OPTION field is "default."

Abbreviated Dialing Dial Code only displayed when SPECIAL DIALING OPTION is "hot-line" or "default."

---

### 6538 (Constellation) Data Terminal



---

**Figure 5-45. Constellation Data Terminal**

## MDC9000 and MDW9000 Cordless Voice Terminals

---

This form is used to implement MDC9000 and MDW9000 cordless terminals.

### Administration Commands

---

Use the following administration commands to administer the Voice Terminal form.

| Action    | Object  | Qualifier <sup>1</sup>                                                                         |
|-----------|---------|------------------------------------------------------------------------------------------------|
| add       | station | xxxxx (extension number) or ('next')                                                           |
| change    | station | xxxxx (extension number)                                                                       |
| display   | station | xxxxx (extension number)                                                                       |
| duplicate | station |                                                                                                |
| list      | station | [x (extension)]['ext' x]['to-ext' x]['port' x]['type' x]<br>['count' n]['print' or 'schedule'] |
| remove    | station | xxxxx (extension number)                                                                       |

- 
1. Brackets [ ] indicate the qualifier is optional. Single quotes ( ' ) indicate the text inside the quote must be entered exactly as shown or an abbreviated form of the word can be entered. MAX is the maximum number available in your system configuration. Refer to Table C-1 in Appendix C, "System Capacity Limits".

### Form Instructions

---

Refer to "Voice Terminals — General" information to review field definitions and feature button definitions common to all voice terminals. Field definitions unique to this voice terminal are described here.

#### Page 1 of the Form

- **Type** — Enter "MDC9000" or "MDW9000," as appropriate.

#### Page 2 of the Form

- **Active Station Ringing** — Defines how a call will ring at an off-hook station. Default is "single."  
  
Enter "continuous" to cause all calls terminated to this station to ring continuously.  
  
Enter "single" to cause a call terminated to an off-hook and active or off-hook and idle station to receive one ring cycle and then ring silently.

Enter "if-busy-single" to cause a call terminated to an off-hook and idle station to ring continuously and a call terminated to an off-hook and active station to receive one ring cycle and then ring silently.

Enter "silent" to cause a call terminated to an off-hook and active or off-hook and idle station to receive no audible ring and just ring silently.

### **Page 3 of the Form**

#### **■ BUTTON ASSIGNMENTS**

The feature buttons that can be assigned to the MDC9000 and MDW9000 cordless voice terminals are listed below. The abbreviated software name (that is, administration name) as shown on the following list must be entered on the form. Depending on the button type, additional auxiliary information may be required when administering buttons. This information is provided in the "Voice Terminals — General" section.

|              |                     |                        |
|--------------|---------------------|------------------------|
| ■ abr-prog   | ■ cas-backup        | ■ night-serv           |
| ■ abr-spchar | ■ cdr1-alm          | ■ noans-alrtper-COLine |
| ■ abrdg-appr | ■ cdr2-alm          | ■ pms-alm              |
| ■ abrv-dial  | ■ cfwd-bsydaconsult | ■ pr-awu-alm           |
| ■ abrv-ring  | ■ cov-cback         | ■ pr-pms-alm           |
| ■ ac-alm     | ■ data-ext          | ■ pr-sys-alm           |
| ■ aca-halt   | ■ dial-icom         | ■ print-msgs           |
| ■ after-call | ■ dn-dst            | ■ priority             |
| ■ alrt-agchg | ■ ds1-alm           | ■ q-calls              |
| ■ alt-frl    | ■ exclusion         | ■ q-time               |
| ■ assist     | ■ flash             | ■ release              |
| ■ asvn-halt  | ■ goto-cover        | ■ ringer-off           |
| ■ atd-qcalls | ■ hunt-ns           | ■ rs-alert             |
| ■ atd-qtime  | ■ in-call-id        | ■ rsvn-halt            |
| ■ aut-msg-wt | ■ int-aut-an        | ■ send-calls           |
| ■ auto-cback | ■ last-numb         | ■ send-term            |
| ■ auto-icom  | ■ link-alm          | ■ serv-obsrv           |
| ■ auto-in    | ■ lsvn-halt         | ■ signal               |
| ■ autodial   | ■ lwc-cancel        | ■ ssvn-halt            |
| ■ aux-work   | ■ lwc-store         | ■ stroke-cnt           |
| ■ brdg-appr  | ■ major-alm         | ■ term-x-gr            |
| ■ busy-ind   | ■ man-msg-wt        | ■ trk-ac-alm           |
| ■ call-appr  | ■ manual-in         | ■ trunk-ns             |
| ■ call-fwd   | ■ mct-act           | ■ verify               |
| ■ call-park  | ■ mct-contr         | ■ voa-repeat           |
| ■ call-pkup  | ■ mj/mn alm         |                        |

|                           |                        |                        |
|---------------------------|------------------------|------------------------|
|                           |                        | Page 1 of X            |
| STATION                   |                        |                        |
| Extension: 1003           | Lock Messages? n       | BCC: 0                 |
| Type: 9601A__             | Security Code: _____   | TN: 1__                |
| Port: _____               | Coverage Path 1: _____ | COR: 1__               |
| Name: _____               | Coverage Path 2: _____ | COS: 1__               |
|                           | Hunt-to Station: _____ |                        |
| STATION OPTIONS           |                        |                        |
| Display Module? n         |                        |                        |
| Display Language: english |                        | Message Lamp Ext: 1000 |
| IPEI: _____               |                        |                        |
| Access Code: _____        |                        |                        |
| Home? y                   |                        |                        |

**Screen 5-239. MDC9000 and MDW9000 Station Form**  
**(Page 1 of X)**

### **Implementation Notes**

---

The BCC field is only displayed if the ISDN-PRI option is enabled on the System-Parameters Customer-Options form.

|                                |                                    |             |
|--------------------------------|------------------------------------|-------------|
|                                |                                    | Page 2 of X |
| STATION                        |                                    |             |
| FEATURE OPTIONS                |                                    |             |
| LWC Reception? spe             | Auto Select Any Idle Appearance? n |             |
| LWC Activation? y              | Coverage Msg Retrieval? y          |             |
| CDR Privacy? n                 |                                    |             |
| Redirect Notification? y       | Data Restriction? n                |             |
| Per Button Ring Control? n     | Idle Appearance Preference? n      |             |
| Bridged Call Alerting? n       |                                    |             |
| Active Station Ringing: single | Restrict Last Appearance? y        |             |
| AUDIX Name: _____              |                                    |             |
| Messaging Server Name: _____   | Audible Message Waiting? n         |             |
|                                | Display Client Redirection? n      |             |
|                                | Select Last Used Appearance? n     |             |

**Screen 5-240. MDC9000 and MDW9000 Station Form**  
**(Page 2 of X)**

### **Implementation Notes**

---

The AUDIX Name and Messaging Server Name fields are only displayed for R5r configurations.



| STATION             |              | Page 3 of X      |
|---------------------|--------------|------------------|
| SITE DATA           |              |                  |
| Room: _____         |              | Headset? n       |
| Jack: _____         |              | Speaker? n       |
| Cable: _____        |              | Mounting: d      |
| Floor: _____        |              | Cord Length: 0_  |
| Building: _____     |              | Set Color: _____ |
| ABBREVIATED DIALING |              |                  |
| List1: _____        | List2: _____ | List3: _____     |
| BUTTON ASSIGNMENTS  |              |                  |
| 1: call-appr_       | 4: call-appr |                  |
| 2: call-appr_       | 5: _____     |                  |
| 3: call-appr_       | 6: drop      |                  |

**Screen 5-241. MDC9000 and MDW9000 Station Form  
(Page 3 of X)**

### **Implementation Notes**

---

The first three Button Assignments fields can only be assigned as call-appr (call appearance).

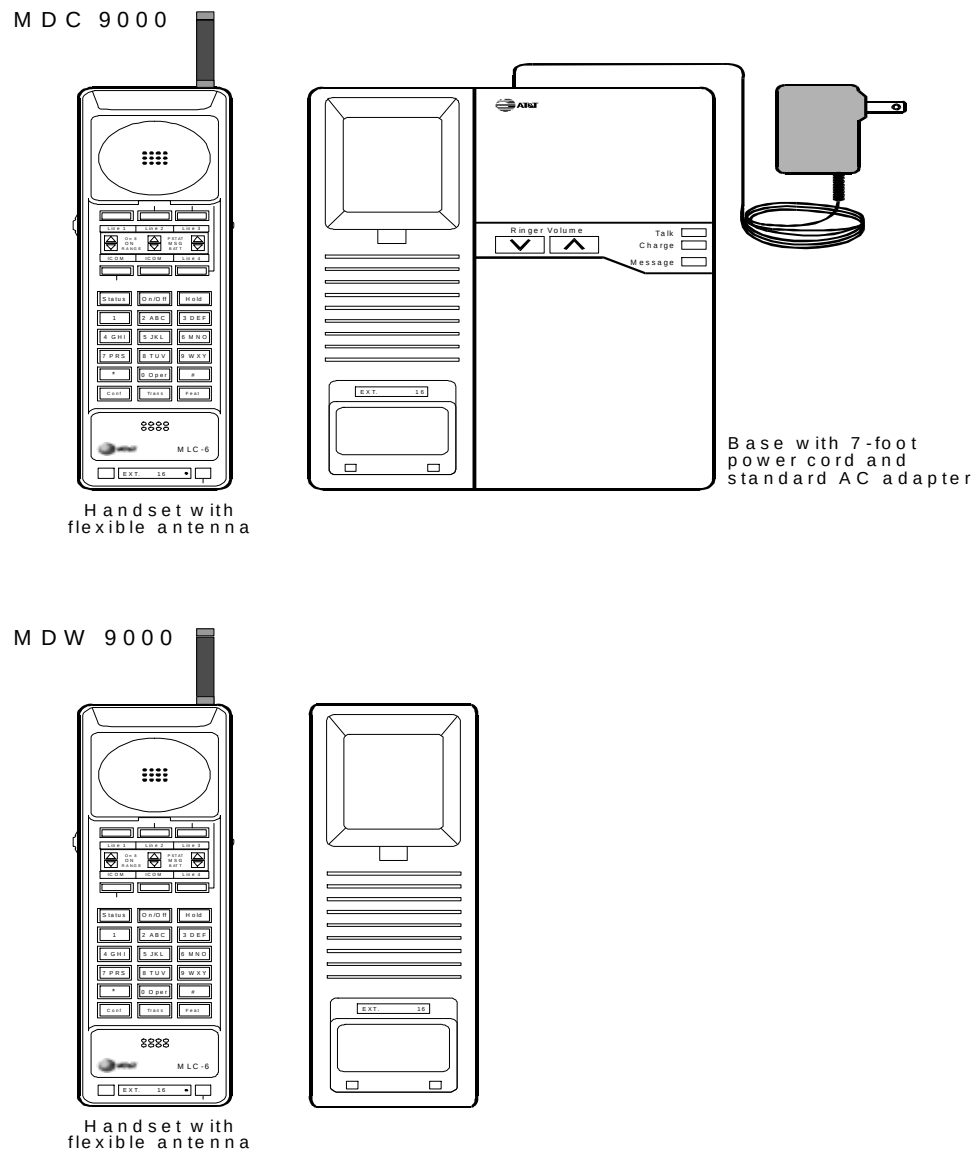


**Figure 5-46. MDC9000 and MDW9000 Cordless Voice Terminals**  
(Page 1 of 2)

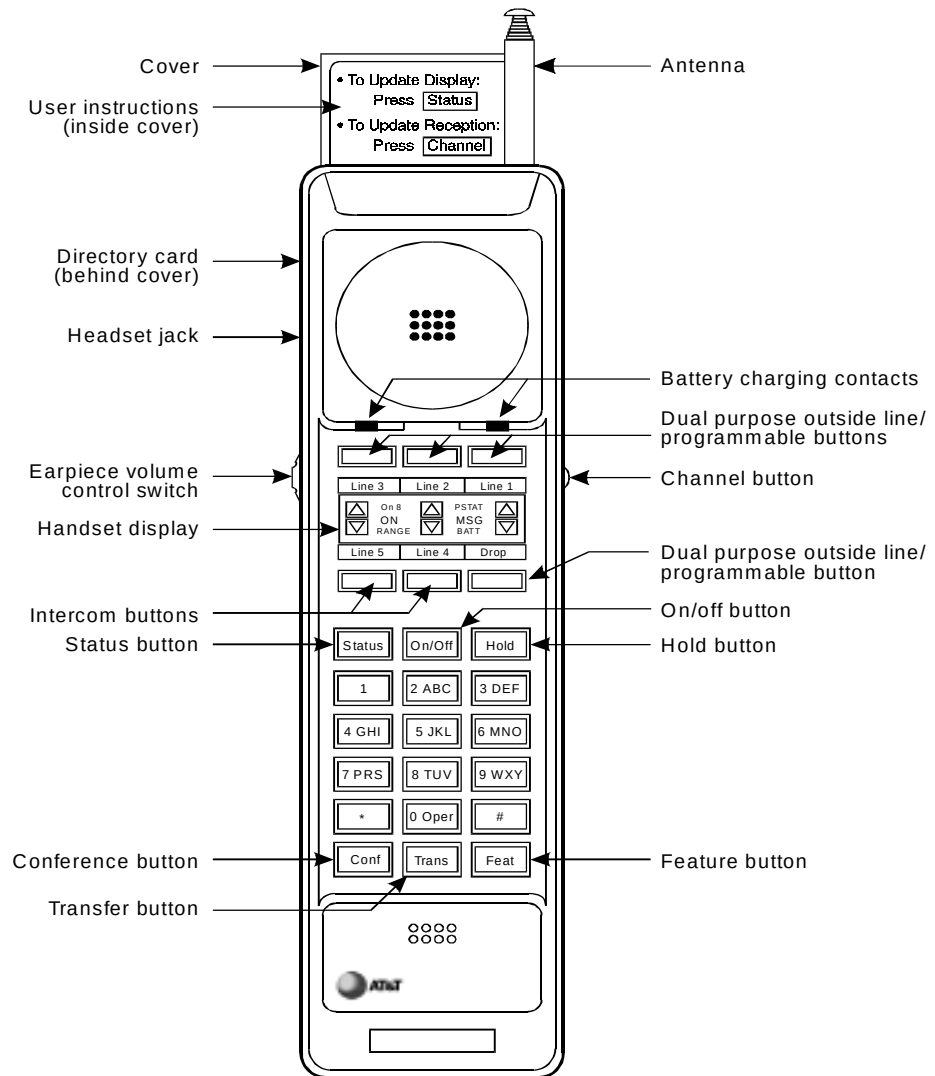


**Figure 5-47. MDC9000 and MDW9000 Cordless Voice Terminals**  
(Page 2 of 2)

## **CP9530 Cordless Voice Terminals**

---

This form is used to implement CP9530 cordless terminals.

### **Administration Commands**

---

Use the following administration commands to administer the Voice Terminal form.

| <b>Action</b> | <b>Object</b> | <b>Qualifier<sup>1</sup></b>                                                                   |
|---------------|---------------|------------------------------------------------------------------------------------------------|
| add           | station       | xxxxx (extension number) or ('next')                                                           |
| change        | station       | xxxxx (extension number)                                                                       |
| display       | station       | xxxxx (extension number)                                                                       |
| duplicate     | station       |                                                                                                |
| list          | station       | [x (extension)]['ext' x]['to-ext' x]['port' x]['type' x]<br>['count' n]['print' or 'schedule'] |
| remove        | station       | xxxxx (extension number)                                                                       |

- 
1. Brackets [ ] indicate the qualifier is optional. Single quotes ( ' ) indicate the text inside the quote must be entered exactly as shown or an abbreviated form of the word can be entered. MAX is the maximum number available in your system configuration. Refer to Table C-1 in Appendix C, "System Capacity Limits".

### **Form Instructions**

---

Refer to "Voice Terminals — General" information to review field definitions and feature button definitions common to all voice terminals. Field definitions unique to this voice terminal are described here.

#### **Page 1 of the Form**

- **Type** — Enter "CP9530" as appropriate.
- **Tests** — Enter "y" to enable port maintenance tests. Enter "n" when the voice terminal is connected through a peripheral unit, such as a dictating machine, that will cause the tests to fail. Default is "y."

**Page 3 of the Form**

- **Abbreviated Dialing List1:, List2:, List3:** — Up to three AD lists can be accessed by the voice terminal. Enter "p" for personal, "s" for system, "g" for group, or "e" enhanced. If "p" or "g" is entered, a personal list number (1 through 3) or a group number (1 through 100), respectively, is also required.

| STATION                |                              | Page 1 of 3 |
|------------------------|------------------------------|-------------|
| Extension: _____       | BCC: _                       | TN: 1       |
| Type: CP9530           | Lock Messages: n             | COR: 1      |
| Port: _____            | Security Code: _____         | COS: 1      |
| Name: _____            | Coverage Path 1: _____       | Tests? y    |
|                        | Coverage Path 2: _____       |             |
| STATION OPTIONS        |                              |             |
| Off Premise Station? n | Message Waiting Indicator: _ |             |

**Screen 5-242. CP9530 Station Form (Page 1 of 3)****Implementation Notes**

---

The BCC field is only displayed if the ISDN-PRI option is enabled on the System-Parameters Customer-Options form.

| STATION                      |  | Page 2 of 3                     |
|------------------------------|--|---------------------------------|
| FEATURE OPTIONS              |  |                                 |
| LWC Reception? msa-spe       |  |                                 |
| LWC Activation? y            |  | Coverage Msg Retrieval? y       |
| CDR Privacy? y               |  | Auto Answer: none               |
| Redirect Notification? y     |  | Data Restriction? n             |
| Per Button Ring Control? n   |  | Call Waiting Indication? y      |
| Bridged Call Alerting? n     |  | Att. Call Waiting Indication? y |
| Switchhook Flash? y          |  | Distinctive Audible Alert? y    |
| Ignore Rotary Digits? _      |  | Adjunct Supervision? n          |
|                              |  |                                 |
| AUDIX Name? _____            |  |                                 |
| Messaging Server Name? _____ |  |                                 |

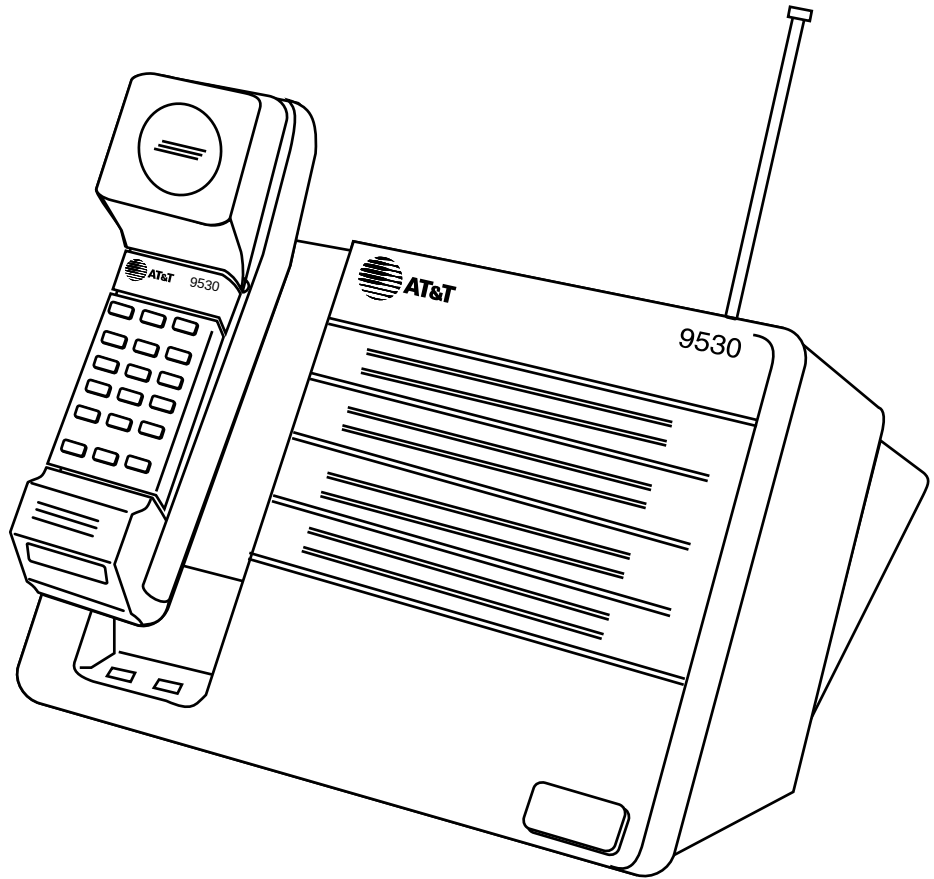
**Figure 5-48. CP9530 Station Form (Page 2 of 3)**

### Implementation Notes

The AUDIX Name and Messaging Server Name fields are only displayed on R5r configurations.

| STATION                                                   |              | Page 3 of 3      |
|-----------------------------------------------------------|--------------|------------------|
| FEATURE OPTIONS                                           |              |                  |
| SITE DATA                                                 |              |                  |
| Room: _____                                               |              | Headset? n       |
| Jack: _____                                               |              | Speaker? n       |
| Cable: _____                                              |              | Mounting: d      |
| Floor: _____                                              |              | Cord Length: 0_  |
| Building: _____                                           |              | Set Color? _____ |
| ABBREVIATED DIALING                                       |              |                  |
| List1: _____                                              | List2: _____ | List3: _____     |
| HOT LINE DESTINATION                                      |              |                  |
| Abbreviated Dialing List Number (From above 1, 2 or 3): _ |              |                  |
| Dial Code: _                                              |              |                  |
| Line Appearance: call-appr                                |              |                  |

**Screen 5-243. CP9530 Station Form (Page 3 of 3)**



---

**Figure 5-49. CP9530 Cordless Voice Terminal (Page 1 of 2)**

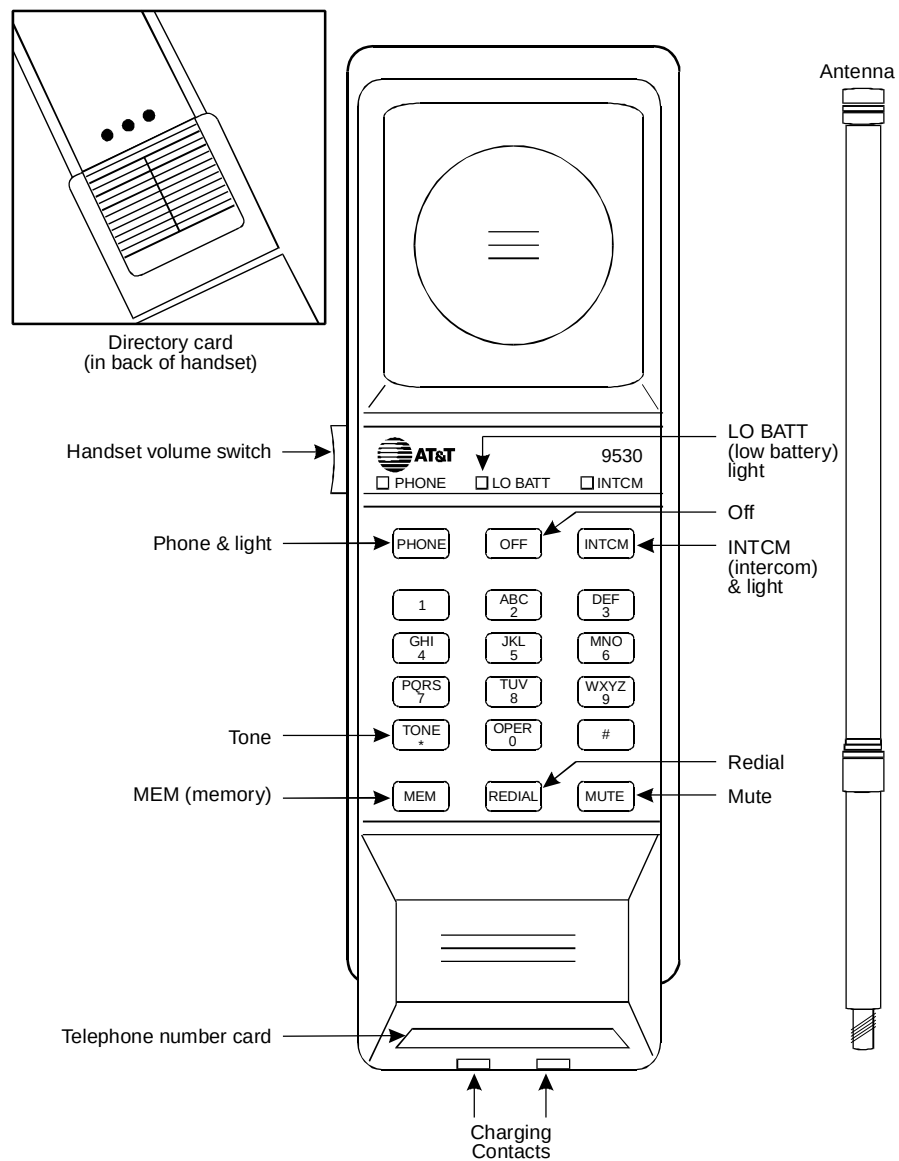


**Figure 5-50. CP9530 Cordless Voice Terminal (Page 2 of 2)**



## 8403B, 8405B, 8405B+, and 8410B Voice Terminals

---

These forms are used to implement 8403B, 8405B, 8405B+, and 8410B voice terminals.

### Administration Commands

---

Use the following administration commands to administer the Voice Terminal forms.

| Action    | Object  | Qualifier <sup>1</sup>                                                                         |
|-----------|---------|------------------------------------------------------------------------------------------------|
| add       | station | xxxxx (extension number) or ('next')                                                           |
| change    | station | xxxxx (extension number)                                                                       |
| display   | station | xxxxx (extension number)                                                                       |
| duplicate | station |                                                                                                |
| list      | station | [x (extension)]['ext' x]['to-ext' x]['port' x]['type' x]<br>['count' n]['print' or 'schedule'] |
| remove    | station | xxxxx (extension number)                                                                       |

- 
1. Brackets [ ] indicate the qualifier is optional. Single quotes ( ' ) indicate the text inside the quote must be entered exactly as shown or an abbreviated form of the word can be entered. MAX is the maximum number available in your system configuration. Refer to Table C-1 in Appendix C, "System Capacity Limits".

### Form Instructions

---

Refer to "Voice Terminals — General" information to review field definitions and feature button definitions common to all voice terminals. Field definitions unique to this voice terminal are described here.

### Page 1 of the Form

- **Type** — Enter one of the following:
  - 8403B
  - 8405B (Supports one-way speakerphone)
  - 8405B+ (Supports two-way speakerphone)
  - 8410B

- **Personalized Ringing Pattern** — Enter a Personalized Ringing Pattern (1 through 8) as follows:

| Ring Pattern | Tone Sequence          |
|--------------|------------------------|
| 1            | MMM (standard ringing) |
| 2            | HHH                    |
| 3            | LLL                    |
| 4            | LHH                    |
| 5            | HHL                    |
| 6            | HLL                    |
| 7            | HLH                    |
| 8            | LHL                    |

L = 530 Hz, M = 750 Hz, and H = 1060 Hz

- **Data Module** — Enter "y" if this terminal is to be connected to a data terminal via a 7400B or 8400B data module. If you enter "y," you must complete the Data Module form. Valid entries are "y" or "n." Default is "n."

## Page 2 of the Form

- **Bridged Call Alerting** — Enter "y" to allow incoming calls on bridged appearances at another voice terminal's primary extension, TEG, or PCOL calls to alert at this voice terminal. Default is "n."
- **Active Station Ringing** — Defines how a call will ring at an off-hook station. Default is "single."

Enter "continuous" to cause all calls terminated to this station to ring continuously.

Enter "single" to cause a call terminated to an off-hook and active or off-hook and idle station to receive one ring cycle and then ring silently.

Enter "if-busy-single" to cause a call terminated to an off-hook and idle station to ring continuously and a call terminated to an off-hook and active station to receive one ring cycle and then ring silently.

Enter "silent" to cause a call terminated to an off-hook and active or off-hook and idle station to receive no audible ring and just ring silently.

**Page 3 of the 8405 and 8410 Form**

- **Headset** — Enter 'y' if the terminal is to have a headset. Default is 'n.'

- **BUTTON ASSIGNMENTS**

The feature buttons that can be assigned are listed below. Enter an abbreviated software name as shown on the following list.

- |                           |                    |              |
|---------------------------|--------------------|--------------|
| ■ abr-prog                | ■ cas-backup       | ■ night-serv |
| ■ abr-spchar              | ■ cdr1-alm         | ■ noans-alm  |
| ■ abrdg-appr <sup>1</sup> | ■ cdr2-alm         | ■ per-COline |
| ■ abrv-dial               | ■ cfwd-bsyda       | ■ pms-alm    |
| ■ abrv-ring               | ■ consult          | ■ pr-awu-alm |
| ■ ac-alm                  | ■ cov-cback        | ■ pr-pms-alm |
| ■ aca-halt                | ■ data-ext         | ■ pr-sys-alm |
| ■ after-cal               | ■ dial-icom        | ■ print-msgs |
| ■ alrt-agchgl             | ■ dn-dst           | ■ priority   |
| ■ alt-frl                 | ■ ds1-alm          | ■ q-calls    |
| ■ assist                  | ■ exclusion        | ■ q-time     |
| ■ asvn-halt               | ■ flash            | ■ release    |
| ■ atd-qcalls              | ■ goto-cover       | ■ ringer-off |
| ■ atd-qtime               | ■ hunt-ns          | ■ rs-alert   |
| ■ aut-msg-wt              | ■ in-call-id       | ■ rsvn-halt  |
| ■ auto-cback              | ■ int-aut-an       | ■ send-calls |
| ■ auto-icom               | ■ last-numb        | ■ send-term  |
| ■ auto-in                 | ■ link-alm         | ■ serv-obsrv |
| ■ autodial                | ■ lsvn-halt        | ■ signal     |
| ■ aux-work                | ■ lwc-cancel       | ■ ssvn-halt  |
| ■ brdg-appr <sup>1</sup>  | ■ lwc-store        | ■ stroke-cnt |
| ■ busy-ind                | ■ major-alm        | ■ term-x-gr  |
| ■ call-appr               | ■ man-msg-wt       | ■ trk-ac-alm |
| ■ call-fwd                | ■ manual-inmct-act | ■ trunk-ns   |
| ■ call-park               | ■ mct-contr        | ■ verify     |
| ■ call-pkup               | ■ mj/mn alm        | ■ voa-repeat |

- 
1. Not allowed for 8403B

The first three buttons on the 8403B voice terminal are defaulted as call appearance buttons. The first four buttons on the 8405B, 8505B+, and 8410B voice terminals are defaulted as call appearance buttons. The 8405B and the 8405B+ voice terminals can have only 5 call appearance buttons. You can readminister call appearance buttons, but the system requires that you have at least two call-appearance buttons.

### Page 3 of the 8403B Form

#### ■ FEATURE BUTTON ASSIGNMENTS

On the form for the 8403B voice terminal, these fields correspond to the 12 feature buttons accessed from the 8403B voice terminal by first pressing the feature button and then pressing a number on the dial pad. You can not administer these buttons as a bridged appearance (brdg-appr) or (abrdg-appr).

| STATION             |                                 | Page 1 of X |
|---------------------|---------------------------------|-------------|
| Extension: 1003     | Lock Messages? n                | BCC: 0      |
| Type: 8403B__       | Security Code: _____            | TN: 1__     |
| Port: _____         | Coverage Path 1: _____          | COR: 1__    |
| Name: _____         | Coverage Path 2: _____          | COS: 1__    |
|                     | Hunt-to Station: _____          |             |
| STATION OPTIONS     |                                 |             |
| Data Module? n      | Personalized Ringing Pattern: 1 |             |
| Speakerphone: 1-way | Message Lamp Ext: 1000          |             |
|                     | Mute Button Enabled? y          |             |

**Screen 5-244. 8403B, 8405B, 8405B+, and 8410B Station Form (Page 1 of X)**

### Implementation Notes

---

BCC is displayed when the ISDN-PRI option is enabled on the System-Parameters Customer-Options form.

| STATION                        |                                    | Page 2 of X |
|--------------------------------|------------------------------------|-------------|
| FEATURE OPTIONS                |                                    |             |
| LWC Reception? spe             | Auto Select Any Idle Appearance? n |             |
| LWC Activation? y              | Coverage Msg Retrieval? y          |             |
| CDR Privacy? n                 | Auto Answer: none                  |             |
| Redirect Notification? y       | Data Restriction? n                |             |
| Per Button Ring Control? n     | Idle Appearance Preference? n      |             |
| Bridged Call Alerting? n       | Restrict Last Appearance? y        |             |
| Active Station Ringing: single |                                    |             |
|                                |                                    |             |
| AUDIX Name: _____              | Audible Message Waiting? y         |             |
| Messaging Server Name: _____   | Select Last Used Appearance? n     |             |

**Screen 5-245. 8403B, 8405B, 8405B+, and 8410B Station Form (Page 2 of X)**

### **Implementation Notes**

The AUDIX Name and Messaging Server Name fields are only displayed on R5r configurations.

The default for the 8403B Speakerphone field is 1-way; for the 8410B the default is 2-way.

| STATION             |                  | Page 3 of X  |
|---------------------|------------------|--------------|
| SITE DATA           |                  |              |
| Room: _____         | Headset? n       |              |
| Jack: _____         | Speaker? n       |              |
| Cable: _____        | Mounting: d      |              |
| Floor: _____        | Cord Length: @   |              |
| Building: _____     | Set Color: _____ |              |
|                     |                  |              |
| ABBREVIATED DIALING |                  |              |
| List1: _____        | List2: _____     | List3: _____ |
|                     |                  |              |
| BUTTON ASSIGNMENTS  |                  |              |
| 1: call-appr_       |                  |              |
| 2: call-appr_       |                  |              |
| 3: call-appr_       |                  |              |

**Screen 5-246. 8403B Station Form (Page 3 of X)**

Page 4 of X

STATION

FEATURE BUTTON ASSIGNMENTS

1: call-appr  
2: \_\_\_\_\_  
3: \_\_\_\_\_  
4: \_\_\_\_\_  
5: \_\_\_\_\_  
6: \_\_\_\_\_  
7: \_\_\_\_\_  
8: \_\_\_\_\_  
9: \_\_\_\_\_  
\*: \_\_\_\_\_  
0: \_\_\_\_\_  
#: \_\_\_\_\_

**Screen 5-247. 8403B Station Form (Page 4 of X)**

You cannot administer any feature button as a bridged appearance (brdg-appr).

Page 3 of X

STATION

SITE DATA

Room: \_\_\_\_\_  
Jack: \_\_\_\_\_  
Cable: \_\_\_\_\_  
Floor: \_\_\_\_\_  
Building: \_\_\_\_\_

Headset? n  
Speaker? n  
Mounting: d  
Cord Length: 0  
Set Color: \_\_\_\_\_

ABBREVIATED DIALING

List1: \_\_\_\_\_ List2: \_\_\_\_\_ List3: \_\_\_\_\_

BUTTON ASSIGNMENTS

1: call-appr\_  
2: call-appr\_  
3: call-appr\_  
4: call-appr\_  
5: \_\_\_\_\_

6: \_\_\_\_\_  
7: \_\_\_\_\_  
8: \_\_\_\_\_  
9: \_\_\_\_\_  
10: \_\_\_\_\_

**Screen 5-248. 8405B, 8405B+, and 8410B Station Form (Page 3 of X)**

**Implementation Notes**

---

8405B and 8405B\* have line appearance 1 through 5.

|                                                                             |             |             |
|-----------------------------------------------------------------------------|-------------|-------------|
|                                                                             |             | Page X of Y |
| DATA MODULE                                                                 |             | STATION     |
| Data Extension: _____                                                       | Name: _____ |             |
|                                                                             | COS: 1_     |             |
|                                                                             | COR: 1_     |             |
| ITC: restricted                                                             | TN: 1_      |             |
| ABBREVIATED DIALING                                                         |             |             |
| List1: _____                                                                |             |             |
| SPECIAL DIALING OPTION: hot-line                                            |             |             |
| HOT LINE DESTINATION                                                        |             |             |
| Abbreviated Dialing Dial Code (From above list): ____                       |             |             |
| ASSIGNED MEMBER (Station with a data extension button for this data module) |             |             |
| Ext                                                                         | Name        |             |
| 1. _____                                                                    | _____       |             |

**Screen 5-249. 8403B, 8405B, 8405B+, 8410B, and 8434B Data Module Form**  
**(Page X of Y)**

**Implementation Notes**

---

This page is only displayed if the Data Module field on Page 1 is 'y.'

DEFAULT DIALING only displayed when the SPECIAL DIALING OPTION field is "default."

The BCC field is only displayed if the ISDN-PRI option is enabled on the System-Parameters Customer-Options form.

HOT LINE DESTINATION only displayed when the SPECIAL DIALING OPTION field is "hot-line."

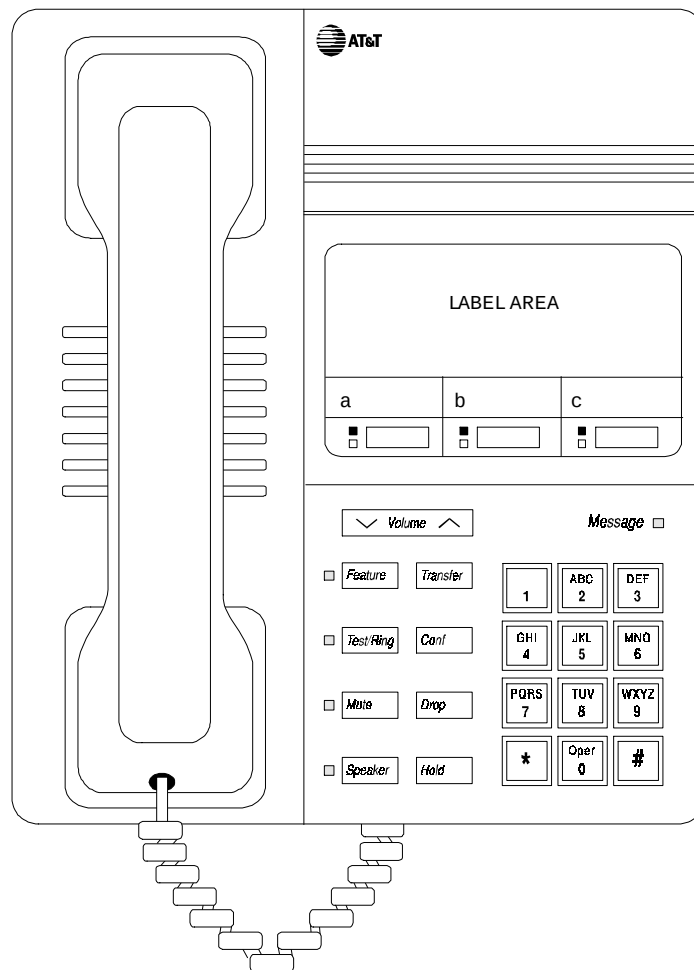


**Figure 5-51. 8403B Voice Terminal**



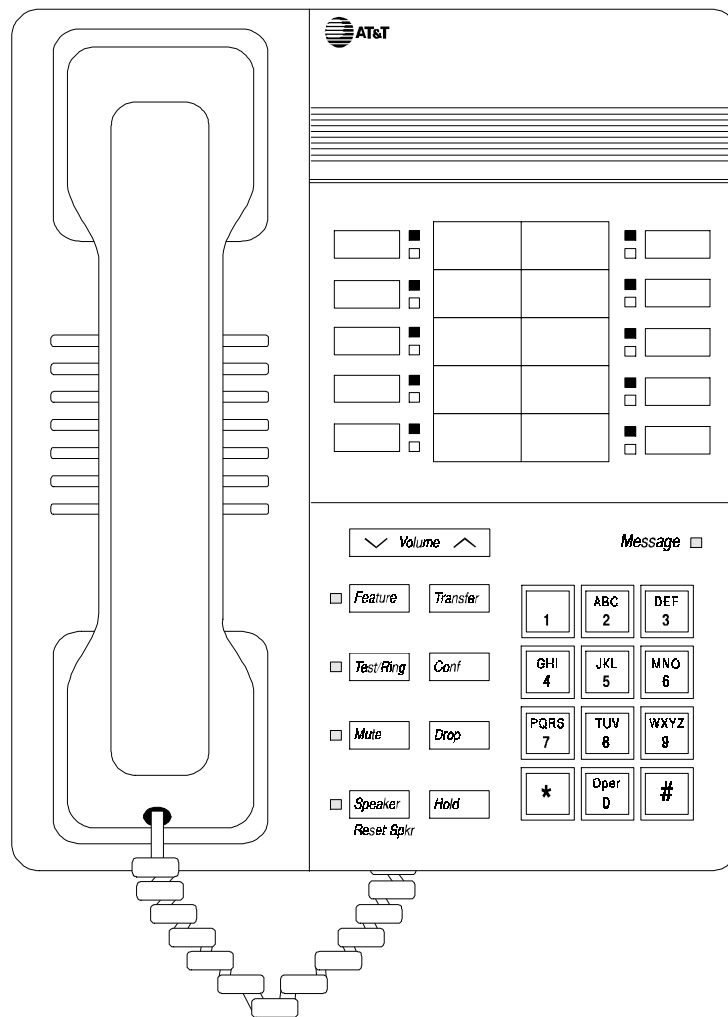


**Figure 5-52. 8410B Voice Terminal**

The 8405B and 8405B\* look like the 8410B with the exception that the 8405 series do not have the second column of line appearances.

## **8405D, 8405D+, 8410D, and 8434D Voice Terminals**

---

These forms are used to implement 8405D, 8405D+, 8410D and 8434D multiappearance voice terminals.

### **Administration Commands**

---

Use the following administration commands to administer the Voice Terminal form.

| <b>Action</b> | <b>Object</b> | <b>Qualifier<sup>1</sup></b>                                                                   |
|---------------|---------------|------------------------------------------------------------------------------------------------|
| add           | station       | xxxxx (extension number) or ('next')                                                           |
| change        | station       | xxxxx (extension number)                                                                       |
| display       | station       | xxxxx (extension number)                                                                       |
| duplicate     | station       |                                                                                                |
| list          | station       | [x (extension)]['ext' x]['to-ext' x]['port' x]['type' x]<br>['count' n]['print' or 'schedule'] |
| remove        | station       | xxxxx (extension number)                                                                       |

- 
1. Brackets [ ] indicate the qualifier is optional. Single quotes ( ' ' ) indicate the text inside the quote must be entered exactly as shown or an abbreviated form of the word can be entered. MAX is the maximum number available in your system configuration. Refer to Table C-1 in Appendix C, "System Capacity Limits".

### **Form Instructions**

---

The form for the 8405D, 8405D+, and 8410D voice terminals consists of three pages, with an optional fourth page (module/option) while the form for the 8434D voice terminal consists of five pages with two additional optional pages (data module and expansion module).

Refer to "Voice Terminals — General" information to review field definitions and feature button definitions common to all voice terminals. Field definitions unique to this voice terminal are described here.

### **Page 1 of the Form**

- **Type** — Enter one of the following:
  - 8405D (Supports one-way speakerphone)
  - 8405D+ (Supports two-way speakerphone)
  - 8410D
  - 8434D

### Page 2 of the Form

- **Active Station Ringing** — Defines how a call will ring at an off-hook station. Default is "single."

Enter "continuous" to cause all calls terminated to this station to ring continuously.

Enter "single" to cause a call terminated to an off-hook and active or off-hook and idle station to receive one ring cycle and then ring silently.

Enter "if-busy-single" to cause a call terminated to an off-hook and idle station to ring continuously and a call terminated to an off-hook and active station to receive one ring cycle and then ring silently.

Enter "silent" to cause a call terminated to an off-hook and active or off-hook and idle station to receive no audible ring and just ring silently.
- **Data Module** — Enter "y" if this terminal is connected to an optional 7400B or 8400B data module. If you entered "y", then complete the optional Data Module form. Default is "n."
- **Expansion Module** — (8434D only) Identifies whether a ZE801A expansion module is attached to the station set. Enter "y" or "n" (default). If you enter "y," an optional page of the form appears to allow you to administer the Expansion Module buttons.

### Page 3 of the Form

- **BUTTON ASSIGNMENTS**

The feature buttons that can be assigned to these voice terminals are listed below. The abbreviated software name (that is, administration name) as shown on the following list must be entered on the form. Depending on the button type, additional auxiliary information may be required when administering buttons. This information is provided in the "Voice Terminals — General" section.

- |                           |                           |                           |
|---------------------------|---------------------------|---------------------------|
| ■ abr-prog                | ■ cdr1-alm                | ■ lwc-store               |
| ■ abr-spchar              | ■ cdr2-alm                | ■ major-alm               |
| ■ abrdg-appr              | ■ cfwd-bsyda              | ■ man-msg-wt              |
| ■ abrv-dial               | ■ check-in <sup>1</sup>   | ■ man-overid <sup>1</sup> |
| ■ abrv-ring               | ■ check-out <sup>1</sup>  | ■ manual-in               |
| ■ ac-alarm                | ■ clk-overid <sup>1</sup> | ■ mct-act                 |
| ■ aca-halt                | ■ consult                 | ■ mct-contr               |
| ■ after-call              | ■ cov-cback               | ■ mj/mn-alm               |
| ■ alrt-agchg              | ■ cov-msg-rt <sup>1</sup> | ■ msg-retr <sup>1</sup>   |
| ■ alt-frl                 | ■ data-ext                | ■ mwn-act <sup>1</sup>    |
| ■ assist                  | ■ date-time <sup>1</sup>  | ■ mwn-deact <sup>1</sup>  |
| ■ asvn-halt               | ■ delete-msg <sup>1</sup> | ■ next <sup>1</sup>       |
| ■ atd-qcalls <sup>1</sup> | ■ dial-icom               | ■ night-serv              |
| ■ atd-qtime <sup>1</sup>  | ■ directory <sup>1</sup>  | ■ noans-alm               |
| ■ aut-msg-wt              | ■ dn-dst                  | ■ normal <sup>2</sup>     |
| ■ auto-cback              | ■ ds1-alarm               | ■ per-COline              |
| ■ auto-icom               | ■ exclusion               | ■ pms-alarm               |
| ■ auto-in                 | ■ ext-dn-dst <sup>1</sup> | ■ pr-awu-alm              |
| ■ autodial                | ■ flash                   | ■ pr-pms-alm              |
| ■ auto-wkup <sup>1</sup>  | ■ goto-cover              | ■ pr-sys-alm              |
| ■ aux-work                | ■ grp-dn-dst <sup>1</sup> | ■ print-msgs              |
| ■ brdg-appr               | ■ hunt-ns                 | ■ priority                |
| ■ busy-ind                | ■ in-call-id              | ■ q-calls                 |
| ■ call-appr               | ■ inspect <sup>1</sup>    | ■ q-time                  |
| ■ call-disp <sup>1</sup>  | ■ int-aut-an              | ■ release                 |
| ■ call-fwd                | ■ last-numb               | ■ ringer-off              |
| ■ call-park               | ■ link-alarm              | ■ rs-alert                |
| ■ call-pkup               | ■ lsvn-halt               | ■ rsvn-halt               |
| ■ callr-info <sup>1</sup> | ■ lwc-cancel              | ■ scroll                  |
| ■ cas-backup              | ■ lwc-lock                | ■ send-calls              |

- send-term
- serv-obsrv
- signal
- ssvn-halt
- stored-num<sup>1</sup>
- stroke-cnt
- term-x-gr
- timer<sup>1</sup>
- trk-ac-alm
- trk-id
- trunk-name<sup>1</sup>
- trunk-ns
- verify
- voa-repeat
- vu-display
- work-code

- 
1. Display-type button.
  2. All of these voice terminals have an Exit button. This button is mapped to the "normal" button function. Therefore, you are not allowed to specify a "normal" feature button on any of the button fields on these forms.

#### **Page 4 of the 8434D Form**

##### **■ FEATURE BUTTON ASSIGNMENTS**

The 24 feature buttons correspond to the fixed, dual-LED buttons on the right side of the 8434D voice terminal.

The features that can be assigned to buttons are the same as those listed for BUTTON ASSIGNMENTS above. The abbreviated name as shown on the list must be entered on the form.

#### **Page 4 of the 8405D, 8405D+, and 8410D Forms**

#### **Page 5 of the 8434 Form**

##### **■ SOFTKEY BUTTON ASSIGNMENTS**

The 8405D, 8405D+, and 8410D voice terminals support 12 display softkeys and the 8434D voice terminal supports 15 softkeys. You can assign features to these softkeys, making them "virtual" buttons. When you assign a feature to a softkey, the system automatically downloads to the terminal the appropriate information for operating the feature. The following table shows the administrable button names, a description of the feature, and predefined button labels (in English).

| Button Name   | English Label | Feature Name                      |
|---------------|---------------|-----------------------------------|
| Body          |               |                                   |
| abr-prog      | Prog          | Program Abbreviated Dial          |
| abr-spchar ~  | SFunc         | Abbreviated Dial Special Function |
| abr-spchar ~m | Mark          | Mark Special Function             |
| abr-spchar ~p | Pause         | Pause Special Function            |

*Continued on next page*

| Button Name   | English Label | Feature Name                         |
|---------------|---------------|--------------------------------------|
| abr-spchar ~s | Spres         | Suppress Special Function            |
| abr-spchar ~w | Wait          | Wait Special Function                |
| abr-spchar ~W | Stop          | Indefinite Wait Special Function     |
| abrv-dial     | AD            | Abbreviated Dial                     |
| auto-cback    | AutCB         | Automatic Call Back                  |
| auto-icom     | IAuto         | Auto Intercom                        |
| call-fwd      | CFrwd         | Call Forward                         |
| call-park     | CPark         | Call Park                            |
| call-pkup     | CPkUp         | Call Pick Up                         |
| consult       | Cnslt         | Consult                              |
| date-time     | TmDay         | Date/Time                            |
| dial-icom     | IDial         | Dial Intercom                        |
| directory     | Dir           | System Directory                     |
| exclusion     | Excl          | Manual Exclusion                     |
| inspect       | Inspt         | Inspect Mode                         |
| int-aut-an    | HFAns         | Internal Auto Answer                 |
| last-numb     | Last          | Last Number Redial                   |
| lwc-cancel    | CnLWC         | Cancel Leave Word Calling            |
| lwc-store     | LWC           | Leave Word Calling                   |
| priority      | PCall         | Priority Call                        |
| ringer-off    | RngOf         | Ringer Off                           |
| send-calls    | SAC           | Send All Calls                       |
| ssvn-halt     | ssvn-halt     | Halt Security Violation Notification |
| stored-num    | View          | Stored Number Mode                   |
| stroke-cnt    | Count         | Count                                |
| timer         | Timer         | Timer                                |
| vu-display    | Stats         | VuStats                              |

You may also customize the softkey displays, for English, French, Italian, or Spanish. To customize the labels, use the Language Translation form by issuing the command "change display-messages softkey-labels". You may enter a five-character label for each of the softkeys.

Pages 6 or 7 of the 8434D form (EXPANSION MODULE) appear only if the Expansion Module field on Page 1 is "y". Use these pages to administer buttons on the ZE801A Expansion Module if one is attached to the 8434D terminal. Fields 1-9 on the form correspond to the 18 dual-LED feature buttons on the Expansion Module; buttons 10-12 correspond to the 6 single-LED feature buttons. You can assign to these buttons any of the features/functions that you can assign to the feature buttons on the 8434D terminal from the previous list.

|                           |                                 |         |
|---------------------------|---------------------------------|---------|
| Page 1 of X               |                                 |         |
| STATION                   |                                 |         |
| Extension: 1003           | Lock Messages? n                | BCC: 0  |
| Type: 8434D__             | Security Code: _____            | TN: 1_  |
| Port: _____               | Coverage Path 1: _____          | COR: 1_ |
| Name: _____               | Coverage Path 2: _____          | COS: 1_ |
|                           | Hunt-to Station: _____          |         |
| STATION OPTIONS           |                                 |         |
| Data Module? n            | Personalized Ringing Pattern: 1 |         |
| Speakerphone: 2-way       | Message Lamp Ext: 1000          |         |
| Display Language: english | Mute Button Enabled? y          |         |
|                           | Expansion Module? n             |         |

**Screen 5-250. 8405D, 8405D+, 8410D, and 8434D Station Form (Page 1 of X)**

### Implementation Notes

BCC is displayed when the ISDN-PRI option is enabled on the System-Parameters Customer-Options form.

The Expansion Module field does not appear for the 8405D, 8405D+, and 8410D voice terminals.

|                                |                                    |
|--------------------------------|------------------------------------|
| Page 2 of X                    |                                    |
| STATION                        |                                    |
| FEATURE OPTIONS                |                                    |
| LWC Reception? spe             | Auto Select Any Idle Appearance? n |
| LWC Activation? y              | Coverage Msg Retrieval? y          |
| CDR Privacy? n                 | Auto Answer: none                  |
| Redirect Notification? y       | Data Restriction? n                |
| Per Button Ring Control? n     | Idle Appearance Preference? n      |
| Bridged Call Alerting? n       |                                    |
| Active Station Ringing: single | Restrict Last Appearance? y        |
| AUDIX Name: _____              |                                    |
| Messaging Server Name: _____   | Audible Message Waiting? y         |
|                                | Display Client Redirection? n      |
|                                | Select Last Used Appearance? n     |

**Screen 5-251. 8405D, 8405D\*, 8410D, and 8434D Station Form (Page 2 of X)**

## Implementation Notes

The AUDIX Name and Messaging Server Name fields are only displayed on R5r configurations.

| STATION             |              | Page 3 of X           |
|---------------------|--------------|-----------------------|
| SITE DATA           |              |                       |
| Room: _____         |              | Headset? <u>n</u>     |
| Jack: _____         |              | Speaker? <u>n</u>     |
| Cable: _____        |              | Mounting: <u>d</u>    |
| Floor: _____        |              | Cord Length: <u>0</u> |
| Building: _____     |              | Set Color: _____      |
| ABBREVIATED DIALING |              |                       |
| List1: _____        | List2: _____ | List3: _____          |
| BUTTON ASSIGNMENTS  |              |                       |
| 1: <u>call-appr</u> | 6: _____     |                       |
| 2: <u>call-appr</u> | 7: _____     |                       |
| 3: <u>call-appr</u> | 8: _____     |                       |
| 4: _____            | 9: _____     |                       |
| 5: _____            | 10: _____    |                       |

Screen 5-252. 8405D, 8405D\*, 8410D, and 8434D Station Form (Page 3 of X)

The 8405D and 8405D+ voice terminals have only 5 call appearances.

| STATION                    |           | Page 4 of X |
|----------------------------|-----------|-------------|
| FEATURE BUTTON ASSIGNMENTS |           |             |
| 1: _____                   | 13: _____ |             |
| 2: _____                   | 14: _____ |             |
| 3: _____                   | 15: _____ |             |
| 4: _____                   | 16: _____ |             |
| 5: _____                   | 17: _____ |             |
| 6: _____                   | 18: _____ |             |
| 7: _____                   | 19: _____ |             |
| 8: _____                   | 20: _____ |             |
| 9: _____                   | 21: _____ |             |
| 10: _____                  | 22: _____ |             |
| 11: _____                  | 23: _____ |             |
| 12: _____                  | 24: _____ |             |

Screen 5-253. 8434D Station Form (Page 4 of X)



| STATION                    |       | Page 4 of X |
|----------------------------|-------|-------------|
| SOFTKEY BUTTON ASSIGNMENTS |       |             |
| 1:                         | _____ |             |
| 2:                         | _____ |             |
| 3:                         | _____ |             |
| 4:                         | _____ |             |
| 5:                         | _____ |             |
| 6:                         | _____ |             |
| 7:                         | _____ |             |
| 8:                         | _____ |             |
| 9:                         | _____ |             |
| 10:                        | _____ |             |
| 11:                        | _____ |             |
| 12:                        | _____ |             |

**Screen 5-254. 8405D, 8405D+, and 8410D Station Form (Page 4 of X)**

| STATION                    |       | Page 5 of X |
|----------------------------|-------|-------------|
| SOFTKEY BUTTON ASSIGNMENTS |       |             |
| 1:                         | _____ |             |
| 2:                         | _____ |             |
| 3:                         | _____ |             |
| 4:                         | _____ |             |
| 5:                         | _____ |             |
| 6:                         | _____ |             |
| 7:                         | _____ |             |
| 8:                         | _____ |             |
| 9:                         | _____ |             |
| 10:                        | _____ |             |
| 11:                        | _____ |             |
| 12:                        | _____ |             |
| 13:                        | _____ |             |
| 14:                        | _____ |             |
| 15:                        | _____ |             |

**Screen 5-255. 8434D Station Form (Page 5 of X)**

|                                                                             |             |             |
|-----------------------------------------------------------------------------|-------------|-------------|
|                                                                             | STATION     | Page X of Y |
| DATA MODULE                                                                 |             |             |
| Data Extension: _____                                                       | Name: _____ |             |
|                                                                             | COS: 1_     |             |
|                                                                             | COR: 1_     |             |
| ITC: restricted                                                             | TN: 1_      |             |
| ABBREVIATED DIALING                                                         |             |             |
| List1: _____                                                                |             |             |
| SPECIAL DIALING OPTION: hot-line                                            |             |             |
| HOT LINE DESTINATION                                                        |             |             |
| Abbreviated Dialing Dial Code (From above list): ____                       |             |             |
| ASSIGNED MEMBER (Station with a data extension button for this data module) |             |             |
| Ext                                                                         | Name        |             |
| 1. ____                                                                     | _____       |             |

**Screen 5-256. 8405D, 8505D+, 8410, and 8434D Data Module Form (Page X of Y)**

### **Implementation Notes**

---

This page is only displayed if the Data Module field on Page 1 is 'y.'

The BCC field is only displayed if the ISDN-PRI option is enabled on the System-Parameters Customer-Options form.

HOT LINE DESTINATION only displayed when the SPECIAL DIALING OPTION field is "hot-line".

DEFAULT DIALING only displayed when the SPECIAL DIALING OPTION field is "default".

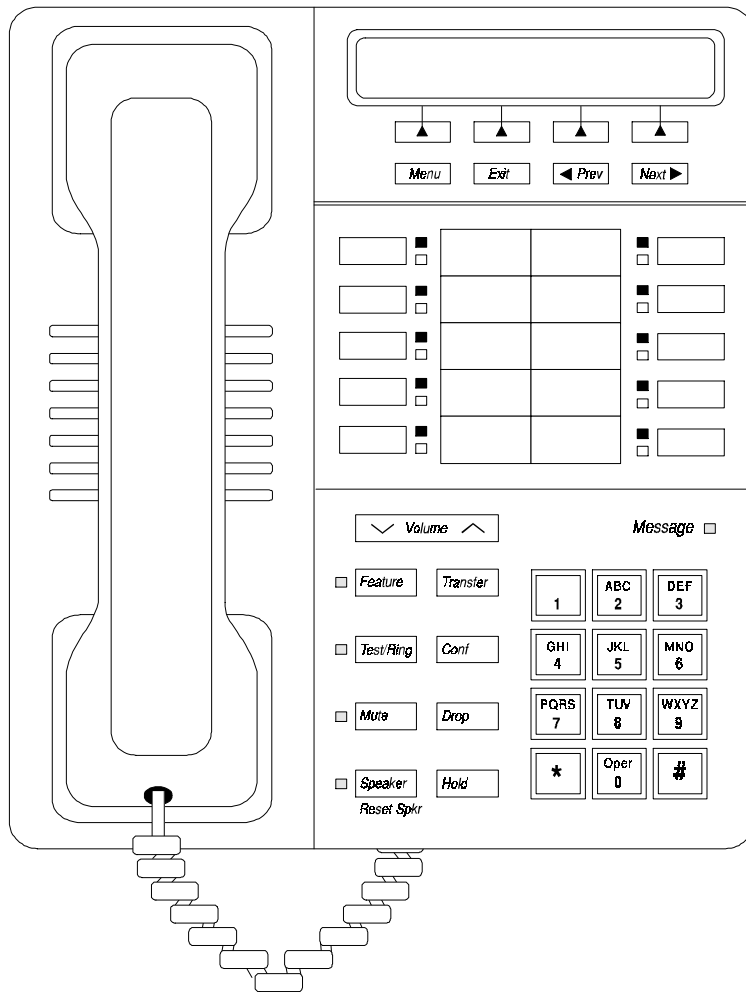


**Figure 5-53. 8410D Voice Terminal**

The 8405D and 8405D+ look like the 8410B with the exception that the 8405 series do not have the second column of line appearances.

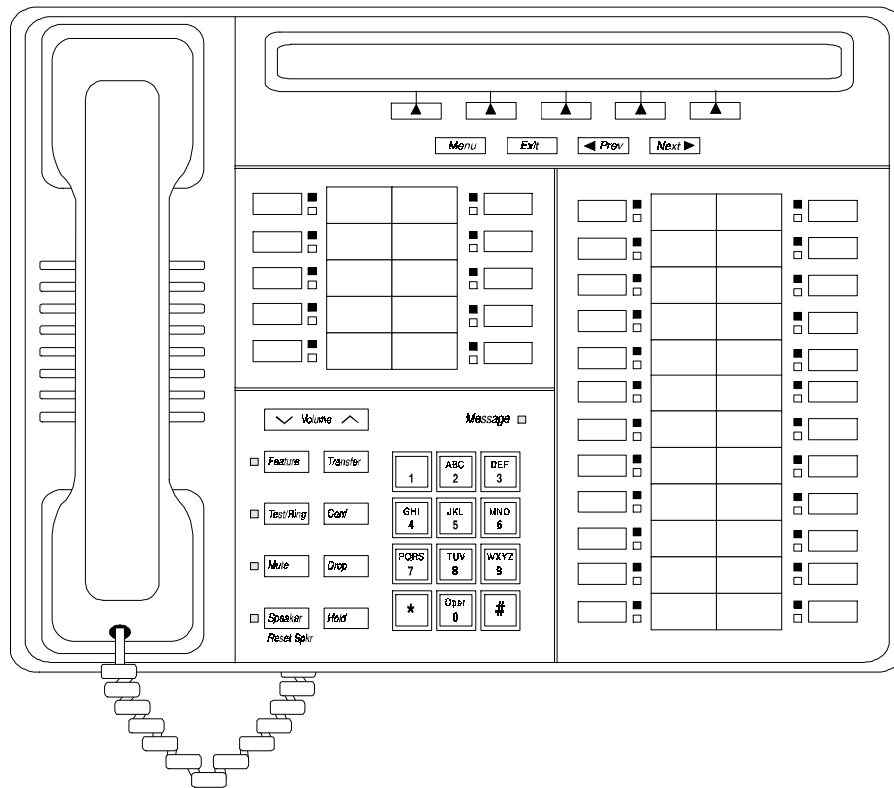


**Figure 5-54. 8434D Voice Terminal**

## **8411B and 8411D Terminals**

---

This form is used to implement an 8411B or an 8411D voice terminal.

### **Administration Commands**

---

Use the following administration commands to administer the Voice Terminal forms..

| <b>Action</b> | <b>Object</b> | <b>Qualifier<sup>1</sup></b>                                                                                      |
|---------------|---------------|-------------------------------------------------------------------------------------------------------------------|
| add           | station       | xxxxx (extension number) or ('next')                                                                              |
| change        | station       | xxxxx (extension number)                                                                                          |
| display       | station       | xxxxx (extension number) ['print']                                                                                |
| duplicate     | station       | xxxxx (extension number) ['start' (start extension)]<br>['board' (board addr) or 'x'] ['count' (1-16)] ['one-ep'] |
| list          | station       | [x (extension)]['ext' x]['to-ext' x]['port' x]['type' x]<br>['count' n]['print' or 'schedule']                    |
| remove        | station       | xxxxx (extension number)                                                                                          |

- 
1. Brackets [ ] indicate the qualifier is optional. Single quotes ( ' ') indicate the text inside the quote must be entered exactly as shown or an abbreviated form of the word may be entered. MAX is the maximum number available in your system configuration. Refer to Table C-1 in Appendix C, "System Capacity Limits".

### **Interaction with Other Administration Commands**

When you execute **list data**, the administered analog adjunct appears as **analog**, not as **dtm**.

### **Form Instructions**

---

Refer to "Voice Terminals — General" information to review field definitions and feature button definitions common to all voice terminals. Field definitions unique to this voice terminal are described here.

#### **Page 1 of the Form**

1. From the administration terminal execute **add station next** or **add station extension**  
Page 1 of the station form is displayed with the extension.
2. Enter **8411B** or **8411D** (if a display phone) in the **Type:** field.
3. Enter the physical port location of the DCP port to which the 8411 is connected.

4. Administer the **Data Option:** field:
  - If you are using the administered analog adjunct, enter **analog** in the **Data Option:** field.
  - If you are using a 7400B or 8400B data module, enter **data-module** in the **Data Option:** field.
5. Enter **y** in the **PassageWay** field if you are using PassageWay.



**CAUTION:**

*Do not enable PassageWay unless the user of the PC at this extension has a valid licensed copy of PassageWay Direct Connection to DEFINITY ECS running on the PC.*

6. Administer all other fields on pages 1 and 2 as you would for an 8410.

### **Pages 3 and 4 of the Form**

Administer page 3 of the 8411B/D station form as you would for an 8410B/D. Administer page 4 of the 8411D station form as you would an 8410D (softkey button assignments).



**NOTE:**

Do not administer buttons 9 and 10 on the 8411 if the set will be optioned to show the status of the PassageWay and analog adjunct interfaces.

### **Data Module Page and Analog Adjunct Page of the Station Form**

1. Go to page 4 of the 8411B station form or to page 5 of the 8411D station form. This will be the data module page if you entered **data-module** in the **Data Option:** field or **Analog Adjunct** page if you entered **analog**.
2. Fill in the fields in this form as you would for any data module, assigning an extension to the administered analog adjunct or data module. Note that you can assign stations with a data extension for the administered analog adjunct just as you can with a data module. You cannot assign default dialing options with the administered analog adjunct.

### **Mapping from Data Option: Field to Data Module? Field**

When an endpoint changes its terminal from a non-8411B/D terminal to a 8411B/D terminal, the options in the station forms will remain the same except for the Data Option:/Data Module? and PassageWay? fields. Since the options in the Data Option: and Data Module? fields are different, the mapping from one to the other is shown in the following tables.

Page 1 of X

STATION

|                 |                        |          |
|-----------------|------------------------|----------|
| Extension: 1003 | Lock Messages? n       | BCC: 0   |
| Type: 8411D__   | Security Code: _____   | TN: 1__  |
| Port: _____     | Coverage Path 1: _____ | COR: 1__ |
| Name: _____     | Coverage Path 2: _____ | COS: 1__ |
|                 | Hunt-to Station: _____ |          |

STATION OPTIONS

|                           |                                 |
|---------------------------|---------------------------------|
| Data Option: none         | Personalized Ringing Pattern: 1 |
| Speakerphone: 2-way       | Message Lamp Ext: 1000          |
| Display Language: english | Mute Button Enabled? y          |
| PassageWay? n             |                                 |

Screen 5-257. 8411B and 8411D Station Form (Page 1 of X)

| from 'Data Module?' (non-8411) | to 'Data Option:' (8411) |
|--------------------------------|--------------------------|
| yes                            | data-module              |
| no                             | none                     |

| from 'Data Option:'(8411) | to 'Data Module?'(non-8411) |
|---------------------------|-----------------------------|
| none                      | no                          |
| data-module               | yes                         |
| analog                    | no                          |

### Implementation Notes

BCC is displayed when the ISDN-PRI option is enabled on the System-Parameters Customer-Options form.

| STATION                        |                                    | Page 2 of X |
|--------------------------------|------------------------------------|-------------|
| FEATURE OPTIONS                |                                    |             |
| LWC Reception? spe             | Auto Select Any Idle Appearance? n |             |
| LWC Activation? y              | Coverage Msg Retrieval? y          |             |
| CDR Privacy? n                 | Auto Answer: none                  |             |
| Redirect Notification? y       | Data Restriction? n                |             |
| Per Button Ring Control? n     | Idle Appearance Preference? n      |             |
| Bridged Call Alerting? n       | Restrict Last Appearance? y        |             |
| Active Station Ringing: single |                                    |             |
|                                |                                    |             |
| AUDIX Name: _____              | Audible Message Waiting? n         |             |
| Messaging Server Name: _____   | Display Client Redirection? n      |             |
|                                | Select Last Used Appearance? n     |             |

**Screen 5-258. 8411B and 8411D Station Form (Page 2 of X)**

### Implementation Notes

The AUDIX Name and Messaging Server Name fields are only displayed on R5r configurations.

| STATION             |                  | Page 3 of X  |
|---------------------|------------------|--------------|
| SITE DATA           |                  |              |
| Room: _____         | Headset? n       |              |
| Jack: _____         | Speaker? n       |              |
| Cable: _____        | Mounting: d      |              |
| Floor: _____        | Cord Length: 0_  |              |
| Building: _____     | Set Color: _____ |              |
|                     |                  |              |
| ABBREVIATED DIALING |                  |              |
| List1: _____        | List2: _____     | List3: _____ |
|                     |                  |              |
| BUTTON ASSIGNMENTS  |                  |              |
| 1: call-appr_       | 6: _____         |              |
| 2: call-appr_       | 7: _____         |              |
| 3: call-appr_       | 8: _____         |              |
| 4: _____            | 9: _____         |              |
| 5: _____            | 10: _____        |              |

**Screen 5-259. 8411B and 8411D Station Form (Page 3 of X)**



Page 4 of X

STATION

1. lwc-store
2. lwc-cancel
3. auto-cback
4. timer
5. call-fwd ext: \_\_\_\_\_
6. call-park
7. date-time
8. priority
9. abr-prog
10. apr-spchar Char: ~p
11. abr-spchar Char: ~m
12. abr-spchar Char: ~w

**Screen 5-260. 8411B and 8411D Station Form (Page 4 of X)**

Page Y of X

STATION

DATA MODULE

Data Extension: \_\_\_\_\_ Name: \_\_\_\_\_

COS: 1\_

COR: 1\_

ITC: restricted TN: 1\_

ABBREVIATED DIALING

List1: \_\_\_\_\_

SPECIAL DIALING OPTION: hot-line

HOT LINE DESTINATION

Abbreviated Dialing Dial Code (From above list): \_\_\_\_

ASSIGNED MEMBER (Station with a data extension button for this data module)

| Ext      | Name  |
|----------|-------|
| 1. _____ | _____ |

**Screen 5-261. 8411B and 8411D Data Module Form (Page Y of X)**

|                                                                             |             |
|-----------------------------------------------------------------------------|-------------|
| Page X of X                                                                 |             |
| STATION                                                                     |             |
| ANALOG ADJUNCT                                                              |             |
| Data Extension: _____                                                       | Name: _____ |
|                                                                             | COS: 1_     |
|                                                                             | COR: 1_     |
| ITC: restricted                                                             | TN: 1_      |
| ABBREVIATED DIALING                                                         |             |
| List1: _____                                                                |             |
| SPECIAL DIALING OPTION: _____                                               |             |
| HOT LINE DESTINATION                                                        |             |
| Abbreviated Dialing Dial Code (From above list): ____                       |             |
| ASSIGNED MEMBER (Station with a data extension button for this data module) |             |
| Ext                                                                         | Name        |
| 1. _____                                                                    | _____       |

**Screen 5-262. 8411B and 8411D Analog Adjunct Form (Page X of X)**

## World Class Core BRI Terminal

---

Use this form to administer World Class Core BRI terminals.

### Administration Commands

---

Use the following administration commands to administer the Terminal form.

| Action    | Object  | Qualifier <sup>1</sup>                                                                                      |
|-----------|---------|-------------------------------------------------------------------------------------------------------------|
| add       | station | x (extension number) or ('next')                                                                            |
| change    | station | x (extension number)                                                                                        |
| display   | station | x (extension number)                                                                                        |
| duplicate | station | [x (extension)]['start'(start extension)]['board'(board addr) or 'x']['count'(1-16)]['one-ep'] <sup>2</sup> |
| list      | station | [x (extension)]['ext' x]['to-ext' x]['port' x]['type' x] ['count' n]['print' or 'schedule']                 |
| remove    | station | [xxxxx] (extension number)                                                                                  |

1. Brackets [ ] indicate the qualifier is optional. Single quotes ( ' ) indicate the text inside the quote must be entered exactly as shown or an abbreviated form of the word may be entered. MAX is the maximum number available in your system configuration. Refer to Table C-1 in Appendix C, "System Capacity Limits".
2. The duplicate station command for World Class Core BRI uses a two page form. The second page displays if the duplicated-from station requires endpoint initialization. It also requires you to enter the "Endpt ID" for the extension numbers. "Endpt ID" must be a number between 00 and 62.

### Form Instructions

---

Refer to "Voice Terminals — General" information to review field definitions and feature button definitions common to all voice terminals. Field definitions unique to this voice terminal are described here.

#### Page 1 of the Form

- **Type** — Enter "wcbri".
- **XID** — Used to identify layer 2 XID testing capability. Valid entries are "y" or "n". Default is "n".

- **Fixed TEI** — Used to indicate whether or not the endpoint has Fixed Terminal Identification (TEI) capability. TEI is used to identify a unique access point within a service. For Fixed TEI stations, the TEI must be administered. Terminals with automatic TEI capability, the associated TEI is assigned by the System. Valid entries are "y" or "n". Default is "n".
- **TEI** — Only displayed if the Fixed TEI field entry is "y". Enter a 1- to 2-digit number in the range of 0 through 63.
- **1-Step Clearing** — Enter "y" to use the 1-step clearing process. Default is "y".
- **Country Protocol** — Enter the Country Protocol which corresponds to supported initialization and codesets. The Country Protocol must match any previously administered endpoint on the same port. Refer to the table below for valid entries. The default is "1" (US Bellcore).

| Country/Area                           | Protocol |
|----------------------------------------|----------|
| Australia                              | 2        |
| ETSI (Europe)                          | etsi     |
| Japan                                  | 3        |
| Singapore                              | 6        |
| United States (Bellcore National ISDN) | 1        |

- **Endpt Init** — This field should be set to "y" if the terminal supports Bellcore ISDN-1 terminal initialization procedures. Set this field to "n" for all other country protocols. This information indicates the terminal's endpoint initialization capability. Endpoint initialization is a procedure, required for multipoint operation, by which User Service Order Profile (USOP) is associated with an endpoint on the ISDN-BRI. This association is made via the Service Profile Identifier (SPID), administered into the system and entered into the ISDN-BRI terminal. For an ISDN-BRI terminal to become operational in a multipoint configuration, both the administered SPID and the SPID programmed into the ISDN-BRI terminal must be the same. This means that the SPID of the new or re-used terminals must be programmed to match the administered SPID value. Valid entries are "y" or "n". Default is "y".
- **SPID** — Only displayed if the Endpt Init field entry is "y". The Service Profile Identifier (SPID) is a variable parameter of up to ten digits. The SPID must be different for all terminals on the ISDN-BRI and from the Service SPID. The SPID should always be assigned, if the SPID is not assigned for the first ISDN-BRI on a port, any other ISDN-BRI assignment to that port will be blocked. Valid entries are numeric strings in the range of 0 through 9999999999. Default is the station's extension number.
- **Endpt ID** — This field appears only if the Endpt Init field is set to "y". Enter a two digit number between 00 and 62. The entry in this field provides for a multi-point configuration conformance to the Bellcore Terminal

Initialization procedures. In those procedures, a multi-point configuration requires that the last two digits of the SPID be between 00 and 63 and be binary unique for each endpoint. Each Endpt ID field must have a unique value for each endpoint on the same port. This field, combined with the entry in the SPID field, gives the effective SPID administered into the terminal. Bellcore ISDN-1 requires that the SPID programmed into the endpoint be at least 9 digits. For example, if the SPID is 1234, and the Endpt ID is 01, then the SPID administered on the terminal is 000123401. The three leading zeros are necessary to pad the SPID to 9 digits.

Page 1 of 2

|                 |        |                  |                       |
|-----------------|--------|------------------|-----------------------|
| Extension: ____ | BCC: 0 | STATION<br>TN: 1 | COR: 1                |
| Type: ____      |        |                  | COS: 1                |
| Port: ____      |        |                  | Coverage Path 1: ____ |
| Name: ____      |        |                  | Coverage Path 2: ____ |

FEATURE OPTIONS

|                            |                     |
|----------------------------|---------------------|
| CDR Privacy? n             | Data Restriction? n |
| Per Button Ring Control? n |                     |
| Data Module? n             |                     |

|                         |               |            |                    |
|-------------------------|---------------|------------|--------------------|
| XID? y                  | Fixed TEI? n  | TEI: ____  | 1-Step Clearing? y |
| Country Protocol: 1____ | Endpt Init? y | SPID: ____ | Endpt ID: ____     |

**Screen 5-263. World Class Core BRI Terminal Form (Page 1 of 2)**

| SITE DATA                   |              | STATION          | Page 2 of 2 |
|-----------------------------|--------------|------------------|-------------|
| Room: _____                 |              | Headset? n       |             |
| Jack: _____                 |              | Speaker? n       |             |
| Cable: _____                |              | Mounting: d      |             |
| Floor: _____                |              | Cord Length: 0_  |             |
| Building: _____             |              | Set Color: _____ |             |
| ABBREVIATED DIALING         |              |                  |             |
| List1: _____                | List2: _____ | List3: _____     |             |
| Line Appearance: call-appr_ |              |                  |             |

**Screen 5-264. World Class Core BRI Terminal Form (Page 2 of 2)**

## VuStats Display Format

---

Use the VuStats Display Format form to define the content and layout of information on VuStats voice terminal displays. The system has 50 different display formats; the first display is a predefined example format, which can be changed; displays 2 through 50 are blank. Each display format can contain up to ten data items. However, the amount of data to be displayed is limited to 40 characters, due to the physical limitations on display voice terminals.

### Administration Commands

---

Use the following administration commands to access the VuStats Display Format form.

| Action  | Object                 | Qualifier <sup>1</sup> |
|---------|------------------------|------------------------|
| change  | vustats-display-format | 1-50                   |
| display | vustats-display-format | 1-50                   |
| list    | vustats-display-format | 1-50 count ##          |

1. Specify a number from 1 to 50 to indicate the number of the display format to be changed or displayed. "Count ##" is the number of display formats to list.

### Form Instructions

---

Enter the data as required for the following fields on the form:

- **Format Number** — This is the display format number you entered on the command line. It is a display only field and cannot be modified.
- **Next Format Number** — To link this display to another display, enter the number of the display format that should appear when a VuStats user presses the next button, or enter "none."
- **Data Field Character** — The character that will be used in the Format Description field to identify the position and length of each data field (see the Format Description field description below). The default is "\$." Enter another character if the "\$" is needed for fixed text in the Format Description field. Any character is valid except a space.
- **Number of Intervals** — If you intend to display interval-based historical data, specify the number of measurement intervals in this field. You can enter a number between 1 and 24. If you enter 24, and the BCMS measurement interval on the Feature-Related System Parameters form is set to 1 hour, you will receive information on the previous 24 hours. If the

BCMS measurement interval is set to half-hour, you will receive information on the previous 12 hours. You can also leave this field blank. If you do, you will receive information on the current interval.

- **Object Type** — The type of object for which data will be displayed. Enter one of the following values: "agent" (for staffed agents to view their own statistics), "agent-extension" (for other users to view agent statistics), "split" (default), "trunk-group," or "vdn."
- **Update Interval** — The interval, in seconds, between display updates. Enter one of the following values:

| Valid Input | Description                                                                                                                    |
|-------------|--------------------------------------------------------------------------------------------------------------------------------|
| no-update   | The display is not updated, and appears only for the interval specified in the Display Interval field                          |
| polled      | Updates the display hourly or half-hourly, based on the value in "BCMS Measurement Interval" (System-Parameters Features form) |
| 10          | Updates every 10 seconds                                                                                                       |
| 20          | Updates every 20 seconds                                                                                                       |
| 30          | Updates every 30 seconds, default value                                                                                        |
| 60          | Updates every 1 minute                                                                                                         |
| 120         | Updates every 2 minutes                                                                                                        |

- **On Change** — Enter "y" to update the display whenever the agent's state changes. The update on agent state change is in addition to the update as a result of the value entered in the Update Interval field. If "n" is entered, an update will only occur based on the Update Interval and not on the agent state change.
- **Display Interval** — The interval, in seconds, for which data is displayed if "no update" is entered in the Update Interval field. Enter one of the following values:

| Valid Input | Description                                    |
|-------------|------------------------------------------------|
| Body        |                                                |
| 5           | Display clears after 5 seconds                 |
| 10          | Display clears after 10 seconds, default value |

*Continued on next page*



| Valid Input | Description                                                                                                                            |
|-------------|----------------------------------------------------------------------------------------------------------------------------------------|
| 15          | Display clears after 15 seconds                                                                                                        |
| 30          | Display clears after 30 seconds                                                                                                        |
| not-cleared | The display does not clear, and the data appears until the display is used for another operation or until you press the Normal button. |

- **Format Description** — The definition of the layout for the 40-character display. Specify the starting position and the length of the data items by entering, for each data field, an optional label for the field followed the appropriate number of data field characters (such as \$s). Each "\$" represents one character in the display. For example, if the data will be a maximum of five characters long (for example, to display 5-digit agent extensions), enter "\$\$\$\$\$."

**NOTE:**

Some data types have preset maximum field length limits based on switch administration. For example, the data type "acceptable-service-level" is taken from the BCMS Acceptable Service Level field on the Hunt Group and Vector Directory Number forms; on this form, the field allows a maximum number of four characters. Therefore, for the acceptable-service-level, you should not create a VuStats display field that consists of more than four characters (that is, "\$\$\$\$"). Other data types have similar limits.

Field lengths for data items that appear as time must match the value in the Format field, which is discussed below. Remember to account for possible colons when the display will be in a time format.

Format descriptions can be all text (such as a message of the day) or they can be all data fields, in which case users will have to memorize the labels or use customer-provided overlays above or below the display.

**NOTE:**

If the numeric data for a field is too large for the number of data field characters entered, the VuStats display will show asterisks instead of data. If name database items are too large for the number of data field characters, the VuStats display will truncate the data to fit the data field size. The split objective, as entered on the Hunt Group form, will display as asterisks if the information exceeds the data field size.

### Data Item Fields

On lines 1 through 10, beneath the Data Type field label enter data items for the display format. These data items are associated with the sets of data field characters in the Format Description field. Each data item is defined by one or more of the following fields: Data Type, Format, Period, Threshold, and Split Reference. Input for these fields is described in more detail below.

Enter each data item in the same order as data fields are defined in the Format Description field. For example, Line 1 of the Data Type field must contain the data item for the first data field (that is, the first set of \$s).

- **Data Type** — The data item to be included in the current display format. For a complete list of data types available for each object type, see "Tables of Data Types" on page 3-578.
- **Format** — The format for displaying the data type. The format is required only for a data type with a time value. Enter one of the following Format values.

| Valid Input | Description                                           | Minimum Input Length |
|-------------|-------------------------------------------------------|----------------------|
| ccs         | Hundred call seconds (CCS) rounded to the nearest CCS | 1                    |
| h           | Hours rounded to the nearest hour                     | 1                    |
| h:mm        | Hours and minutes rounded to the nearest minute       | 4                    |
| h:mm:ss     | Hours, minutes, and seconds                           | 7                    |
| m           | Minutes rounded to the nearest minute                 | 1                    |
| m:ss        | Minutes and seconds                                   | 4                    |
| s           | Seconds                                               | 1                    |

- **Period** — Enter the measurement period for the data type. If the data type is historical data, you cannot leave this field blank. Valid entries are "day" (midnight to the current time), "interval" (the time specified in the "Number of Intervals" field), or blank. Refer to "Tables of Required and Allowed Fields" on page 5-566 to determine if a measurement period is required for a particular Data Type.

- **Threshold** — The threshold field is always an optional field. It contains two subfields, the threshold comparator and the threshold value. The threshold value is used with the threshold comparator to determine if a threshold warning should be generated. A threshold warning is generated if the specified condition is met for one or more of the data items. If the specified condition is not met for any of the data items, then no threshold warning is generated. The threshold value can be any numeric value from 0 to 999. Valid threshold comparators are:

- = (equal to)
- <> (not equal to)
- < (less than)
- <= (less than or equal to)
- > (greater than)
- >= (greater than or equal to)

- **Ref** — A reference to a split/skill; this field does not appear unless the Object Type is either "agent" or "agent-extension." This field is required only if the data type is an agent-related data type collected on a per-split basis or a split-related data type for one of the agent's logged-in splits. Enter one of the following values:

- "Top" references the first-administered, highest-level skill for EAS agents, or the first split logged into for non-EAS agents.

 **NOTE:**

With EAS, the "top" skill for VuStats is the first administered, highest level skill measured "internally" or "both." For CMS it is the first-administered, highest-level skill measured "externally" or "both." Therefore, it is possible for the top skill to be a different number skill for CMS than it is for VuStats. To avoid this, measure all skills as "both."

- "All" displays the combined data for all splits the agent is logged into.
- Any number from 1-20. The number represents a split to which the agent has logged in. For example, if the Ref field contains "1," VuStats displays the data for the first split the agent logged into, if the Ref field contains "2," VuStats displays the data for the second split the agent logged into, and so on.

VUSTATS DISPLAY FORMAT

Format Number: \_\_\_\_\_ Object Type: \_\_\_\_\_  
 Next Format Number: \_\_\_\_\_ Update Interval: \_\_\_\_\_ On Change? \_  
 Data Field Character: \_ Display Interval: \_\_\_\_\_  
 Number of Intervals: \_\_\_\_\_

Format Description: \_\_\_\_\_

| Data Type | Format | Period | Threshold | Ref   |
|-----------|--------|--------|-----------|-------|
| 1: _____  | _____  | _____  | _____     | _____ |
| 2: _____  | _____  | _____  | _____     | _____ |
| 3: _____  | _____  | _____  | _____     | _____ |
| 4: _____  | _____  | _____  | _____     | _____ |
| 5: _____  | _____  | _____  | _____     | _____ |
| 6: _____  | _____  | _____  | _____     | _____ |
| 7: _____  | _____  | _____  | _____     | _____ |
| 8: _____  | _____  | _____  | _____     | _____ |
| 9: _____  | _____  | _____  | _____     | _____ |
| 10: _____ | _____  | _____  | _____     | _____ |

**Screen 5-265. Blank Change/Display VuStats Display Format Form**

Screen 5-266 shows an example of a completed VuStats Display Format screen.

change display-format 11 Page 1 of 1

VUSTATS DISPLAY FORMAT

Format Number: 11 Object Type: agent  
 Next Format Number: 12 Update Interval: 30 On Change? n  
 Data Field Character: \$  
 Number of Intervals: 16

Format Description: SPLIT=\$\$ ASL=\$\$ ASA=\$\$ PSL=\$\$\$

| Data Type                         | Format | Period   | Threshold | Ref |
|-----------------------------------|--------|----------|-----------|-----|
| 1: split-number                   |        |          |           | 1   |
| 2: split-acceptable-service-level | s      |          |           | 1   |
| 3: split-average-speed-of-answer  | s      | interval |           | 1   |
| 4: split-percent-in-service-level |        | interval |           | 1   |
| 5: _____                          |        |          |           |     |
| 6: _____                          |        |          |           |     |
| 7: _____                          |        |          |           |     |
| 8: _____                          |        |          |           |     |
| 9: _____                          |        |          |           |     |
| 10: _____                         |        |          |           |     |

**Screen 5-266. Example Change/Display VuStats Display Format Form****List VuStats Display Format Screen**

A second VuStats Display Format screen is available with the **list** command. The purpose of this screen is to present the format of all, or a selected number, of VuStats displays. The List VuStats Display Format screen displays the Format

Number, Next Format Number, Number of Intervals, Object Type, Update Interval, and Format Description fields, and all designated data items, including the Data Type, Format, Threshold, and Ref (split reference).

Use this screen to compare VuStats displays to each other. This "list" presentation is most helpful when trying to see how displays are linked to each other. The screen includes the Next field, which contains the number of the next display (if any) to which a display is linked.

Screen 5-267 shows an example of the List VuStats Display Format screen. The fields for this screen are described below. Refer to the previous field descriptions in this section for more information.

**No** — Number. The unique identifying number of each display format.

**Next** — The number of the next display if the current display is linked to (followed by) another display format, or "none" if the current display format is not linked to another display format.

**Int** — Number of Intervals. The number of measurement intervals.

**Object Type** — The type of object for which data will be displayed.

**Update** — Update Interval. The time between display updates.

**Format Description** — The definition of the display's layout. The first line of the Format Description contains the text that precedes the data on a display plus the length of each data field (indicated by \$s). The succeeding lines of the Format Description identify the data items, in the order they are to appear. The data items are the actual measurements and other information that tell how agents, splits, vector directory numbers (VDNs), trunk groups, and the call center are performing. The data items are followed by the format (if any), which identifies how the data is to appear in the display, the period and threshold (if any), and the split reference (if any).

| VUSTATS DISPLAY FORMATS                             |      |     |                           |                |                                             | Page                  | 1 |
|-----------------------------------------------------|------|-----|---------------------------|----------------|---------------------------------------------|-----------------------|---|
| No                                                  | Next | Int | Object Type               | Update         | Format Description                          |                       |   |
| 1                                                   | none |     | split                     | 30             | SPLIT=\$\$ WAITING=\$\$\$ OLDEST=\$\$\$\$\$ |                       |   |
|                                                     |      |     | split-number              |                |                                             |                       |   |
|                                                     |      |     | calls-waiting             |                |                                             |                       |   |
|                                                     |      |     | oldest-call-waiting       |                | m:ss                                        |                       |   |
| 2                                                   | none |     | agent-extension on-change | AGENT=\$\$\$\$ | STATE=\$\$\$\$\$\$\$\$                      | TIME=\$\$\$\$\$\$\$\$ |   |
|                                                     |      |     | agent extension           |                |                                             |                       |   |
|                                                     |      |     | agent state               |                |                                             | 1                     |   |
|                                                     |      |     | time-agent-entered-state  |                |                                             | 1                     |   |
| press CANCEL to quit -- press NEXT PAGE to continue |      |     |                           |                |                                             |                       |   |

**Screen 5-267. List VuStats Display Format Form**

**Tables of Required and Allowed Fields****Table 5-16. Required and Allowed Fields — Agent and Agent-Extension Data Types**

| <b>VuStats Data Type</b> | <b>Format</b> | <b>Period</b> | <b>Threshold</b> | <b>Reference</b> |
|--------------------------|---------------|---------------|------------------|------------------|
| acd-calls                |               | required      | allowed          | required         |
| agent-extension          |               |               |                  |                  |
| agent-name               |               |               |                  |                  |
| agent-state              |               |               |                  | required         |
| average-acd-call-time    | required      | required      | allowed          |                  |
| average-acd-talk-time    | required      | required      | allowed          | required         |
| average-extension-time   | required      | required      | allowed          |                  |
| call-rate                |               | required      | allowed          |                  |
| current-reason-code      |               |               | allowed          |                  |
| current-reason-code-name |               |               | allowed          |                  |
| elapsed-time-in-state    |               |               |                  |                  |
| extension-calls          |               | required      | allowed          |                  |
| extension-incoming-calls |               |               | allowed          |                  |
| extension-outgoing-calls |               |               | allowed          |                  |
| shift-acd-calls          |               |               | allowed          | required         |
| shift-aux-time-1         | required      |               | allowed          |                  |
| shift-aux-time-2         | required      |               | allowed          |                  |
| shift-aux-time-3         | required      |               | allowed          |                  |
| shift-aux-time-4         | required      |               | allowed          |                  |
| shift-aux-time-5         | required      |               | allowed          |                  |
| shift-aux-time-6         | required      |               | allowed          |                  |
| shift-aux-time-7         | required      |               | allowed          |                  |
| shift-aux-time-8         | required      |               | allowed          |                  |
| shift-aux-time-9         | required      |               | allowed          |                  |
| shift-aux-time-all       | required      |               | allowed          |                  |
| shift-aux-time-default   | required      |               | allowed          |                  |

*Continued on next page*

**Table 5-16. Required and Allowed Fields — Agent and Agent-Extension Data Types — *Continued***

| <b>VuStats Data Type</b>        | <b>Format</b> | <b>Period</b> | <b>Threshold</b> | <b>Reference</b> |
|---------------------------------|---------------|---------------|------------------|------------------|
| shift-aux-time-non-default      | required      |               | allowed          |                  |
| shift-aux-time-reason-code      | required      |               | allowed          |                  |
| shift-average-acd-talk-time     | required      |               | allowed          | required         |
| skill-level                     |               |               |                  | required         |
| split-acceptable-service-level  | required      |               |                  | required         |
| split-acd-calls                 |               | required      | allowed          | required         |
| split-after-call-sessions       |               |               | allowed          | required         |
| split-agents-available          |               |               | allowed          | required         |
| split-agents-in-after-call      |               |               | allowed          | required         |
| split-agents-in-aux-1           |               |               | allowed          | required         |
| split-agents-in-aux-2           |               |               | allowed          | required         |
| split-agents-in-aux-3           |               |               | allowed          | required         |
| split-agents-in-aux-4           |               |               | allowed          | required         |
| split-agents-in-aux-5           |               |               | allowed          | required         |
| split-agents-in-aux-6           |               |               | allowed          | required         |
| split-agents-in-aux-7           |               |               | allowed          | required         |
| split-agents-in-aux-8           |               |               | allowed          | required         |
| split-agents-in-aux-9           |               |               | allowed          | required         |
| split-agents-in-aux-all         |               |               | allowed          | required         |
| split-agents-in-aux-default     |               |               | allowed          | required         |
| split-agents-in-aux-non-default |               |               | allowed          | required         |
| split-agents-in-other           |               |               | allowed          | required         |
| split-agents-on-acd-calls       |               |               | allowed          | required         |
| split-agents-on-extension-calls |               |               | allowed          | required         |
| split-agents-staffed            |               |               | allowed          | required         |
| split-average-acd-talk-time     | required      | required      | allowed          | required         |
| split-average-after-call-time   | required      |               | allowed          | required         |
| split-average-speed-of-answer   | required      | required      | allowed          | required         |

*Continued on next page*

**Table 5-16. Required and Allowed Fields — Agent and Agent-Extension Data Types — *Continued***

| <b>VuStats Data Type</b>       | <b>Format</b> | <b>Period</b> | <b>Threshold</b> | <b>Reference</b> |
|--------------------------------|---------------|---------------|------------------|------------------|
| split-average-time-to- abandon | required      | required      | allowed          | required         |
| split-call-rate                |               |               | allowed          | required         |
| split-calls-abandoned          |               | required      | allowed          | required         |
| split-calls-flowed-in          |               | required      | allowed          | required         |
| split-calls-flowed-out         |               | required      | allowed          | required         |
| split-calls-waiting            |               |               | allowed          | required         |
| split-extension                |               |               |                  | required         |
| split-name                     |               |               |                  | required         |
| split-number                   |               |               |                  | required         |
| split-objective                |               |               |                  | required         |
| split-oldest-calling-waiting   | required      |               | allowed          | required         |
| split-percent-in-service-level |               | required      | allowed          | required         |
| split-total-acd-talk-time      | required      | required      | allowed          | required         |
| split-total-after-call-time    | required      | required      | allowed          | required         |
| split-total-aux-time           | required      | required      | allowed          | required         |
| time-agent-entered-state       |               |               |                  | required         |
| total-acd-call-time            | required      | required      | allowed          |                  |
| total-acd-talk-time            | required      | required      | allowed          |                  |
| total-after-call-time          | required      | required      | allowed          |                  |
| total-aux-time                 | required      | required      | allowed          |                  |
| total-available-time           | required      | required      | allowed          |                  |
| total-hold-time                | required      | required      | allowed          |                  |
| total-staffed-time             | required      | required      | allowed          |                  |



**Table 5-17. Required and Allowed Fields — Split Data Types**

| <b>VuStats Data Type</b>  | <b>Format</b> | <b>Period</b> | <b>Threshold</b> |
|---------------------------|---------------|---------------|------------------|
| acceptable-service-level  | required      |               |                  |
| acd-calls                 |               | required      | allowed          |
| after-call sessions       |               |               | allowed          |
| agents-available          |               |               | allowed          |
| agents-in-after-call      |               |               | allowed          |
| agents-in-aux-1           |               |               | allowed          |
| agents-in-aux-2           |               |               | allowed          |
| agents-in-aux-3           |               |               | allowed          |
| agents-in-aux-4           |               |               | allowed          |
| agents-in-aux-5           |               |               | allowed          |
| agents-in-aux-6           |               |               | allowed          |
| agents-in-aux-7           |               |               | allowed          |
| agents-in-aux-8           |               |               | allowed          |
| agents-in-aux-9           |               |               | allowed          |
| agents-in-aux-all         |               |               | allowed          |
| agents-in-aux-default     |               |               | allowed          |
| agents-in-aux-non-default |               |               | allowed          |
| agents-in-other           |               |               | allowed          |
| agents-on-acd-calls       |               |               | allowed          |
| agents-on-extension-calls |               |               | allowed          |
| agents-staffed            |               |               | allowed          |
| average-acd-talk-time     | required      | required      | allowed          |
| average-after-call-time   | required      |               | allowed          |
| average-speed-of- answer  | required      | required      | allowed          |
| average-time-to- abandon  | required      | required      | allowed          |
| call-rate                 |               |               | allowed          |
| calls-abandoned           |               | required      | allowed          |
| calls-flowed-in           |               | required      | allowed          |

*Continued on next page*

**Table 5-17. Required and Allowed Fields — Split Data Types — Continued**

| <b>VuStats Data Type</b> | <b>Format</b> | <b>Period</b> | <b>Threshold</b> |
|--------------------------|---------------|---------------|------------------|
| calls-flowed-out         |               | required      | allowed          |
| calls-waiting            |               |               | allowed          |
| oldest-calling-waiting   | required      |               | allowed          |
| percent-in-service-level |               | required      | allowed          |
| split-extension          |               |               |                  |
| split-name               |               |               |                  |
| split-number             |               |               |                  |
| split-objective          |               |               |                  |
| total-acd-talk-time      | required      | required      | allowed          |
| total-after-call-time    | required      | required      | allowed          |
| total-aux-time           | required      | required      | allowed          |

**Table 5-18. Required and Allowed Fields — VDN Data Types**

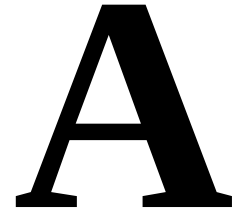
| <b>VuStats Data Type</b>  | <b>Format</b> | <b>Period</b> | <b>Threshold</b> |
|---------------------------|---------------|---------------|------------------|
| acceptable-service-level  | required      |               |                  |
| acd-calls                 |               | required      | allowed          |
| average-acd-talk-time     | required      | required      | allowed          |
| average-speed-of- answer  | required      | required      | allowed          |
| average-time-to- abandon  | required      | required      | allowed          |
| calls-abandoned           |               | required      | allowed          |
| calls-flowed-out          |               | required      | allowed          |
| calls-forced-busy-or-disc |               | required      | allowed          |
| calls-offered             |               | required      | allowed          |
| calls-waiting             |               |               | allowed          |
| non-acd-connected-calls   |               | required      | allowed          |
| oldest-calling-waiting    | required      |               | allowed          |
| percent-in-service-level  |               | required      | allowed          |
| total-acd-talk-time       | required      | required      | allowed          |
| vdn-extension             |               |               |                  |
| vdn-name                  |               |               |                  |

**Table 5-19. Required and Allowed Fields — Trunk Group Data Types**

| <b>VuStats Data Type</b>   | <b>Format</b> | <b>Period</b> | <b>Threshold</b> |
|----------------------------|---------------|---------------|------------------|
| average-incoming-call-time | required      | required      | allowed          |
| average-outgoing-call-time | required      | required      | allowed          |
| incoming-abandoned-calls   |               | required      | allowed          |
| incoming-calls             |               | required      | allowed          |
| incoming-usage             | required      | required      | allowed          |
| number-of-trunks           |               |               |                  |
| outgoing-calls             |               | required      | allowed          |
| outgoing-completed-calls   |               | required      | allowed          |
| outgoing-usage             | required      | required      | allowed          |
| percent-all-trunks-busy    |               | required      | allowed          |
| percent-trunks-maint-busy  |               | required      | allowed          |
| trunk-group-name           |               |               |                  |
| trunk-group-number         |               |               |                  |
| trunks-in-use              |               |               | allowed          |
| trunks-maint-busy          |               | required      | allowed          |

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## SPID Installation



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All interface terminals used with the Lucent Technologies 5ESS switch or the DEFINITY Enterprise Communications Server must have a unique Service Profile Identifier (SPID) number recorded within the terminal. A SPID is not required when the terminal is used with the 5E4 switch.

This number is entered into the terminal via the terminal's key pad. A terminal connected to the DEFINITY ECS typically uses the terminal's 4-digit extension number plus two additional digits as its SPID. These two additional digits range from 00 to 15 and represent the terminal identifiers A through P, respectively. A terminal connected to the 5ESS typically uses the terminal's 10-digit telephone number as its SPID.

The 5ESS switch calculates the SPID automatically upon completion of the service order input process. Obtain the SPID from the System Administrator.



### **CAUTION:**

*The SPID number identifies your terminal to the network and should not be changed unless your System Administrator so indicates. Changing the value could result in loss of service.*

Use the following procedure to enter the Service Profile Identifier (SPID) in the terminal and key telephone.

1. Press the **Shift/Select** or **Select** button.

Message lamp comes on.

2. Press the **Mute** button followed by key pad digits "1" and "3" ("4" and "3", respectively).

The present value of the SPID is shown on the display.

3. Enter digits from the key pad for the new SPID number.



**NOTE:**

To erase a SPID, enter "\*".

To save a SPID, enter "#".

### Overview

---

This chapter provides the information necessary for the System Administrator to administer a DEFINITY Enterprise Communications Server using any of the administration terminals listed later in this section. Unless otherwise noted, the DEFINITY ECS will be referred to as the "system" throughout this chapter.

If you use the DEFINITY Communications System Generic 3 Management Applications (G3-MA) to administer your system system administration will be performed using, refer to *DEFINITY Communications System Generic 3—Management Applications Operations*, 585-229-202, for system management procedures.

Before you administer your system, you should:

- Attend the System Customer Training Course.
- Be familiar with the information in the *DEFINITY ECS Release 5 System Description and Specifications*, and the *DEFINITY ECS Release 5 Feature Description*.
- Obtain a list from the Account Team and determine what hardware has been ordered.
- Using this manual, complete:
  - the Communications Survey
  - the applicable system records and forms
- Retain all the completed system forms in the *DEFINITY ECS Release 5 Implementation* manual for use in initializing and administering the system.

System Administration is the process by which the System Administrator controls, maintains, and monitors the system. The System Administrator provides reports which enable you to assess system functionality and use. System Management also allows you to make additions and/or changes as necessary to meet business requirements.

### **System Administrator's Role**

---

The System Administrator is responsible for the following:

- Adding, changing, removing, and monitoring the system and voice terminal features on a day-to-day basis
- Performing system backup procedures
- Monitoring system performance
- Maintaining system security

### **Initialization**

---

After the system is installed and initialized, the System Administrator can administer the system using the system administration terminal.

Once completed and duplicated, all forms from the *Implementation* Blank Forms should be sorted into groups. For example, all voice terminal, hunt group, and trunk group forms should be in separate groups. A copy of the Port Assignment Record should be available to keep track of the items being installed in the system. These records can be used as a permanent record to show how the system was initially set up. These records can be replaced as system and voice terminal features are added or removed.

### **Ongoing Administration**

---

Ongoing administration is the process of using system commands to perform a variety of functions to meet business requirements. These functions include: add, change, display, set time, list, duplicate, perform system measurements, perform security and alarms, configure, monitor system performance, and remove system and/or voice terminal features.

### **Record Keeping**

---

Record keeping plays a vital role in system administration. Records provide a current status of what hardware and which features have been installed.

The Port Assignment Record provides a record of how a system is initialized and administered. Ports are the physical location on a circuit pack where terminals, trunks, or system adjuncts are connected. Once port numbers are assigned, they become the "address" of the associated equipment or facility in the system.



It is necessary that a record be made and kept of port assignments for system installation/initialization and ongoing administration.

A work request form or worksheet should be used to keep track of people who requested the features and the features they desired. Follow your company policy concerning keeping records.

You should have thorough training on the following items before attempting to administer the system:

- System and voice terminal features
- Hardware requirements
- Port assignments
- Management terminal operation

## **DEFINITY Administration Terminals**

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### **Overview**

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The terminal supplied with the system must be located within 50 feet of the system cabinet. The terminal consists of a video display and a keyboard that allow a System Administrator to communicate with the system. After initialization, the terminal is used to reconfigure translations and to monitor system performance. The terminal can also be used by maintenance personnel.

The system can be equipped with any of the following terminals:

- 715 Multi-Task (MT) Terminal
- 513 BCT
- 610 BCT
- 615 MT Terminal
- 4410 Terminal
- 4425 Terminal
- Personal Computer (PC) using a 513, 4410, or 4425 emulation software package
- DEC VT220

If your DEFINITY System is being used with a G3-MA, refer to *DEFINITY Communications System Generic 3 Management Applications-Operations*, 585-229-202, for terminal operating instructions and system management procedures. No operating instructions are given in this document.

The operating instructions in this document cover the 715, 513, 4410, 4425, and VT220 terminal types. The operating instructions for the 610 BCT or 615 MT terminal are the same as for the 513 BCT if the 610 or 615 MT terminal is supplied with the 513 emulation cartridge or as for the 4410 if the 513 emulation cartridge is not supplied with the 610 BCT or 615 MT terminal. The instructions describe how the terminal keys can be used, for example, to enter, cancel, display, and change system translations. Instructions on how to use the function keys are also provided.

The terminal key instructions are provided in Table B-1.

Refer to the following manuals for additional operation information on the 715, 513, 610, 4410, or 4425 terminals:

- *715 MT Terminal User's Guide and Service Manual*, for the 715 terminal
- *Information Systems 513 Business Communications Terminal (BCT) Users Guide*, for the 513 BCT

- *Information Systems 610 Business Communications Terminal (BCT) Users Guide*, for the 610 BCT
- *Information Systems 615 Multi-Tasking Terminal Users Guide*, for the 615 MT terminal
- *Information Systems Display Terminal Users Guide*, for the 4410 terminal
- *Information Systems User's Guide*, for the 4425 terminal
- The owners manual for the VT220 terminal. You must order this book from Digital Equipment Corporation.

## 715 MT Terminal

The 715 MT terminal emulates the 615 MT Terminal/System 75 Cartridge combination (513 emulation) when operated in the "BCS" operating mode. The terminal operating mode is set by selecting the Emulation option of the User Preferences subhuman or via an escape sequence.

## Keyboard Overview

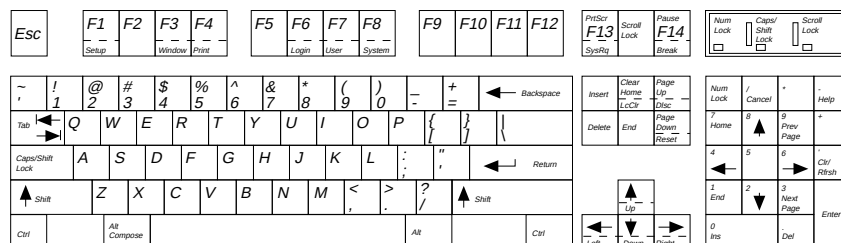


**Figure B-1. 715 MT Keyboard**

The 715 keyboard is equipped with special keys that allow the user to make corrections and do editing functions. Various function keys perform specific functions. Figure B-1 shows the layout of the 715 keyboard.

The keyboard's top row includes 14 function keys that provide access to the modules and features of the terminal. They are used as terminal function keys, as screen-labeled keys, or as function keys. For more information on using or programming the 715's function keys, see the *715 MT Terminal User's Guide and Service Manual*, 999-300-760. Table B-1 provides a list of the cursor keys, function keys, and programmable keys with a brief description of each.

## 513 BCT Keyboard

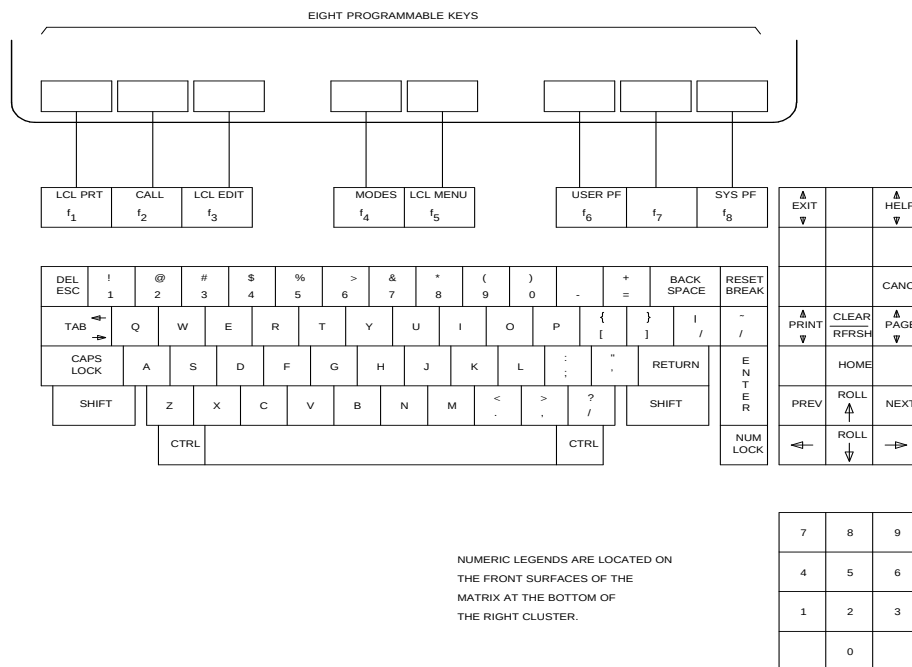


**Figure B-2. 513 BCT Keyboard Function Keys and Programmable Keys**

The 513 BCT keyboard is equipped with special cursor keys that allow the user to make corrections and perform editing functions. Function keys that allow single keystrokes to do specific functions are also provided. Each type of key used on the 513 BCT is described in the following paragraphs.

### Cursor Keys

The cursor keys allow the user to move the cursor between fields and pages on a screen form. The cursor must be positioned on a field before the user can change information in that field.

The backspace key is used to correct typing mistakes by backspacing and overstriking mis-typed characters.

## Programmable Keys

The 513 BCT keyboard is equipped with eight programmable keys (F1 to <>F8) located at the top of the keyboard. Each key can be programmed by the user to perform a specific function. The keys are programmed by accessing the USER PF SET-UP screen form. Figure B-2 shows the layout of the 513 BCT keyboard.

## Function Keys

Three function keys (CANCL, ENTER, and RETURN) are provided.

The CANCL key is used to erase a form or command. Once the key is pressed, the system returns the user to the enter command: (tasks request) level and asks for a new command. Any data entered on a screen form prior to pressing CANCL is ignored. Any command entered is ignored and the user is returned to the enter command: prompt.

The ENTER key is used to store the data entered on a screen form into the system's memory.

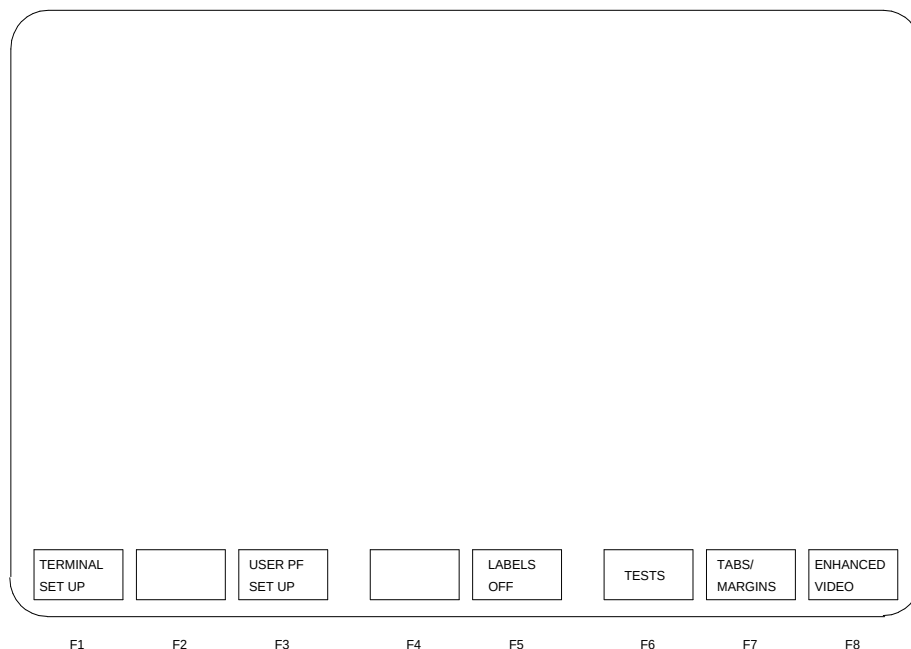
The RETURN key, when pressed, automatically moves the cursor to the next field on a screen form.

## How to Program the Function Keys for a 513 BCT

This section covers the procedures used to program the function keys for a 513 BCT. The programmable function keys can be used to save time by eliminating unnecessary typing. For example, a function key can be programmed to type the **change station** command. When the programmed key is pressed, **change station** appears on the terminal screen. The user then enters the extension number associated with the voice terminal. The user should be familiar with the User PF Keys section in the *513 BCT User's Guide*, 999-700-486IS, before attempting to program the function keys. Program the function keys as follows:

1. Turn on the 513 BCT.
2. Log in to the system.
3. Press SHIFT and F5 (LCL MENU). See Figure B-3.
4. The function for each programmable key is displayed at the bottom of the screen. See Figure B-3.
5. Press F3 (USER PF SET UP). See Figure B-4.
6. Screen displays the USER PF SET-UP screen form.  
See Figure B-4. The values displayed are default values which can be changed.
7. Press F8 (MONITOR MODE). This allows the user to program control characters associated with the USER PF SET-UP screen form.

8. To program F1, position the cursor under the Action heading for F1. See Figure B-4 or Figure B-5.
9. Type in **send**.
10. Position the cursor under the Label heading.
11. Enter the desired administration command. (This command can be typed on two lines.) For example, if you type in **duplicate station**, this is the function assigned to F1. See Figure B-5 for examples of entering **duplicate station**, **display station**, and **change station** commands.
12. Position the cursor under the Function String heading.
13. Type in the desired string, up to 80 characters.
14. Repeat the above steps for other keys you want to program.
15. Press the F6 (SAVE ALL) key. This stores the currently displayed values for all the keys that were programmed. The default values that were not changed remain with the key.
16. The screen is blank except for the labels displayed at the bottom of the screen. See Figure B-3.



---

**Figure B-3. Screen Labels for LCL MENU Key (513 BCT)**

**USER PF KEY SET-UP**  
 -----

|     | Action | Label | Function String |
|-----|--------|-------|-----------------|
| f1: | keyed  | f1    | Oc              |
| f2: | keyed  | f2    | Od              |
| f3: | keyed  | f3    | Oe              |
| f4: | keyed  | f4    | Of              |
| f5: | keyed  | f5    | Og              |
| f6: | keyed  | f6    | Oh              |
| f7: | keyed  | f7    | Oi              |
| f8: | keyed  | f8    | Oj              |

PREVIOUS  
FIELD

NEXT  
FIELD

STEP

DEFAULT  
VALUES

SAVED  
VALUES

SAVE  
ALL

PRINT  
SCREEN

MONITOR  
MODE

F1F2F3F4F5F6F7F8

**Figure B-4. USER PF SET-UP Key Display (513 BCT)**

USER PF KEY SET-UP

|     | Action | Label               | Function String     |
|-----|--------|---------------------|---------------------|
| f1: | send   | DUPLICAT<br>STATION | duplicate stationHc |
| f2: | send   | DISPLAY<br>STATION  | display stationHc   |
| f3: | send   | CHANGE<br>STATION   | change stationHc    |
| f4: | keyed  | f4                  | Of                  |
| f5: | keyed  | f5                  | Og                  |
| f6: | keyed  | f6                  | Oh                  |
| f7: | keyed  | f7                  | Oi                  |
| f8: | keyed  | f8                  | Oj                  |

PREVIOUS  
FIELD

NEXT  
FIELD

STEP

DEFAULT  
VALUES

SAVED  
VALUES

SAVE  
ALL

PRINT  
SCREEN

MONITOR  
MODE

F1

F2

F3

F4

F5

F6

F7

F8

**Figure B-5. Assigning Administrative Functions to Function Keys (513 BCT)**



**Table B-1. Terminal Keys**

| Function                                                                                                                                                                                                                                                                                                                     | Terminal Type                    |                                         |                                          |      |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------|-----------------------------------------|------------------------------------------|------|
|                                                                                                                                                                                                                                                                                                                              | 715 <sup>1</sup>                 | 513 or 610<br>or 615<br>MT <sup>2</sup> | 4410 or 610<br>or 615<br>MT <sup>3</sup> | 4425 |
| <b>To cancel a screen form or command</b><br>Once the key is pressed, the system returns the user to the enter command: (tasks request) level. Any data entered on a screen form prior to pressing CANCL (Cancel) or F1 is ignored. For the 4410 or 4425, the associated F1 screen label (CANCEL) is automatically assigned. | Cancel                           | CANCL                                   |                                          |      |
| <b>To clear and redraw a screen form</b><br>The system redraws the same screen. For the 4410 or 4425, the associated F2 screen label (REFRESH) is displayed when the <b>add</b> , <b>change</b> , or <b>display</b> command is entered and the screen form is displayed.                                                     | Clr/Rfrsh                        | CLEAR<br>RFRSH                          |                                          |      |
| <b>To clear all data in a field</b><br>The cursor must be positioned at the field the user wants to clear before pressing this key. For the 4410 or 4425, the associated F4 screen label (CLEAR FIELD) is displayed when the <b>add</b> or <b>change</b> command is entered and the screen form is displayed.                | (shift)<br><b>Clear<br/>Home</b> | CLEAR<br>RFRSH<br>(shift)               |                                          |      |
| <b>To display the next page of a screen form</b><br>Used to display the next page of a screen form that has more than one page. For the 4410 or 4425, the associated F7 screen label (NEXT PAGE) appears when the screen form has more than one page.                                                                        | Page<br>Down                     | PAGE                                    |                                          |      |

*Continued on next page*

**Table B-1. Terminal Keys — Continued**

| Function                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | Terminal Type    |                                         |                                          |      |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------|-----------------------------------------|------------------------------------------|------|
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | 715 <sup>1</sup> | 513 or 610<br>or 615<br>MT <sup>2</sup> | 4410 or 610<br>or 615<br>MT <sup>3</sup> | 4425 |
| <b>To display the previous page of a screen form</b><br><br>Used to display the previous page of a form which has more than one page. For the 4410 or 4425, the associated F8 screen label (PREV PAGE) is displayed only when the screen has more than one page.                                                                                                                                                                                                                                                                                                                                              | Page Up          | PAGE (shift)                            |                                          |      |
| <b>To display the first page of a multiple screen form</b><br><br>Used to display the first page of multiple forms when using the command (typical— <b>display station xxxx count 1-10</b> ). For the 4410 or 4425, the associated F6 screen label (NEXT FORM) is displayed only when multiple forms are to be displayed.                                                                                                                                                                                                                                                                                     | ctl-W            | ctl-W                                   |                                          |      |
| <b>To display help information for a field or command</b><br><br>Used to display help information on the type of data that can be entered into the field associated with the current cursor position. The system displays all the possible entries the user can input for that field. This key can also be pressed at the enter command: level to obtain a list of all the system commands. HELP can be pressed at other command levels to obtain a list of objects and entries for identifiers. For the 4410 or 4425, the associated F5 screen label (HELP) is displayed when the user logs into the system. |                  |                                         |                                          |      |

*Continued on next page*

**Table B-1. Terminal Keys — Continued**

| <b>Function</b>                                                                                                                                                                                                                                                        | <b>Terminal Type</b>         |                                                 |                                                  |                           |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------|-------------------------------------------------|--------------------------------------------------|---------------------------|
|                                                                                                                                                                                                                                                                        | <b>715<sup>1</sup></b>       | <b>513 or 610<br/>or 615<br/>MT<sup>2</sup></b> | <b>4410 or 610<br/>or 615<br/>MT<sup>3</sup></b> | <b>4425</b>               |
| <b>To move the cursor to the next field on a line</b><br><br>If the cursor is in the last field on a line, then it moves to the first field on the next line. If the cursor is in the last field on the last line, then it moves to the first field on the first line. | right arrow or TAB or Return | right arrow or TAB right arrow                  | right arrow or TAB                               | right arrow or TAB        |
| <b>To move the cursor to the previous field on a line</b><br><br>If the cursor is in the first field on a line, then it moves to the last field of the previous line. If it is in the first field of the first line, then it moves to the last field of the last line. | left arrow or TAB (shift)    | left arrow or TAB left arrow (shift)            | left arrow or TAB (shift)                        | left arrow or TAB (shift) |
| <b>To move the cursor to the next line</b><br><br>If the cursor is on the last line, it moves to the first line.                                                                                                                                                       | down arrow                   | ROLL down arrow                                 | o down arrow                                     | down arrow                |

*Continued on next page*

**Table B-1. Terminal Keys — Continued**

| Function                                                                                                                                                                                                                                                                                                | Terminal Type    |                                         |                                          |          |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------|-----------------------------------------|------------------------------------------|----------|
|                                                                                                                                                                                                                                                                                                         | 715 <sup>1</sup> | 513 or 610<br>or 615<br>MT <sup>2</sup> | 4410 or 610<br>or 615<br>MT <sup>3</sup> | 4425     |
| <b>To move the cursor to the previous line</b><br><br>If the cursor is on the first line, it moves to the last line.                                                                                                                                                                                    | up arrow         | ROLL up arrow                           | 2 up arrow                               | up arrow |
| <b>To store the data entered on a screen form</b><br><br>Used to enter into system memory the data that is displayed on a screen form. For the 4410 or 4425, the associated F3 screen label (ENTER) is displayed when the add or change command is entered and the associated screen form is displayed. |                  |                                         |                                          |          |
| <b>To update the BCMS screen form using Monitor commands (G1)</b><br><br>Used to obtain immediate update of real time status reports for agents and splits. Used only with the BCMS <b>monitor bcms split</b> and <b>monitor bcms system</b> commands.                                                  |                  |                                         |                                          |          |

- 
1. The 715 must be set to the "BCS" emulation mode which causes it to function like a 615 MT Terminal equipped with a 513 emulation cartridge.
  2. If a 513 emulation cartridge is used for a 610 or 615 MT, the 610 or 615 MT Terminal keys will function the same as the 513 BCT keys.
  3. If a 513 emulation cartridge is not used with a 610 or 615 MT, the 610 or 615 MT Terminal keys will function the same as the 4410 keys.
- 

### **4425, 4410, 610, and 615 MT Terminals**

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The 4425, 4410, 615 MT, and 610 terminals can also be used to administer DEFINITY Communication Systems. The 4425, 4410, 615 MT, and 610 terminals have eight function keys (F1 through <>F8) that are automatically assigned functions by the system software. These keys allow the user to edit and fill out the screen forms and then submit the forms into system translations. Since the keys are assigned by the system, they cannot be programmed by the user.

The function assigned to each of the keys is displayed at the bottom of the 4425 or 4410 screen. Figure B-6 shows the location of the eight keys and their relationship to the screen for the 4425. Figure B-7 shows the same information for the 4410. Figure B-8 shows the information for the 610. Figure B-9 shows the information for the 615 MT Terminal.

When the user logs into the system and receives the `enter` command: prompt, the system automatically assigns the **CANCEL** function to F1 and the **HELP** function to F5.

When the user types in a command, the system automatically assigns the **REFRESH** function to F2, the **ENTER** function to F3, and the **CLEAR FIELD** function to F4. These functions will appear at the bottom of the screen after the station screen form is displayed.

If the screen form has more than one page, the system automatically assigns the **NEXT PAGE** function to F7 and the **PREV PAGE** function to F8. See Table B-1 for a description of how to use the keys.

### **PC Running MS-DOS Keyboard**

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The PC Running MS-DOS function keys will work like a 4410 if the terminal is equipped with a 4410 emulation software package or a 4425 if it is equipped with a 4425 emulation software package. The function keys are automatically assigned by system software when the user logs in.

If the PC is equipped with a 513 emulation software package, the user must assign function keys such as **HELP** and **NEXT PAGE** to the function key labels on the PC screen and then use these keys as function keys. The system does not automatically assign the function keys. The escape sequences that must be assigned to the labels for the function keys are in Table B-2:

**Table B-2. Escape Sequences**

| Label     | Escape Sequence |
|-----------|-----------------|
| HELP      | ESC OM          |
| NEXT PAGE | ESC [U          |
| PREV PAGE | ESC [V          |
| ENTER     | ESC SB          |
| CANCEL    | ESC OW          |
| REFRESH   | ESC Na          |

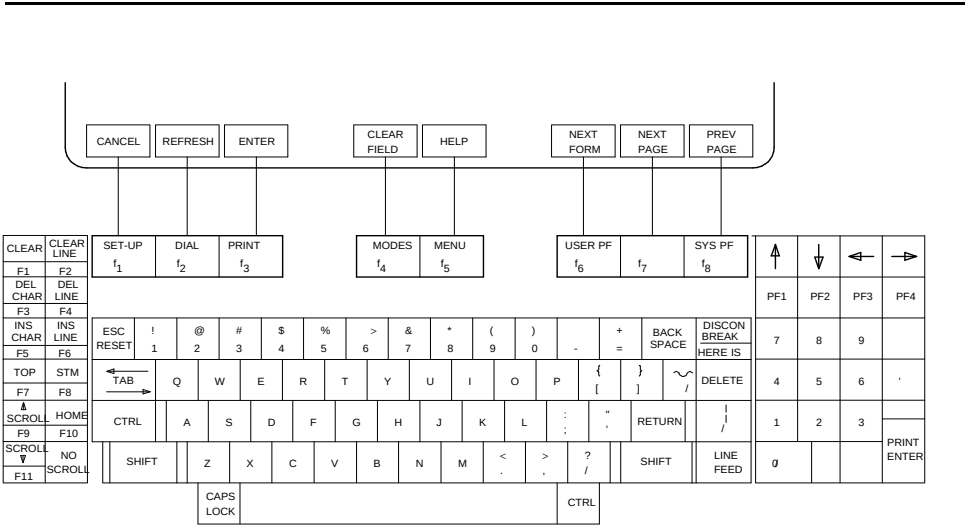


Figure B-6. 4425 Keyboard Assignments

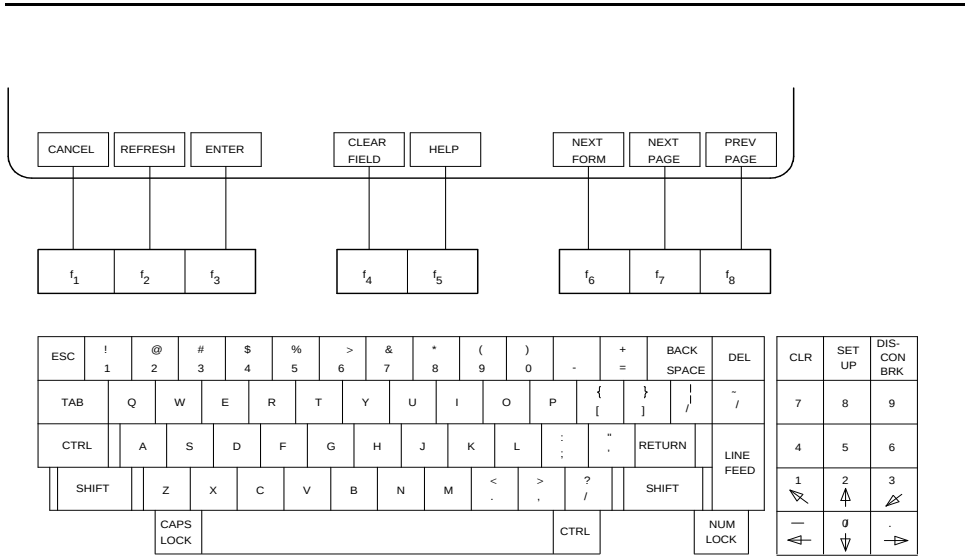


Figure B-7. 4410 Keyboard Assignments

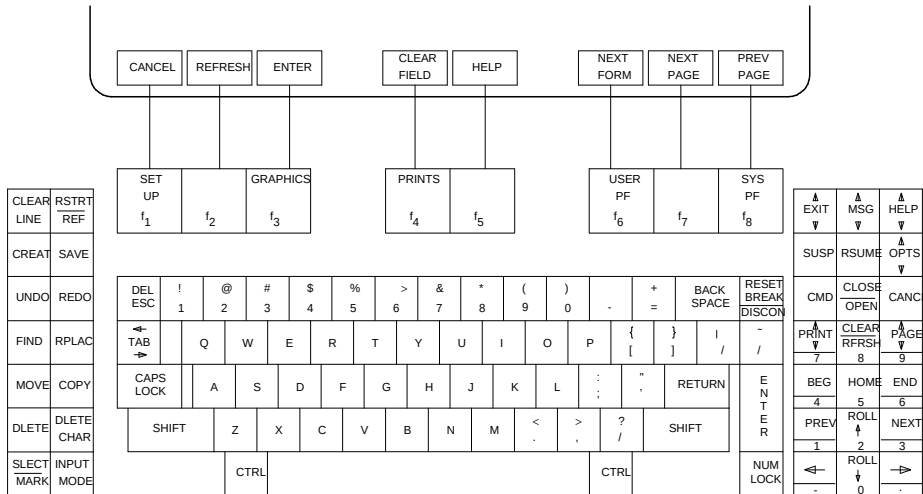


Figure B-8. 610 MT Terminal Keyboard Assignments

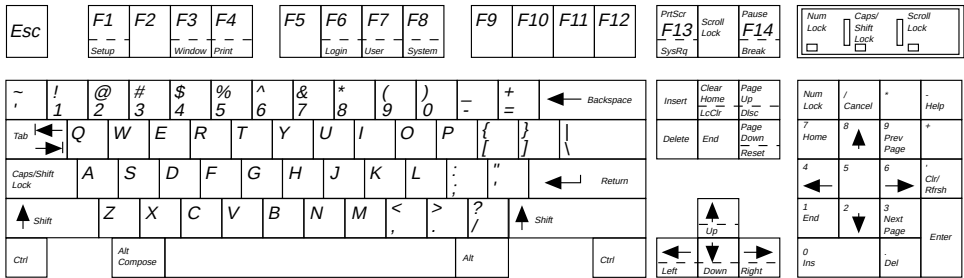


Figure B-9. 615 MT Keyboard Assignments Used without a 513 Emulation Cartridge

DEC VT220 Terminal

The DEFINITY system supports the Digital Equipment Corporation's VT220 terminal. This section provides the basic control functions of the VT220. The North American keyboard is used when discussing the function keys. For more information, consult the *VT220 Owner's Manual*.

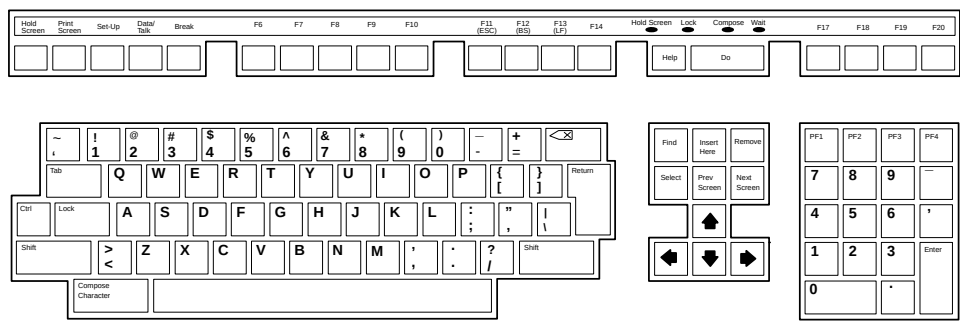


Figure B-10. DEC VT220 North American Keyboard



Table B-3 provides the mapping of the basic control functions of the DEC VT220.

**Table B-3. Mapping of Basic Control Functions**

| FUNCTION       | VT220           |
|----------------|-----------------|
| Help           | Help            |
| Previous Page  | Previous Screen |
| Next Page      | Next Screen     |
| Cancel         | Remove          |
| Submit         | Do              |
| Previous Field | F17             |
| Next Field     | F18             |
| Clear Field    | F19             |
| Refresh        | F20             |
| Next Form      | Select          |
| Up Arrow       | Up_Arrow        |
| Down Arrow     | Down_Arrow      |
| Right Arrow    | Right_Arrow     |
| Left Arrow     | Left_Arrow      |
| Update Form    | Find            |

Table B-4 provides the escape sequences for the function keys described in the previous table.

**Table B-4. Escape Sequences for Function Keys**

| <b>FUNCTION</b> | <b>KEY</b>      | <b>ESCAPE &gt;<br/>SEQUENCE</b> |
|-----------------|-----------------|---------------------------------|
| Help            | Help            | ESC [28                         |
| Previous Page   | Previous Screen | ESC [5                          |
| Next Page       | Next Screen     | ESC [6                          |
| Cancel          | Remove          | ESC [3                          |
| Submit          | Do              | ESC [29                         |
| Previous Field  | F17             | ESC [31                         |
| Next Field      | F18             | ESC [32                         |
| Clear Field     | F19             | ESC [33                         |
| Refresh         | F20             | ESC [34                         |
| Next Form       | Select          | ESC [4                          |
| Up Arrow        | Up Arrow        | ESC [A                          |
| Down Arrow      | Down Arrow      | ESC [B                          |
| Right Arrow     | Right Arrow     | ESC [C                          |
| Left Arrow      | Left Arrow      | ESC [D                          |
| Update Form     | Find            | ESC [1                          |

Table B-5 provides the escape sequences for the display control on the DEC VT220.

**Table B-5. Display Control Escape Sequences**

| <b>TERMINAL CONTROL</b> | <b>ESCAPE &gt;<br/>SEQUENCE</b> | <b>COMMENTS</b>                                                                                   |
|-------------------------|---------------------------------|---------------------------------------------------------------------------------------------------|
| Cursor Position         | ESC [Pl;PcH                     | Pl=line, Pc=column                                                                                |
| Cursor Position Column  | ESC [PnC                        | Pn=column                                                                                         |
| Save Cursor             | ESC 7                           |                                                                                                   |
| Restore Cursor          | ESC 8                           |                                                                                                   |
| Top and Bottom Margins  | ESC [Pt;Pbr                     | Pt=top line number<br>Pb= bottom line number                                                      |
| Enhancement Video       | ESC [Ps;.....;Psm               | Ps=0 -> Off<br>Ps=4 -> Underline<br>Ps=5 -> Blinking<br>Ps=7 -> Reverse                           |
| Clear Line (1)          | ESC [K                          | Erase from the cursor to the end of the line (including the cursor position)                      |
| Clear Line (2)          | ESC [1K                         | Erase from the beginning of the line to the cursor (including the cursor position)                |
| Clear Line (3)          | ESC [2K                         | Erase the complete line                                                                           |
| Clear Screen (1)        | ESC [J                          | Erase from the cursor to the end of the screen (including the cursor position)                    |
| Clear Screen (2)        | ESC [1J                         | Erase from the beginning of the screen to the cursor (including the cursor position)              |
| Clear Screen (3)        | ESC [2J                         | Erase the complete display                                                                        |
| Printer Port            | ESC [?Psn                       | Ps=10 -> Printer Ready<br>Ps=11 -> Printer Busy<br>Ps=13 -> No Printer<br>Ps=15 -> Printer Status |
| Printer Controller      | ESC [Psi                        | Ps=0 -> Print Screen<br>Ps=5 -> Set Transp Mode<br>Ps=4 -> Reset Transp Mode                      |

## **System Administration**

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### **Administration Sequence**

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After the system is installed, the System Administrator must enter the translation data into the system memory using the system administration terminal.

Before initializing the system, turn on the terminal and verify that the screen displays `Login:`. If your terminal does not display `Login:`, call your Lucent Technologies Account Team.

The *Implementation* manual for your DEFINITY system provides the details for gathering the translation data. It also provides detailed descriptions and procedures required to complete all the screen forms used to enter translation data into the system. The document also provides the administration commands that can be used to administer system and voice terminal features, and error messages.

Obtain all duplicated forms from *Implementation* and sort them into groups. For example, forms for all voice terminals, and hunt and trunk groups should be separated. A copy of the Port Assignment Record should be available to keep track of the items being installed in the system.

When entering the translation data into the system, the System Administrator should periodically save the translations on tape. This creates a nonvolatile copy of the translation already entered into the system. If a power outage or system failure occurs, the translation data saved on the tape will not have to be entered again.

The system features should be entered into the switch in an ordered manner. The following is the recommended order in which data should be entered into the system:

1. Login and Password (Change Password, if necessary)
2. Dial Plan
3. Feature Access Codes
4. System Features (Class of Service and Class of Restriction)
5. Console Parameters
6. Attendant Consoles
7. System Parameters
8. Voice Terminals
9. Data Modules
10. Netcon Channels
11. Groups (hunt groups, pickup groups, etc.)

12. Trunk Groups
13. Automatic Route Selection
14. Administered Connections

These items cannot be added to the system; however, they can be changed to suit business needs by entering the **change** command for that feature and changing the screen form. The **add** command must be used to add trunks, pickup groups, hunt groups, and intercom groups. The **duplicate** command can be used to duplicate voice terminals and data modules.

### Login and Password

Once all the forms have been grouped, the System Administrator can log in to the system using the terminal and receive the `enter` command: prompt. The System Administrator can change the password, if so desired.

#### NOTE:

For improved system security, the password should be changed frequently.

### Establish a Dial Plan

The Dial Plan and Feature Access Codes (FACs) must be administered before voice terminals, hunt groups, pickup groups, coverage groups, and attendant consoles can be administered. The default values for the Dial Plan can be changed if they do not meet business requirements. The Dial Plan can be changed by entering the commands **change dialplan**, **add second-digit**, or **change second-digit** and then changing the default values on the screen form. The Dial Plan can use up to 5 digits, 6 digits for prefixed extensions.

### Feature Access Codes

The defaulted values on the FAC form can be changed if they do not meet business requirements. FACs can be changed by entering the command **change feature-access-codes** and then changing the default values on the screen form. The number of digits assigned to the FAC must agree with the Dial Plan.

### System Features

System features include the Class of Service (COS) and Class of Restriction (COR). These features cannot be added; they can only be changed. To change these system features, enter the command **change cos** for COS or **change cor 0-95** for COR. Once the screen form is displayed, the data entries can be changed.

## Console Parameters and Attendant Consoles

Attendant consoles must be added one at a time. A vacant port on a digital line circuit pack is required for each attendant console used. For reliability, attendant consoles should not be assigned to the same circuit pack.

## System Parameters

System parameters allow the System Administrator to assign values for system related features such as Leave Word Calling (LWC), Hospitality Features, and Call Detail Recording (CDR).

## Voice Terminals

Once the Dial Plan and FACs have been assigned, the System Administrator can add the various voice terminals. The **duplicate** command can be used to add the same types of voice terminals. The extension number, location, type, and user name should be entered on the form.

command can be used to add the same types of voice terminals. The extension number, location, type, and user name should be entered on the form.

## Data Modules

Data modules can be assigned after voice terminal administration. Some data modules must be added during voice terminal administration if the voice terminal has a data module. Other data modules can be added separately.

## Netcon Channels/SAPs

Netcon channels are used to provide switched data access for the following:

- Call Detail Recording (CDR)
- On-premises administration/maintenance terminal
- Remote administration/maintenance terminal
- Property Management System (PMS) Link
- PMS Log Printer
- Journal Printer
- Recorded Announcements
- System Printer

Netcon channels are assigned by entering the command **add data-module (extension number or next)** and then entering **Netcon** in the Type field. Up to four Netcon channels can be assigned. The channels can be added by entering the command **duplicate data-module xxx (extension number to be duplicated)**.

## Groups

After the voice terminals are added, the following items can be administered using the **add** commands:

- Abbreviated Dialing (System, Group, Enhanced)
- Hunt Groups
- Call Coverage Answer Groups
- Pickup Groups
- Intercom Groups
- Terminating Extension Groups

## Trunk Groups

Trunk groups are assigned by entering the command **add trunk-group 1-xx**, or **next** (xx is the maximum number as specified in Appendix C, "System Capacity Limits"). For the Hospitality Parameter Reduction feature, only 50 trunk groups can be assigned.

The Network Access Features forms are filled out by the Account Team and must always be entered. The Network Access forms are provided in two sections, Private and Public. The Public Network Access includes the Trunk Group forms which, when entered, provide voice terminals and attendants with access to and from the public network.

Private Network Access allows calls to be connected to several networks, such as the following:

- Common Control Switching Arrangement (CCSA)
- Digital Signal Level 1 (DS1) Interface
- Electronic Tandem Network (ETN)
- Enhanced Private Switched Communications Service (EPSCS) Access
- Tandem Tie Trunk Network (TTN)
- Integrated Services Digital Network-Primary Rate Interface (ISDN-PRI)
- Software Defined Data Network (SDDN)

## **Administrative Tasks—System**

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This section covers administrative tasks that allow the System Administrator to add, remove, and change system and voice terminal features to meet business requirements. The following administrative tasks are covered:

- How to log in and log off
- How to change your password
- How to set up the system to allow remote administration
- How to administer the system from a remote location
- How to administer netcon channels
- How to initially administer dial plan and feature access codes
- How to administer abbreviated dialing
- How to set time and date
- How to print on demand
- How to list history
- How to set up night service

### **How to Log In and Log Off**

---

The system translations are protected by the login/password concept. The login name identifies the type of terminal user to the system. The password is a personal code that can be changed periodically to enhance system security. Before any system administration commands or functions can be executed, the System Administrator must successfully log in to the system and receive the **enter command:** prompt.

#### **NOTE:**

When logging into the system from a remote location using the asynchronous link, the user should not be on the link too long or leave the terminal logged on unattended. This link is used by the system to transmit alarms and errors to a central maintenance site. A long login session may block reporting of important maintenance information.

#### **NOTE:**

Please note that default logins such as:

- cust
- rcust
- bcms
- browse



don't have default passwords. This means that these logins must be assigned passwords by the System Administrator at setup time. Use a customer super-user login and the "change password" command to enter a password for the logins listed above.

## Login to System

The following procedure is used for logging into the system.

1. Turn on the terminal, if required. Screen displays:

**Login:**

2. Enter your login name and press the RETURN key. Screen displays:

**Password:**

3. Enter your password and press the RETURN key.

For security reasons, the password is not displayed as you type it. The system verifies a valid login and password name were entered. If an invalid login or password name was entered, the system responds with

**INCORRECT LOGIN**

**Login:**

4. If **INCORRECT LOGIN** is displayed, you must repeat Steps 2 and 3.

5. If the system recognizes the login and password name,

**Terminal Type (Enter 513, 715, 4410, 4425, or VT220): [513]**

is displayed on the screen.

6. Do one of the following to identify the terminal type:

- If the system is equipped with a 4410 terminal, enter **4410** and press the RETURN key.
- If the system is equipped with a 4425 terminal, enter **4425** and press the RETURN key.
- If the system is equipped with a 513 BCT, press the RETURN key. The 513 in brackets [513] is the system default.
- If the system is equipped with a 610 or 615 MT BCT that has a 513 emulation cartridge, press the RETURN key. The 513 in brackets [513] is the system default.
- If the system is equipped with a 610 or 615 MT that does not have the 513 emulation cartridge, enter **4410** and press the RETURN key.

7. If **enter command:** is displayed, you may enter the desired command. Press the HELP key to obtain the list of permissible commands.

## **Logoff of System**

You should logoff the system any time you are not using the system terminal. This assures the system translations are not accidentally corrupted. To log off the system, type "logoff" and press the RETURN key. The system automatically disconnects you from the system.

If the user logs off at the terminal located within 50 feet from the switch, the system automatically requests a login. The terminal user accessing the maintenance board, data channel, or netcon channel is disconnected from the system when "logoff" is typed in. These users must dial up the system to access the system.

## System Management

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### Forced Password Aging and Administrable Logins

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The DEFINITY Enterprise Communications Server (ECS) provides enhanced login/password security by allowing users to define their own logins/passwords and to specify a set of commands for each login. The system allows up to 11 customer logins. Each login name can be customized and must be made up of from 3 to 6 alphabetic/numeric characters, or a combination of both. A password must be from 4 to 11 characters in length and contain at least 1 alphabetic and 1 numeric symbol. Password aging is an optional feature that the super-user administering the logins can activate.

The password for each login can be aged starting with the date the password was created, or changed, and continuing for a specified number of days (1 to 99). The user is notified at the login prompt, 7 days before the password expiration date, that his/her password is about to expire. When the password expires the user is required to enter a new password into the system before logging in. If a login is added or removed, the "Security Measurement" reports are not updated until the next hourly poll, or a **clear measurements security-violations** command is entered. Once a non-super-user has changed his/her password, the user must wait 24 hours to change the password again.

The logoff notification screen informs the system administrator when he/she logs off while either the facility test call or remote access features are still in use. The administrator may be required to acknowledge the notification before completing the logoff process. Logoff notification is administered on the Login Administration screen

The DEFINITY ECS is delivered to the customer with one customer "super-user" login/password defined. The customer is required to administer additional login/passwords as needed. The super-user login has full customer permissions and can customize any login that he/she creates.

Login permissions for a specified login can be set by the super-user to block any object that may compromise switch security. Up to 40 administration or maintenance objects commands can be blocked for a specified login in. When an object (administrative or maintenance command) is entered in the blocked object list on the Command Permissions Categories Restricted Object List form, the associated administrative or maintenance actions cannot be performed by the specified login.

Commands are grouped into three command categories. Each of the three command categories has a group of command subcategories listed under them, and each command subcategory has a list of command objects that the commands acts on. A super-user can set a users permissions to restrict or block access to any command in these categories. The three main categories are:

- Common Commands
  - Display Admin. and Maint. Data
  - System Measurements
- Administration Commands
  - Administer Stations
  - Administer Trunks
  - Additional Restrictions
  - Administer Features
  - Administer Permissions
- Maintenance Commands
  - Maintain Stations
  - Maintain Trunks
  - Maintain Systems
  - Maintain Switch Circuit Packs
  - Maintain Process Circuit Packs

These categories are displayed on the Command Permissions Categories form.

### **To Log In**

To log in to the switch:

1. Enter your login name and password on the login and password screen.

If your password has expired you see the message:

“Your password has expired, enter a new one.”

“Reenter current password:”

```
Login: telmgr

Password:
Your Password has expired, enter a new one.

Reenter Current Password:

New Password:

Reenter New Password:
```

### Screen B-1. Password Expiration Screen

The Password Expiration screen is displayed when you log in. If your password is expired you are prompted to enter a new password. If your password is within 7 days of the expiration date you see:

WARNING: Your password will expire in X days

### To Logoff

To logoff, enter “logoff” at the command prompt.

If facility test call notification or remote access notification is enabled for your login (see Adding Customer Logins and Assigning Initial Passwords, below), you will receive a logoff screen. If either the facility test call or remote access acknowledgments are required, you will need to respond to the Proceed with Logoff? prompt on the logoff screen. The response is defaulted to “n”; you will need to enter “y” to override the default.



**CAUTION:**

*To leave the facility test call administered after you logoff poses a significant security risk.*



**CAUTION:**

*To Leave Remote Access feature administered after logging off poses a significant security risk if you are using the feature in conjunction with the Facility Test Call feature.*

```
Facility Test Call Administered
Remote Access Administered

Proceed with Logoff? [n]
```

## Screen B-2. Logoff Screen

### To Display a Login

In order to use this command, your login ID must be set to “permissions = 4.”

To display a specified login:

1. Enter the command **display login [login name]** and press the Enter key.

The system displays the requested login's:

- Name
- Login type
- Service level
- Disable following a security violation value (V3)
- Access to Inads Port value (V4)
- Password aging cycle length
- Facility test call notification and acknowledgment
- Remote access notification and acknowledgment

### To List Logins

To list all of the system logins and the status of each login:

1. Enter the command **list logins**.

The system displays the following information for all current logins:

- Name
- Service level
- Status (active, inactive, disabled, svn-disabled, void)

- Password aging cycle length

The system will display only those logins with the same, or lower, service level as the requestor.

### To Remove a Login

To remove a login from the system:

1. Enter the command **remove login [login name]**.  
The system displays the Login Administration form.
2. Press the Enter key to remove the login, or press Cancel to exit the remove login procedure without making a change.

### To Test a Login

1. Enter your login name at the login prompt.

A rounded rectangular box representing a login prompt. Inside the box, the text "Login: telmgr" is on the first line and "Password:" is on the second line.

Login: telmgr  
Password:

### Screen B-3. Login Prompt Form

After the user enters the correct login name and password and the login is administered correctly, the system displays the command line interface.

## Administering Customer Logins and Forced Password Aging

---

### Adding Customer Logins and Assigning Initial Password

To add a customer login you must be a super-user, have administrative permissions, and:

1. Enter the **add login [name]** command to access the Login Administration form.
2. Enter your super-user password in the Password of Login Making Change field on the Login Administration form.

The 3- to 6-character login name (characters 0-9, a-z, A-Z) entered with the **add login [name]** command is displayed in the Login's Name field.

3. Enter "customer" in the Login Type field. The system default for the Login Type field is "customer." The maximum number of customer logins of all types is 11.
4. Enter super-user or non-super-user in the Service Level field. Default is none-super-user.
  - "super-user" gives access to the **add, change, display, list, and remove** commands for all customer logins and passwords. The super-user can administer any mix of super-user/non-super-user logins up to a total of ten additional system logins.
  - "non-super-user" permissions are limited by restrictions specified by the super-user when administering the non-super-user login. A non-super-user can change his/her password with permission set by the super-user, however once a password has been changed the non-super-user must wait 24 hours before changing the password again. A non-super-user cannot change other user passwords, login characteristics, or permissions.
5. Enter "y" in the Disable Following a Security Violation field to disable a login following a login security threshold violation,. This field is a dynamic field and only appears on the Login Administration form when the SVN Login Violation Notification feature is enabled. The system default for the Disable Following a Security Violation field is "y."
6. Enter "y" in the Access to INADS Port? field to allow access to the remote administration port,. This field will only display if Acct. has first enabled customer super-user access to the INADS Remote Administration Port. Default is "n".
7. Enter a password for the new login in the Login's Password field. A password must be from 4 to 11 characters in length and contain at least 1 alphabetic and 1 numeric symbol. Valid characters include numbers, and !&\*?;'^(),.- (the system will not echo the password to the screen as you type).
8. Re-enter the password in the Login's Password field. The system will not echo the password to the screen as you type.
9. Enter the number of days (1 to 99) from the current day, that you want the password to expire, in the Password Aging Cycle Length field. If a you enter a blank in this field, password aging does not apply to the login.
10. Decide whether or not to leave the default of yes ("y") in the Facility Test Call Notification? field. If you retain the default, the user will receive notification at logoff that the facility test call feature access code is administered. If you do not want the notification to appear, set the field to "n".



**CAUTION:**

*Leaving The facility Test Call administered after logging off poses a significant security risk.*



11. Decide whether or not to leave the default of yes ("y") in the Facility Test Call Notification Acknowledgment Required field. If you retain the default, the user will be required to acknowledge that they wish to logoff while Facility Test Call is still administered. If you do not want to force the user to acknowledge, set the field to "n". This field will appear only if the Facility Test Call Notification field is set to 'y'.
12. Decide whether or not to leave the default of yes ("y") in the Remote Access Notification? field. If you retain the default, the user will receive notification at logoff that remote access is still administered. If you do not want the notification to appear, set the field to "n".



**CAUTION:**

*To Leave Remote Access feature administered after logging off poses a significant security risk if you are using the feature in conjunction with the Facility Test Call feature.*

13. Decide whether or not to leave the default of yes ("y") in the Remote Access Acknowledgment Required? field. If you retain the default, the user will be required to acknowledge that they wish to logoff while remote access is still administered. If you do not want to force the user to acknowledge, set the field to "n". This field will appear only if the Remote Access Notification field is set to "y".

LOGIN ADMINISTRATION

Password of Login Making Change:

LOGIN BEING ADMINISTERED

    Login's Name:xxxxxxx

    Login Type:

    Service Level:

Disable Following a Security Violation?

    Access to INADS Port?

LOGIN'S PASSWORD INFORMATION

    Login's Password:

    Reenter Login's Password:

    Password Aging Cycle Length:

LOGOFF NOTIFICATION

|                                    |                            |
|------------------------------------|----------------------------|
| Facility Test Call Notification? y | Acknowledgment Required? y |
| Remote Access Notification? y      | Acknowledgment Required? y |

**Screen B-4. Login Administration Form**

### Changing a Login's Attributes

To change a customer login's attributes you must be a super-user, have administrative permissions (specifically, the Administration Permission field must be set to "y" for the super-user), and:

1. Enter the **change login [name]** command to access the Login Administration form.
2. Enter your super-user password in the Password of Login Making Change field on the Login Administration form.

The 3- to 6-character login name (characters 0-9, a-z, A-Z) entered with the **change login [name]** command is displayed in the Login's Name field.

3. Enter "customer" in the Login Type field.
4. Enter "super-user" or "non-super-user" in the Service Level field.



**NOTE:**

You cannot change your own service level.

5. To disable a login following a login security threshold violation, enter "y" in the Disable Following a Security Violation field. This field is a dynamic field and only appears on the Login Administration form when the SVN Login Violation Notification feature is enabled.
6. To allow access to the remote administration port, enter "y" in the Access to INADS Port? field. This field will only display if Lucent Technologies has first enabled customer super-user access to the INADS Remote Administration Port and the G# version is V3 or later.
7. Enter a password for the new login in the Login's Password field. A password must be from 4 to 11 characters in length and contain at least 1 alphabetic and 1 numeric symbol. Valid characters include numbers, and !&\*?;'^(),.- (the system will not echo the password to the screen as you type).
8. Re-enter the password in the Login's Password field. The system will not echo the password to the screen as you type.
9. Enter the number of days (1 to 99) from the current day, when you wish the password to expire, in the Password Aging Cycle Length field. If a blank is entered in this field, password aging does not apply to the login.

## Administering Login Command Permissions

Users with super-user permissions can set the permissions of the logins they create. The Command Permissions Categories form displays fields to which a user with super-user permissions can give or limit access. Commands are divided into three categories:

- Common Command
- Administration Commands
- Optional Maintenance Commands

Each of the three main categories have subcategories listed under them that when set to a “y” give permission to use the command sets associated with that category. When the Command Permissions Categories form is displayed for a login, the subcategories fields appear with the fields set to give the login full permissions for that login type. The super-user administering login permissions can set any of these field to deny access to a command category for the specified login. If the super-user making the assignments has full super-user permissions and would like to limit permissions for a category, the super-user can do so by entering “y” in the Additional Restrictions field located under the Administration Category section of the Command Permissions Categories form.

Refer to the Command Permissions Form Entries Tables at the end of this Appendix for a list of command Objects and Actions by:

- Display Administration and Maintenance
- Administer Features
- Administer Permissions
- Administer Stations
- Administer Trunks

The information in the tables will help you to establish command permissions for user logins.

To administer command permissions, log in as super-user and:

1. Access the Command Permissions Categories form by entering the command **change permissions login [login name]**. When the Command Permission Categories form is displayed for a login, the default permissions for that “login type” are shown on the form. The super-user administering the login can change a “y” to “n” for each subcategory field on the form.
2. Select a category for the login and enter “y” in each field where permission to perform an administrative or maintenance action is needed. The command object you select must be within the permissions for the login type you are administering.

If the Maintenance option is set to "y" on the Customer Options form, the super-user can enter "y" in the Maintain Switch Circuit Packs? or Maintain Process Circuit Packs fields.

3. A super-user with full super-user permissions (super-user administering the login cannot have the Additional Restrictions field set to "y" for his/her own login) can restrict additional administrative or maintenance actions for a specified login by entering "y" in the Additional Restrictions field on the Command Permission Categories form. Enter the additional restrictions for a login in the Restricted object list fields on the Command Permission Categories Restricted Object List form. You can enter up to 40 command names (object names) to block actions associated with a command category for a specified login.

Page 1 of 3

**COMMAND PERMISSION CATEGORIES**  
 Login Name: Sup3ru

**COMMON COMMANDS**  
 Display Admin. and Maint. Data? y  
 System Measurements? \_\*

**ADMINISTRATION COMMANDS**  

|                            |                           |
|----------------------------|---------------------------|
| Administer Stations? y     | Administer Features? y    |
| Administer Trunks? y       | Administer Permissions? y |
| Additional Restrictions? n |                           |

**MAINTENANCE COMMANDS**  

|                      |                                   |
|----------------------|-----------------------------------|
| Maintain Stations? n | Maintain Switch Circuit Packs? n  |
| Maintain Trunks? n   | Maintain Process Circuit Packs? n |
| Maintain Systems? n  |                                   |

**Screen B-5. Command Permission Categories (Page 1 of 3)**

\*This field is only displayed on Release 5vs/si systems.

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COMMAND PERMISSION CATEGORIES  
RESTRICTED OBJECT LIST

|  |  |
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**Screen B-6. Command Permissions Categories (Page 2 of 3)**

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COMMAND PERMISSION CATEGORIES  
RESTRICTED OBJECT LIST

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**Screen B-7. Command Permissions Categories (Page 3 of 3)**

**Table B-6. Command Permissions Form Entries — Display Administration and Maintenance**

| Object               | Action |         |      |         |        |        |      |
|----------------------|--------|---------|------|---------|--------|--------|------|
|                      | Change | Display | List | Monitor | Remove | Status | Test |
| Body                 |        |         |      |         |        |        |      |
| aar analysis         |        | X       | X    |         |        |        |      |
| aar digit-conversion |        | X       | X    |         |        |        |      |
| aar route-chosen     |        |         | X    |         |        |        |      |

*Continued on next page*

**Table B-6. Command Permissions Form Entries — Display Administration and Maintenance — *Continued***

| Object                            | Action |         |      |         |        |        |      |
|-----------------------------------|--------|---------|------|---------|--------|--------|------|
|                                   | Change | Display | List | Monitor | Remove | Status | Test |
| abbreviated-dialing 7103A-buttons |        | X       |      |         |        |        |      |
| abbreviated-dialing enhanced      |        | X       |      |         |        |        |      |
| abbreviated-dialing group         |        | X       | X    |         |        |        |      |
| abbreviated-dialing personal      |        | X       | X    |         |        |        |      |
| abbreviated-dialing system        |        | X       |      |         |        |        |      |
| aca-parameters                    |        |         | X    |         |        |        |      |
| access-endpoint                   |        | X       | X    |         |        | X      | X    |
| adjunct-names                     |        | X       |      |         |        |        |      |
| adjunct-controlled-agents         |        | X       |      |         |        |        |      |
| administered-connection           |        | X       | X    |         |        | X      |      |
| agent-loginID                     |        | X       | X    |         |        |        |      |
| alarms                            |        | X       |      |         |        |        | X    |
| alias-station                     |        | X       |      |         |        |        |      |
| alphanumeric-dial-table           |        | X       |      |         |        |        |      |
| alternate-fri                     |        | X       |      |         |        |        |      |
| analog -testcall                  |        |         |      |         |        |        | X    |
| announcements                     |        | X       |      |         |        |        |      |
| ars analysis                      |        | X       | X    |         |        |        |      |
| ars analysis                      |        |         | X    |         |        |        |      |
| ars digit-conversion              |        | X       |      |         |        |        |      |
| ars digit-conversion              |        |         | X    |         |        |        |      |
| ars route-chosen                  |        |         | X    |         |        |        |      |
| ars-toll                          |        | X       |      |         |        |        |      |
| attendant                         |        | X       | X    |         |        |        |      |
| bcms agent                        |        |         | X    |         |        |        |      |
| bcms loginIDs                     |        |         | X    |         |        |        |      |
| bcms split                        |        |         | X    |         |        |        |      |
| bcms trunk                        |        |         | X    |         |        |        |      |
| bcms vdn                          |        |         | X    |         |        |        |      |
| board                             |        |         |      |         |        |        | X    |

*Continued on next page*

**Table B-6. Command Permissions Form Entries — Display Administration and Maintenance — *Continued***

| Object                                | Action |         |      |         |        |        |      |
|---------------------------------------|--------|---------|------|---------|--------|--------|------|
|                                       | Change | Display | List | Monitor | Remove | Status | Test |
| bri-port                              |        |         |      |         |        | X      |      |
| bridged-extensions                    |        |         | X    |         |        |        |      |
| bulletin-board                        |        | X       |      |         |        |        |      |
| button-location-aca                   |        | X       |      |         |        |        |      |
| cabinet                               |        | X       | X    |         |        |        |      |
| call-forwarding                       |        |         | X    |         |        |        |      |
| call-screening                        |        | X       |      |         |        |        |      |
| capacity                              |        | X       |      |         |        |        |      |
| card-mem <sup>1</sup>                 |        |         |      |         |        | X      | X    |
| cdr-link                              |        |         |      |         |        | X      | X    |
| circuit-packs                         |        | X       |      |         |        |        |      |
| communication-interface hop-channels  |        | X       |      |         |        | X      |      |
| communication-interface links         |        | X       |      |         |        |        |      |
| communication-interface proc-channels |        | X       |      |         |        | X      |      |
| configuration all                     |        |         | X    |         |        |        |      |
| configuration board                   |        |         | X    |         |        |        |      |
| configuration carrier                 |        |         | X    |         |        |        |      |
| configuration control                 |        |         | X    |         |        |        |      |
| configuration network                 |        |         | X    |         |        |        |      |
| configuration software                |        |         | X    |         |        |        |      |
| configuration station                 |        |         | X    |         |        |        |      |
| configuration trunk                   |        |         | X    |         |        |        |      |
| console-parameters                    |        | X       |      |         |        |        |      |
| cor                                   |        | X       | X    |         |        |        |      |
| cos                                   |        | X       |      |         |        |        |      |
| coverage answer-group                 |        | X       | X    |         |        |        |      |
| coverage groups                       |        | X       |      |         |        |        |      |
| coverage path                         |        | X       | X    |         |        |        |      |
| customer-alarm                        |        |         |      |         |        |        | X    |
| data-module                           |        | X       | X    |         |        | X      | X    |

*Continued on next page*

**Table B-6. Command Permissions Form Entries — Display Administration and Maintenance — *Continued***

| Object                    | Action |         |      |         |        |        |      |
|---------------------------|--------|---------|------|---------|--------|--------|------|
|                           | Change | Display | List | Monitor | Remove | Status | Test |
| dialplan                  |        | X       |      |         |        |        |      |
| digit-absorption          |        | X       |      |         |        |        |      |
| display-format            |        | X       | X    |         |        |        |      |
| do-not-disturb group      |        |         | X    |         |        |        |      |
| do-not-disturb station    |        |         | X    |         |        |        |      |
| ds1                       |        | X       |      |         |        |        | X    |
| dsp-msg-auto-wakeup       |        | X       |      |         |        |        |      |
| dsp-msg-call-identifier   |        | X       |      |         |        |        |      |
| dsp-msg-date-time         |        | X       |      |         |        |        |      |
| dsp-msg-lwc               |        | X       |      |         |        |        |      |
| dsp-msg-mct               |        | X       |      |         |        |        |      |
| dsp-msg-miscellaneous     |        | X       |      |         |        |        |      |
| dsp-msg-property-mgmt     |        | X       |      |         |        |        |      |
| dsp-msg-softkey-label     |        | X       |      |         |        |        |      |
| dsp-msg-tod-routing       |        | X       |      |         |        |        |      |
| emergency                 |        |         | X    |         |        |        |      |
| enp-number-plan           |        | X       |      |         |        |        |      |
| environment               |        |         |      |         |        |        | X    |
| errors                    |        | X       |      |         |        |        |      |
| events                    |        | X       |      |         |        |        |      |
| extension-type            |        |         | X    |         |        |        |      |
| eda-external-device-alarm |        | X       | X    |         |        |        | X    |
| feature-access-code       |        | X       |      |         |        |        |      |
| fiber-link <sup>2</sup>   |        | X       | X    |         |        |        |      |
| groups-of-extensions      |        |         | X    |         |        |        |      |
| hardware-group            |        |         |      |         |        | X      | X    |
| health                    |        |         |      |         |        | X      |      |
| history                   |        |         | X    |         |        |        |      |
| hunt-group                |        | X       | X    |         |        |        |      |
| inads-link                |        |         |      |         |        |        | X    |

*Continued on next page*



**Table B-6. Command Permissions Form Entries — Display Administration and Maintenance — Continued**

| Object                                   | Action |         |      |         |        |        |      |
|------------------------------------------|--------|---------|------|---------|--------|--------|------|
|                                          | Change | Display | List | Monitor | Remove | Status | Test |
| integrated-ann-c-boards                  |        | X       | X    |         |        |        |      |
| intercom-group                           |        | X       | X    |         |        |        |      |
| interface <sup>1</sup>                   |        |         |      |         |        | X      | X    |
| intra-switch-cdr                         |        | X       | X    |         |        |        |      |
| isdn private-numbering                   |        | X       |      |         |        |        |      |
| isdn public-unknown-nmbr                 |        | X       |      |         |        |        |      |
| isdn network-facilities                  |        | X       |      |         |        |        |      |
| isdn-testcall                            |        |         |      |         |        |        | X    |
| isdn tsc-gateway                         |        | X       |      |         |        |        |      |
| ixc-codes                                |        | X       |      |         |        |        |      |
| journal-printer                          |        |         |      |         |        |        | X    |
| led                                      |        |         |      |         |        |        | X    |
| link                                     |        |         |      |         |        | X      | X    |
| listed-directory-numbers                 |        | X       |      |         |        |        |      |
| login                                    |        |         |      |         |        | X      |      |
| login <sup>3</sup>                       |        |         | X    |         |        |        |      |
| login-ids                                |        | X       |      |         |        |        |      |
| maintenance                              |        |         |      |         |        |        | X    |
| marked-port                              |        |         | X    |         |        |        |      |
| mct-group-extensions                     |        | X       |      |         |        |        |      |
| mct-history                              |        |         | X    |         |        |        |      |
| meas-selection coverage                  |        | X       |      |         |        |        |      |
| meas-selection principal                 |        | X       |      |         |        |        |      |
| meas-selection route-pattern             |        | X       |      |         |        |        |      |
| meas-selection trunk-group               |        | X       |      |         |        |        |      |
| meas-selection wideband-trunk-grp        |        | X       |      |         |        |        |      |
| measurements security-violations detail  |        |         | X    |         |        |        |      |
| measurements security-violations summary |        |         | X    |         |        |        |      |
| memory                                   |        |         |      |         |        |        | X    |
| MO                                       |        |         |      |         |        |        | X    |

*Continued on next page*

**Table B-6. Command Permissions Form Entries — Display Administration and Maintenance — *Continued***

| Object                        | Action |         |      |         |        |        |      |
|-------------------------------|--------|---------|------|---------|--------|--------|------|
|                               | Change | Display | List | Monitor | Remove | Status | Test |
| modem-pool                    |        | X       | X    |         |        |        | X    |
| multi-frequency signaling     |        | X       |      |         |        |        |      |
| network-control               |        |         |      |         |        |        | X    |
| node-routing                  |        | X       | X    |         |        |        |      |
| packet-control <sup>1</sup>   |        |         |      |         |        | X      | X    |
| packet-interface <sup>2</sup> |        |         |      |         |        | X      |      |
| paging code-calling-ids       |        | X       | X    |         |        |        |      |
| paging-loudspeaker            |        | X       |      |         |        |        |      |
| password                      | X      |         |      |         |        |        |      |
| periodic-scheduled            |        |         |      |         |        | X      |      |
| permissions                   |        | X       |      |         |        |        |      |
| personal-CO-line              |        | X       | X    |         |        |        |      |
| pgate                         |        | X       | X    |         |        |        |      |
| pickup-group                  |        | X       | X    |         |        |        |      |
| pkt                           |        |         |      |         |        |        | X    |
| pms                           |        |         |      |         |        | X      |      |
| pms-down                      |        |         | X    |         |        |        |      |
| pms-link                      |        |         |      |         |        |        | X    |
| pms-log                       |        |         |      |         |        | X      |      |
| pnc                           |        |         |      |         |        | X      |      |
| port                          |        | X       |      |         |        |        | X    |
| port-network <sup>2</sup>     |        |         |      |         |        | X      |      |
| pri-endpoint                  |        | X       | X    |         |        | X      | X    |
| processor                     |        |         |      |         |        |        | X    |
| remote-call-coverage          | X      |         |      |         |        |        |      |
| report-scheduler              | X      |         | X    |         | X      |        |      |
| rhnpa                         |        | X       |      |         |        |        |      |
| route-pattern                 |        | X       | X    |         |        |        |      |
| routing-table                 |        | X       | X    |         |        |        |      |
| scr                           |        |         |      | X       |        |        |      |

*Continued on next page*

**Table B-6. Command Permissions Form Entries — Display Administration and Maintenance — *Continued***

| Object                                     | Action |         |      |         |        |        |      |
|--------------------------------------------|--------|---------|------|---------|--------|--------|------|
|                                            | Change | Display | List | Monitor | Remove | Status | Test |
| second-digit                               |        | X       |      |         |        |        |      |
| security-violations                        |        |         |      | X       |        |        |      |
| set-data                                   |        |         | X    |         |        |        |      |
| signaling-group                            |        | X       | X    |         |        | X      | X    |
| sit-treatment                              |        | X       |      |         |        |        |      |
| site-data                                  |        | X       |      |         |        |        |      |
| skill                                      |        |         |      | X       |        |        |      |
| sp-link                                    |        |         |      |         |        | X      | X    |
| spe                                        |        |         |      |         |        | X      |      |
| stargate-port                              |        |         |      |         |        | X      |      |
| station                                    |        | X       | X    |         |        |        | X    |
| svn-button-location                        |        | X       |      |         |        |        |      |
| switch-node <sup>2</sup>                   |        |         |      |         |        | X      |      |
| synchronization                            |        | X       |      |         |        | X      | X    |
| sys-link                                   |        |         | X    |         |        | X      |      |
| system                                     |        |         |      | X       |        |        |      |
| system 1st-cabinet                         |        |         |      |         |        | X      |      |
| system 2nd-cabinet                         |        |         |      |         |        | X      |      |
| system 3rd-cabinet                         |        |         |      |         |        | X      |      |
| system all-cabinets                        |        |         |      |         |        | X      |      |
| system conn                                |        |         |      | X       |        |        |      |
| system customer-options                    |        | X       |      |         |        |        |      |
| system features                            |        | X       |      |         |        |        |      |
| system-maintenance                         |        | X       |      |         |        |        |      |
| system-parameters cdr                      |        | X       |      |         |        |        |      |
| system-parameters country-options          |        | X       |      |         |        |        |      |
| system-parameters duplication <sup>2</sup> |        | X       |      |         |        |        |      |
| system-parameters hospitality              |        | X       |      |         |        |        |      |
| system-parameters security                 |        | X       |      |         |        |        |      |
| tdm                                        |        |         |      |         |        |        | X    |

*Continued on next page*

**Table B-6. Command Permissions Form Entries — Display Administration and Maintenance — *Continued***

| Object                          | Action |         |      |         |        |        |      |
|---------------------------------|--------|---------|------|---------|--------|--------|------|
|                                 | Change | Display | List | Monitor | Remove | Status | Test |
| term-ext-group                  |        | X       | X    |         |        |        |      |
| terminal-parameters 603/302B1   |        | X       |      |         |        |        |      |
| terminal-parameters 8400        |        | X       |      |         |        |        |      |
| test-schedule                   |        | X       | X    |         |        |        |      |
| time                            |        | X       |      |         |        |        |      |
| time-of-day                     |        | X       |      |         |        |        |      |
| toll                            |        | X       |      |         |        |        |      |
| toll all                        |        |         | X    |         |        |        |      |
| toll restricted-call            |        |         | X    |         |        |        |      |
| toll toll-list                  |        |         | X    |         |        |        |      |
| toll unrestricted-call          |        |         | X    |         |        |        |      |
| tone-clock                      |        |         |      |         |        |        | X    |
| trunk                           |        |         |      | X       |        | X      | X    |
| trunk-group                     |        | X       | X    |         |        | X      |      |
| trunk-group-history             |        |         | X    |         |        |        |      |
| trunk-group-members             |        |         | X    |         |        |        |      |
| tsc-administered                |        |         |      |         |        |        | X    |
| tti                             |        |         |      |         |        | X      |      |
| udp                             |        | X       |      |         |        |        |      |
| udp                             |        |         | X    |         |        |        |      |
| unstaffed-agents                |        |         | X    |         |        |        |      |
| usage button-type hunt-ns       |        |         | X    |         |        |        |      |
| usage button-type night-service |        |         | X    |         |        |        |      |
| usage-extensions                |        |         | X    |         |        |        |      |
| usage-hunt                      |        |         | X    |         |        |        |      |
| vdn                             |        | X       | X    | X       |        |        |      |
| vector                          |        | X       | X    |         |        |        |      |
| wakeup incomplete               |        |         | X    |         |        |        |      |

*Continued on next page*

**Table B-6. Command Permissions Form Entries — Display Administration and Maintenance — *Continued***

| Object          | Action |         |      |         |        |        |      |
|-----------------|--------|---------|------|---------|--------|--------|------|
|                 | Change | Display | List | Monitor | Remove | Status | Test |
| wakeup requests |        |         | X    |         |        |        |      |
| wakeup station  |        |         | X    |         |        |        |      |
| wakeup-log      |        |         |      |         |        | X      |      |

1. Intel only.
2. MIPS only.
3. Must be super-user

**Table B-7. Command Permissions Form Entries — Administer Features**

| Object                               | Action |         |          |         |        |       |          |          |            |         |       |      |          |         |          |       |     |
|--------------------------------------|--------|---------|----------|---------|--------|-------|----------|----------|------------|---------|-------|------|----------|---------|----------|-------|-----|
|                                      | Add    | Back up | Bus yout | Chan ge | Clea r | Cop y | Disa ble | Dis play | Dupli cate | Ena ble | Erase | List | Rele ase | Rem ove | Rest ore | Sa ve | Set |
| adjunct-names <sup>1</sup>           |        |         |          | X       |        |       |          |          |            |         |       |      |          |         |          |       |     |
| adjunct-controlled-agents            |        |         |          | X       |        |       |          |          |            |         |       |      |          |         |          |       |     |
| administered-connection              | X      |         |          | X       |        |       | X        |          | X          | X       |       |      |          | X       |          |       |     |
| agent-loginID                        | X      |         |          | X       |        |       |          |          |            |         |       |      |          | X       |          |       |     |
| alphanumeric-dial-table              |        |         |          | X       |        |       |          |          |            |         |       |      |          |         |          |       |     |
| alternate-fri                        |        |         |          | X       |        |       |          |          |            |         |       |      |          |         |          |       |     |
| announcements                        |        |         |          |         |        | X     |          |          |            |         | X     |      |          |         | X        | X     |     |
| authorization-code                   |        |         |          | X       |        |       |          | X        |            |         |       | X    |          |         |          |       |     |
| bulletin-board                       |        |         |          | X       |        |       |          |          |            |         |       |      |          |         |          |       |     |
| cabinet <sup>1</sup>                 | X      |         |          | X       |        |       |          |          |            |         |       |      |          | X       |          |       |     |
| call-screening                       |        |         |          | X       |        |       |          |          |            |         |       |      |          |         |          |       |     |
| circuit-packs                        |        |         |          | X       |        |       |          |          |            |         |       |      |          |         |          |       |     |
| communication-interface hop-channels |        |         |          | X       |        |       |          |          |            |         |       |      |          |         |          |       |     |

*Continued on next page*

**Table B-7. Command Permissions Form Entries — Administer Features — Continued**

| Object                                     | Action      |                            |                                 |                            |                       |                  |                                 |                                 |                                           |                            |                       |                  |                                 |                            |                                 |                  |             |  |
|--------------------------------------------|-------------|----------------------------|---------------------------------|----------------------------|-----------------------|------------------|---------------------------------|---------------------------------|-------------------------------------------|----------------------------|-----------------------|------------------|---------------------------------|----------------------------|---------------------------------|------------------|-------------|--|
|                                            | A<br>d<br>d | B<br>a<br>c<br>k<br>u<br>p | B<br>u<br>s<br>y<br>o<br>u<br>t | C<br>h<br>a<br>n<br>g<br>e | C<br>l<br>e<br>a<br>r | C<br>o<br>p<br>y | D<br>i<br>s<br>a<br>b<br>l<br>e | D<br>i<br>s<br>p<br>l<br>a<br>y | D<br>u<br>p<br>l<br>i<br>c<br>a<br>t<br>e | E<br>n<br>a<br>b<br>l<br>e | E<br>r<br>a<br>s<br>e | L<br>i<br>s<br>t | R<br>e<br>l<br>e<br>a<br>s<br>e | R<br>e<br>m<br>o<br>v<br>e | R<br>e<br>s<br>t<br>o<br>r<br>e | S<br>a<br>v<br>e | S<br>e<br>t |  |
| communication-interface links              |             |                            |                                 | X                          |                       |                  |                                 |                                 |                                           |                            |                       |                  |                                 |                            |                                 |                  |             |  |
| communication-interface processor-channels |             |                            |                                 | X                          |                       |                  |                                 |                                 |                                           |                            |                       |                  |                                 |                            |                                 |                  |             |  |
| cor                                        |             |                            |                                 | X                          |                       |                  |                                 |                                 |                                           |                            |                       |                  |                                 |                            |                                 |                  |             |  |
| cos                                        |             |                            |                                 | X                          |                       |                  |                                 |                                 |                                           |                            |                       |                  |                                 |                            |                                 |                  |             |  |
| coverage answer-group                      | X           |                            |                                 | X                          |                       |                  |                                 |                                 |                                           |                            |                       |                  |                                 | X                          |                                 |                  |             |  |
| coverage-path                              | X           |                            |                                 | X                          |                       |                  |                                 |                                 |                                           |                            |                       |                  |                                 | X                          |                                 |                  |             |  |
| dialplan                                   |             |                            |                                 | X                          |                       |                  |                                 |                                 |                                           |                            |                       |                  |                                 |                            |                                 |                  |             |  |
| disk <sup>1</sup>                          |             | X                          |                                 |                            |                       |                  |                                 |                                 |                                           |                            |                       |                  |                                 |                            | X                               |                  |             |  |
| display-format                             |             |                            |                                 | X                          |                       |                  |                                 |                                 |                                           |                            |                       |                  |                                 |                            |                                 |                  |             |  |
| ds1                                        | X           |                            |                                 | X                          |                       |                  |                                 |                                 |                                           |                            |                       |                  |                                 | X                          |                                 |                  |             |  |
| dsp-msg-auto-wakeup                        |             |                            |                                 | X                          |                       |                  |                                 |                                 |                                           |                            |                       |                  |                                 |                            |                                 |                  |             |  |
| dsp-msg-call-identifier                    |             |                            |                                 | X                          |                       |                  |                                 |                                 |                                           |                            |                       |                  |                                 |                            |                                 |                  |             |  |
| dsp-msg-date-time                          |             |                            |                                 | X                          |                       |                  |                                 |                                 |                                           |                            |                       |                  |                                 |                            |                                 |                  |             |  |
| dsp-msg-lwc                                |             |                            |                                 | X                          |                       |                  |                                 |                                 |                                           |                            |                       |                  |                                 |                            |                                 |                  |             |  |
| dsp-msg-mct                                |             |                            |                                 | X                          |                       |                  |                                 |                                 |                                           |                            |                       |                  |                                 |                            |                                 |                  |             |  |
| dsp-msg-miscellaneous                      |             |                            |                                 | X                          |                       |                  |                                 |                                 |                                           |                            |                       |                  |                                 |                            |                                 |                  |             |  |
| dsp-msg-property-mgmt                      |             |                            |                                 | X                          |                       |                  |                                 |                                 |                                           |                            |                       |                  |                                 |                            |                                 |                  |             |  |
| dsp-msg-softkey-label                      |             |                            |                                 | X                          |                       |                  |                                 |                                 |                                           |                            |                       |                  |                                 |                            |                                 |                  |             |  |
| dsp-msg-tod-routing                        |             |                            |                                 | X                          |                       |                  |                                 |                                 |                                           |                            |                       |                  |                                 |                            |                                 |                  |             |  |
| enp-number-plan                            |             |                            |                                 | X                          |                       |                  |                                 |                                 |                                           |                            |                       |                  |                                 |                            |                                 |                  |             |  |
| eda-external-device-alm                    | X           |                            |                                 | X                          |                       |                  |                                 |                                 |                                           |                            |                       |                  |                                 | X                          |                                 |                  |             |  |
| feature-access-codes                       |             |                            |                                 | X                          |                       |                  |                                 |                                 |                                           |                            |                       |                  |                                 |                            |                                 |                  |             |  |
| fiber-link <sup>1</sup>                    | X           |                            |                                 | X                          |                       |                  |                                 |                                 |                                           |                            |                       |                  |                                 | X                          |                                 |                  |             |  |
| hunt-group                                 | X           |                            |                                 | X                          |                       |                  |                                 |                                 |                                           |                            |                       |                  |                                 | X                          |                                 |                  |             |  |
| intercom-group                             | X           |                            |                                 | X                          |                       |                  |                                 |                                 |                                           |                            |                       |                  |                                 | X                          |                                 |                  |             |  |
| intra-switch-cdr                           | X           |                            |                                 | X                          |                       |                  |                                 |                                 |                                           |                            |                       |                  |                                 |                            |                                 |                  |             |  |
| isdn cpn-prefix                            |             |                            |                                 | X                          |                       |                  |                                 |                                 |                                           |                            |                       |                  |                                 |                            |                                 |                  |             |  |
| isdn-network-facilities                    |             |                            |                                 | X                          |                       |                  |                                 |                                 |                                           |                            |                       |                  |                                 |                            |                                 |                  |             |  |
| isdn-tsc-gateway                           |             |                            |                                 | X                          |                       |                  |                                 |                                 |                                           |                            |                       |                  |                                 |                            |                                 |                  |             |  |

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**Table B-7. Command Permissions Form Entries — Administer Features — Continued**

| Object                            | Action      |                            |                                 |                            |                       |                  |                                 |                                 |                                           |                            |                       |                  |                                 |                            |                                 |                  |             |
|-----------------------------------|-------------|----------------------------|---------------------------------|----------------------------|-----------------------|------------------|---------------------------------|---------------------------------|-------------------------------------------|----------------------------|-----------------------|------------------|---------------------------------|----------------------------|---------------------------------|------------------|-------------|
|                                   | A<br>d<br>d | B<br>a<br>c<br>k<br>u<br>p | B<br>u<br>s<br>y<br>o<br>u<br>t | C<br>h<br>a<br>n<br>g<br>e | C<br>l<br>e<br>a<br>r | C<br>o<br>p<br>y | D<br>i<br>s<br>a<br>b<br>l<br>e | D<br>i<br>s<br>p<br>l<br>a<br>y | D<br>u<br>p<br>l<br>i<br>c<br>a<br>t<br>e | E<br>n<br>a<br>b<br>l<br>e | E<br>r<br>a<br>s<br>e | L<br>i<br>s<br>t | R<br>e<br>l<br>e<br>a<br>s<br>e | R<br>e<br>m<br>o<br>v<br>e | R<br>e<br>s<br>t<br>o<br>r<br>e | S<br>a<br>v<br>e | S<br>e<br>t |
| isdn-private-numbering            |             |                            |                                 | X                          |                       |                  |                                 |                                 |                                           |                            |                       |                  |                                 |                            |                                 |                  |             |
| isdn-public-unknown-nmbr          |             |                            |                                 | X                          |                       |                  |                                 |                                 |                                           |                            |                       |                  |                                 |                            |                                 |                  |             |
| ixc-codes                         |             |                            |                                 | X                          |                       |                  |                                 |                                 |                                           |                            |                       |                  |                                 |                            |                                 |                  |             |
| listed-directory-numbers          |             |                            |                                 | X                          |                       |                  |                                 |                                 |                                           |                            |                       |                  |                                 |                            |                                 |                  |             |
| login-ids                         | X           |                            |                                 | X                          |                       |                  |                                 |                                 |                                           |                            |                       |                  |                                 |                            |                                 |                  |             |
| mct-group-extensions              |             |                            |                                 | X                          |                       |                  |                                 |                                 |                                           |                            |                       |                  |                                 |                            |                                 |                  |             |
| meas-occ-busiest-intrvl           |             |                            |                                 | X                          |                       |                  |                                 |                                 |                                           |                            |                       |                  |                                 |                            |                                 |                  |             |
| meas-selection coverage           |             |                            |                                 | X                          |                       |                  |                                 |                                 |                                           |                            |                       |                  |                                 |                            |                                 |                  |             |
| meas-selection principal          |             |                            |                                 | X                          |                       |                  |                                 |                                 |                                           |                            |                       |                  |                                 |                            |                                 |                  |             |
| measurements security-violations  |             |                            |                                 |                            | X                     |                  |                                 |                                 |                                           |                            |                       |                  |                                 |                            |                                 |                  |             |
| mis                               |             |                            | X                               |                            |                       |                  |                                 |                                 |                                           |                            |                       |                  | X                               |                            |                                 |                  |             |
| multi-frequency signaling         |             |                            |                                 | X                          |                       |                  |                                 |                                 |                                           |                            |                       |                  |                                 |                            |                                 |                  |             |
| music-source                      |             |                            |                                 | X                          |                       |                  |                                 |                                 |                                           |                            |                       |                  |                                 |                            |                                 |                  |             |
| node-routing                      |             |                            |                                 | X                          |                       |                  |                                 |                                 |                                           |                            |                       |                  |                                 |                            |                                 |                  |             |
| paging code-calling-ids           |             |                            |                                 | X                          |                       |                  |                                 |                                 |                                           |                            |                       |                  |                                 |                            |                                 |                  |             |
| paging-loudspeaker                |             |                            |                                 | X                          |                       |                  |                                 |                                 |                                           |                            |                       |                  |                                 |                            |                                 |                  |             |
| pgate                             | X           |                            |                                 | X                          |                       |                  |                                 |                                 |                                           |                            |                       |                  |                                 | X                          |                                 |                  |             |
| pickup-group                      | X           |                            |                                 | X                          |                       |                  |                                 |                                 |                                           |                            |                       |                  |                                 | X                          |                                 |                  |             |
| remote-access                     |             |                            |                                 |                            |                       |                  | X                               |                                 |                                           | X                          |                       |                  |                                 |                            |                                 |                  |             |
| remote-call-coverage              |             |                            |                                 |                            |                       |                  |                                 | X                               |                                           |                            |                       |                  |                                 |                            |                                 |                  |             |
| second-digit                      | X           |                            |                                 | X                          |                       |                  |                                 |                                 |                                           |                            |                       |                  |                                 | X                          |                                 |                  |             |
| signaling-group                   | X           |                            |                                 | X                          |                       |                  |                                 |                                 |                                           |                            |                       |                  |                                 | X                          |                                 |                  |             |
| sit-treatment                     |             |                            |                                 | X                          |                       |                  |                                 |                                 |                                           |                            |                       |                  |                                 |                            |                                 |                  |             |
| site-data                         |             |                            |                                 | X                          |                       |                  |                                 |                                 |                                           |                            |                       |                  |                                 |                            |                                 |                  |             |
| synchronization                   |             |                            |                                 | X                          |                       |                  |                                 |                                 |                                           |                            |                       |                  |                                 |                            |                                 |                  |             |
| system-cdr                        |             |                            |                                 | x                          |                       |                  |                                 |                                 |                                           |                            |                       |                  |                                 |                            |                                 |                  |             |
| system-parameters country-options |             |                            |                                 | X                          |                       |                  |                                 |                                 |                                           |                            |                       |                  |                                 |                            |                                 |                  |             |
| system-parameters features        |             |                            |                                 | X                          |                       |                  |                                 |                                 |                                           |                            |                       |                  |                                 |                            |                                 |                  |             |
| system-parameters hospitality     |             |                            |                                 | X                          |                       |                  |                                 |                                 |                                           |                            |                       |                  |                                 |                            |                                 |                  |             |

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**Table B-7. Command Permissions Form Entries — Administer Features — *Continued***

| Object                     | Action |        |             |            |           |      |                 |                 |                       |                |           |      |                 |                |                 |          |         |
|----------------------------|--------|--------|-------------|------------|-----------|------|-----------------|-----------------|-----------------------|----------------|-----------|------|-----------------|----------------|-----------------|----------|---------|
|                            | Add    | Backup | Bus<br>yout | Chan<br>ge | Clea<br>r | Copy | Dis<br>abl<br>e | Dis<br>pl<br>ay | Du<br>pl<br>ic<br>ate | En<br>abl<br>e | Era<br>se | List | Re<br>lea<br>se | Re<br>mo<br>ve | Re<br>sto<br>re | Sa<br>ve | Se<br>t |
| system-parameters security |        |        |             | X          |           |      |                 |                 |                       |                |           |      |                 |                |                 |          |         |
| tenant                     |        |        |             | X          |           |      |                 |                 |                       |                |           |      |                 |                |                 |          |         |
| term-ext-group             | X      |        |             | X          |           |      |                 |                 |                       |                |           |      |                 | X              |                 |          |         |
| test-schedule              | X      |        |             | X          |           |      |                 |                 |                       |                |           |      |                 | X              |                 |          |         |
| time                       |        |        |             |            |           |      |                 |                 |                       |                |           |      |                 |                |                 |          | X       |
| translations               |        |        |             |            |           |      |                 |                 |                       |                |           |      |                 |                |                 | X        |         |
| udp                        |        |        |             | X          |           |      |                 |                 |                       |                |           |      |                 |                |                 |          |         |

1. MIPS only.

**Table B-8. Command Permissions Form Entries — Administer Permissions**

| Object      | Action |        |         |        |        |
|-------------|--------|--------|---------|--------|--------|
|             | Add    | Change | Display | Enable | Remove |
| login       | X      | X      | X       | X      | X      |
| permissions |        | X      |         |        |        |



**Table B-9. Command Permissions Form Entries —  
Administer Stations**

| Object                            | Action |        |           |        |
|-----------------------------------|--------|--------|-----------|--------|
|                                   | Add    | Change | Duplicate | Remove |
| abbreviated-dialing 7103A-buttons | X      | X      |           | X      |
| abbreviated-dialing enhanced      | X      | X      |           | X      |
| abbreviated-dialing group         | X      | X      |           | X      |
| abbreviated-dialing personal      |        | X      |           | X      |
| abbreviated-dialing system        | X      | X      |           | X      |
| alias-station                     |        | X      |           |        |
| attendant                         | X      | X      |           | X      |
| console-parameters                |        |        |           |        |
| data-module                       | X      | X      | X         | X      |
| routing-table                     | X      | X      |           | X      |
| station                           | X      | X      | X         | X      |
| terminal-parameters 603/302B1     |        | X      |           |        |
| terminal-parameters 8400          |        | X      |           |        |
| vdn                               | X      | X      |           | X      |
| vector                            |        | X      |           |        |

**Table B-10. Command Permissions Form Entries —  
Administer Trunks**

| Object                            | Action |        |         |           |        |
|-----------------------------------|--------|--------|---------|-----------|--------|
|                                   | Add    | Change | Display | Duplicate | Remove |
| aar analysis                      |        | X      |         |           |        |
| aar digit-conversion              |        | X      |         |           |        |
| access-endpoint                   | X      | X      |         | X         | X      |
| announcements                     |        | X      |         |           |        |
| ars analysis                      |        | X      |         |           |        |
| ars digit-conversion              |        | X      |         |           |        |
| ars toll                          |        | X      |         |           |        |
| digit-absorption                  |        | X      |         |           |        |
| meas-selection route-pattern      |        | X      |         |           |        |
| meas-selection trunk-group        |        | X      |         |           |        |
| meas-selection wideband-trunk-grp |        | X      |         |           |        |
| modem-pool                        | X      | X      |         |           | X      |
| personal-CO-line                  | X      | X      |         |           | X      |
| pri-endpoint                      | X      | X      |         | X         | X      |
| remote-access                     |        | X      | X       |           |        |
| rhnpa                             |        | X      |         |           |        |
| route-pattern                     |        | X      |         |           |        |
| time-of-day                       |        | X      |         |           |        |
| toll                              |        | X      |         |           |        |
| trunk-group                       | X      | X      |         |           | X      |

## **How to Set Up System to Allow Remote Administration**

---

You can administer the system from a terminal onsite with the DEFINITY ECS, or from a remote terminal; the latter can be located either on or off premises. If you choose to use a remote terminal, you retain all system administration terminal functions; however, terminal operation speed is limited in some configurations.

You can connect from three to eight related terminals to the system at the same time. These terminals can display information simultaneously, but the system limits the type of simultaneous changes that you can make from any two (or more) terminals. These limitations, and the number of terminals you can connect to a system, are documented in Table C-1 in Appendix C, "System Capacity Limits".

To set up the system to allow for Remote Administration, do the following:

1. For Release 5vs/si, translate all four netcon channels. For Release 5r, translate the system access ports. (See the section on How to Administer Data or Netcon Channels.)
2. Translate a Uniform Call Distribution (UCD) hunt group using a hunt group form.
  - a. In the Group Extension field, enter an extension number. If the system is equipped with Direct Inward Dialing (DID), enter a DID extension number.
  - b. In the Group Members Assignment field, enter the four extension numbers previously assigned to the four netcon channels or system access ports.

If the system will be remotely administered from an on-premises terminal, no additional translations are required.

If the system will be remotely administered from an off-premises location via a dial-up facility, complete Steps 3 and 4.

3. Translate a pooled modem if not translated previously.
4. Translate a trunk group in one of the following ways.

**Table B-11. Remote Administration**

|                                                                                                                                                    |                                                                                                                                                                                                                                                                                                                    |
|----------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| DID equipped systems                                                                                                                               | <ul style="list-style-type: none"><li>■ Using a DID trunk group form, translate a new trunk group.</li></ul>                                                                                                                                                                                                       |
| DID equipped systems using a Non-DID trunk—Calls made from remote (off-premises) terminal will be to a CO trunk dedicated to Remote Administration | <ul style="list-style-type: none"><li>■ Using a CO trunk group form, translate a new trunk group. In both the Incoming Destination and Night Service fields, enter the UCD hunt group extension number (see Step 2a).</li></ul>                                                                                    |
| Non-DID equipped systems—Calls made from remote (off-premises) terminal will be to a shared CO trunk group.                                        | <ul style="list-style-type: none"><li>■ If not translated previously, translate CO a trunk group accessed by the LDN.</li><li>■ Using a CO trunk group form, translate a new trunk group. In both the Incoming Destination and Night Service fields, enter the UCD group extension number (see Step 2a).</li></ul> |

5. Using either the keyboard or voice terminal, dial the UCD group extension number. This number will be one of the following (see Table B-12):

- a. From off-premises:

- the DID number, or
- an LDN (you must use a voice terminal), or
- the trunk number dedicated to remote administration

- b. From on-premises:

- an extension number

6. If a DID number, dedicated trunk number, or extension was dialed, receive data tone or visually receive answer confirmation.

If an LDN was dialed, the attendant will answer. Ask to be transferred to the UCD group extension number. Receive data tone or visually receive answer confirmation. Transfer the voice call to your data terminal.

7. Screen displays login.
8. Enter your login and password.
9. Perform system administration.
10. Log off and disconnect.

## **How to Administer System From a Remote Location**

---

Ensure data terminal speed settings are compatible with the modem pool and the netcon/data channel. Use the table below to determine the data terminal speed setting that you need.

**Table B-12. Data Terminal Speed Settings**

| <b>Data Terminal</b>                | <b>Speed</b> |
|-------------------------------------|--------------|
| Integrated pooled modem board TN758 | 1200 BPS     |
| Combined modem pools                |              |
| NETCON data channel                 | Up to 9.6PBS |
| System access ports                 | 9.6 KBS      |

## **How to Administer Netcon Channels/SAPs**

---

This part contains the procedures required to administer system netcon channels. The system has four netcon channels (01 through 04) that are used to provide switched data access.

The Manager 1 terminal, which is located within 50 feet of the system cabinet, is not administered using netcon channels. The Manager 1 terminal should not be confused with the on-premises or remote system administration terminals.

The netcon channels are administered separately using the data module form and entering **netcon** in the "Type" field. The netcon channels are assigned to the Network Control circuit pack. One netcon channel form must be completed for each channel.

in the "Type" field. The netcon channels are assigned to the Network Control circuit pack. One netcon channel form must be completed for each channel.

Once the netcon channel has been assigned, the user must administer the modules or modems required to support CDR, system administration/maintenance terminals, recorded announcements, and/or the Property Management System (PMS) link.

The same commands used to administer data modules are also used to administer netcon channels. The extension number entered at the end of the data module command determines which netcon channel will be added, displayed, duplicated, changed, removed, or printed.

All four netcon channels may be assigned. The following steps can be used to add a data or netcon channel:

1. Verify terminal displays: **enter command:**
2. Enter **add data module 4444** where 4444 is the extension number assigned to the netcon channel. The extension number will appear in the Data Extension field on the screen form. Press the RETURN key. The screen displays a Processor Data Module (PDM) form. Cursor is positioned on the Type field.
3. In the field labeled "Type," enter **netcon** and press the RETURN key.
4. Screen displays the netcon channel form.
5. The cursor is positioned on the Physical Channel field.
6. Enter a netcon channel number from 01 through 04 and press the RETURN key.
7. The cursor is positioned on the Name field.
8. Make no entry, press the RETURN key.
9. Cursor is positioned on the COS field.
10. Enter a COS number from 0 through 15 and press the RETURN key.
11. Cursor is positioned on the COR field.
12. Enter a COR number from 0 through 63 that will allow or deny access and press the RETURN key.
13. Cursor is positioned on the Abbreviated Dialing List1 field.
14. Make no entry, press the ENTER key.
15. Screen displays: **command successfully completed, enter command:**
16. Repeat Steps 1 through 16 until all four netcon channels have been established. A different extension number must be entered for each netcon channel. The system automatically assigns the extension number if **next** is entered at the end of the **add data-module** command (**add data-module next**).

The netcon channels can be added by entering the **duplicate data-module xxxx (extension number to be duplicated)** command. This command must be entered for each netcon channel being added.

After all four netcon channels have been assigned, the user can refer to the section on How to Administer System From a Remote Location, if the system is administered for these features.

### **How to Change a Netcon Channel**

---

Netcon channels can be changed, for example, by entering the **change data module 4444** command and pressing the RETURN key. Extension number 4444 is the extension number assigned to the data or netcon channel.

Once the form is displayed on the screen, the user can make changes. Once all changes have been made, press the ENTER key to submit the changes into system translations.

### **How to List Netcon Channels**

---

The **list data-module** command can be used to display a list of all netcon channels that have been assigned in the system. The display gives a list of all data modules and netcon channels and their associated data that includes:

- Extension number
- Port number
- Type of module (netcon channels are listed along with the other types of modules)
- Name if assigned
- Class of Service
- Class of Restriction
- Information Systems Network (ISN). This field shows if the data module is connected to the ISN.

The **display data-module xxxx (extension number) [print]** command can be used to obtain a printout for one netcon channel.

### **How to Administer Dial Plan and Feature Access Codes**

---

The Dial Plan Record and the Feature Access Codes (FAC) can be administered together to insure continuity for the number of digits assigned to FAC. The number of digits used to dial the FAC must agree with the number of digits assigned to the fac field on the Dial Plan Record. The system does not allow a mismatch between these numbers. For example, if the Dial Plan Record has two digits assigned for FAC, then each FAC must be assigned two digits. The user dials these digits to activate and deactivate a feature.

The Dial Plan Record must be administered before assigning FAC, trunk access codes, and voice terminal extensions. The Dial Plan Record can be administered as a stand-alone screen form as long as the changes being made do not affect the FAC, Trunk Access Codes (TAC), and voice terminal extension numbers. Once the TAC and voice terminal extension numbers have been assigned, the user cannot change the Dial Plan Record.

Once the Dial Plan Record and FAC have been administered, the System Administrator can change the digits assigned to FAC as long as they agree with the Dial Plan Record. For example, the System Administrator can change a FAC from 12 to 13 as long as no other FAC is assigned to 13.

The following steps give an example on how to change the FAC from three to two digits.

1. Verify screen displays: **enter command:**
2. Enter **change feature-access-codes** and press the RETURN key.
3. Screen displays Feature Access Codes form.
4. Position the cursor over the 3-digit access codes and press the space bar until the 3-digit code disappears.
5. Press the RETURN key and repeat the above step until all 3-digit access codes have been removed.
6. Press the ENTER key. Screen displays: **command successfully completed, enter command:**
7. Enter **change dialplan** and press RETURN key.
8. Screen displays Dial Plan Record form.
9. Press the RETURN key until the cursor is positioned on the "1: Number of Digits" field.
10. Enter FAC and press the ENTER key. Screen displays: **command successfully completed, enter command:**
11. Enter **change feature-access-codes** and press the RETURN key.
12. Screen displays Feature Access Codes form.
13. Assign 2-digit access codes to the desired features. After all codes have been assigned, press the ENTER key. Screen displays: **command successfully completed, enter command:**

### **How to Administer Abbreviated Dialing**

This part covers the commands required to administer Abbreviated Dialing (AD). AD is administered using several types of screen forms. The forms administered depend on the types of AD being added to the system.

The AD personal list must be assigned to the voice terminal and data module before it can be added to the system.

AD can be administered using the following screen forms:

- 7103A terminal list form
- Abbreviated dialing group list form
- Abbreviated dialing personal list form



- Abbreviated dialing system list form
- Abbreviated dialing enhanced list form

The enhanced, system, personal, and group lists can be assigned to the "Abbreviated Dialing" section on the voice terminals data modules and internal/external trunk groups forms.

The following commands can be used to administer abbreviated dialing:

### **Abbreviated Dialing Command for 7103A Buttons**

- add abbreviated-dialing 7103A-buttons
- change abbreviated-dialing 7103A-buttons
- display abbreviated-dialing 7103A-buttons [print or schedule]
- remove abbreviated-dialing 7103A-buttons

### **Abbreviated Dialing Group**

- add abbreviated-dialing group 1-100 (1-1000 Release 5r) or next
- change abbreviated-dialing group 1-100 (1-1000 Release 5r)
- display abbreviated-dialing group 1-100 (1-1000 Release 5r) [print or schedule]
- list abbreviated-dialing group [xx] (count 1-100 or 1-1000 Release 5r) [print or schedule]
- remove abbreviated-dialing group 1-100 (1-1000 Release 5r)

### **Abbreviated Dialing Personal**

- add abbreviated-dialing personal xxxx (extension number of assigned object with a personal list) and List 1-3 or "next"
- change abbreviated-dialing personal xxxx (extension number of assigned personal list) and List 1-3
- display abbreviated-dialing personal xxxx (extension number of assigned personal list) and List 1-3 [print or schedule]
- list abbreviated-dialing personal [print or schedule]
- remove abbreviated-dialing personal xxxx (extension number of assigned personal list) and List 1-3



#### **NOTE:**

When a station is added or changed that has an abbreviated dialing personal list in the system, the system will automatically add a five

member list for the station being added or changed. Also the list is automatically removed when the voice terminal is removed.

### Abbreviated Dialing System

- add abbreviated-dialing system
- change abbreviated-dialing system
- display abbreviated-dialing system [print or schedule]
- remove abbreviated-dialing system

When a station is added or changed that has an AD personal list in the system, the system will automatically add a five member list for the station being added or changed.

### Abbreviated Dialing Enhanced List

- add abbreviated-dialing enhanced w (form number 0-9)
- change abbreviated-dialing enhanced w (form number 0-9)
- display abbreviated-dialing enhanced w (form number 0-9)  
[print or schedule]
- remove abbreviated-dialing enhanced w (form number 0-9)

The following procedure shows how to add an Abbreviated Dialing Group:

1. Verify that screen displays: **enter command:**
2. Enter **add abbreviated-dial group 1** and press the RETURN key.
3. Screen displays the Abbreviated Dialing Group List form.
4. Assign the required data.
5. Press the ENTER key. Screen displays: **command successfully completed, enter command:**
6. Assign the group list to the desired voice terminals and data modules.

### How to Set Time and Date

---

The system date and time are set using the Date and Time form (see Screen B-8). This form is displayed on the terminal screen and is modified using the terminal keyboard. The time must be reset for daylight savings time. The correct time and date assure that SMDR records are correct for the records being kept. SMDR will not work until the time and date have been entered. Do the following procedure to set the system time and date:

1. Log in.
2. Verify screen displays: **enter command:**

3. Enter **set time** and press the RETURN key.
4. Verify screen displays Date and Time form (see Screen B-8).  
  
⇒ **NOTE:**  
Cursor is positioned on **Day of the Week:** line.
5. Enter day of week (**Sunday—Saturday**) and press the RETURN key.  
  
⇒ **NOTE:**  
Cursor is positioned on **Month:** line.
6. Enter current month (**January—December**) and press the RETURN key.  
  
⇒ **NOTE:**  
Cursor is positioned on **Day of the Month:** line.
7. Enter day of month (**1ctl-W31**) and press the RETURN key.  
  
⇒ **NOTE:**  
Cursor is positioned on **Year:** line.
8. Enter current year (**1990ctl-W2099**) and press the RETURN key.  
  
⇒ **NOTE:**  
Cursor is positioned on **Hour:** line.
9. Enter current hour (**0ctl-W23**) and press the RETURN key. Table B-13 shows the standard time conversion to 24-hour time. Enter the 24-hour time as shown. For example, if the current time is 2:00 p.m., enter **14** and press the RETURN key.  
  
⇒ **NOTE:**  
Cursor is positioned on **Minute:** line.
10. Enter current minute (**0ctl-W59**).
11. Press the ENTER function key.
12. Verify screen displays: **The set time form command is completed successfully enter command:**
13. Enter **save translation** and press the RETURN key so the correct time and date will be entered in system translations. See the end of this chapter for save translation information.

14. Verify date/time data by entering **Display Time** and pressing the RETURN key.



**NOTE:**

The Date and Time Form is displayed showing all data entered in the above steps followed by:

**enter command:**

set time

DATE AND TIME

page 1 of 1

DATE

Day of the Week: \_\_\_\_\_

Month: \_\_\_\_\_

Day of the Month: \_\_\_\_

Year: \_\_\_\_\_

TIME

Hour: \_\_\_\_

Second: XX

Minute: \_\_\_\_

**Screen B-8. Date and Time Screen Form**

Table B-13 shows how to convert to 24-hour clock for those not familiar with this standard.

**Table B-13. Conversion to 24-Hour Clock**

| <b>12-Hour Standard<br/>Time Clock</b> | <b>24-Hour Clock</b> |
|----------------------------------------|----------------------|
| 12:00 a.m.                             | 0                    |
| 1:00 a.m.                              | 1                    |
| 2:00 a.m.                              | 2                    |
| 3:00 a.m.                              | 3                    |
| 4:00 a.m.                              | 4                    |
| 5:00 a.m.                              | 5                    |
| 6:00 a.m.                              | 6                    |
| 7:00 a.m.                              | 7                    |
| 8:00 a.m.                              | 8                    |
| 9:00 a.m.                              | 9                    |
| 10:00 a.m.                             | 10                   |
| 11:00 a.m.                             | 11                   |
| 12:00 p.m.                             | 12                   |
| 1:00 p.m.                              | 13                   |
| 2:00 p.m.                              | 14                   |
| 3:00 p.m.                              | 15                   |
| 4:00 p.m.                              | 16                   |
| 5:00 p.m.                              | 17                   |
| 6:00 p.m.                              | 18                   |
| 7:00 p.m.                              | 19                   |
| 8:00 p.m.                              | 20                   |
| 9:00 p.m.                              | 21                   |
| 10:00 p.m.                             | 22                   |
| 11:00 p.m.                             | 23                   |

## **How to Print on Demand**

---

The user can get a printout when **print** or the abbreviated version **pr** is entered as the last qualifier for the **list** and **display** commands. For example, the command **display abbreviated-dialing group 20 print** provides a printout for AD group number 20.

The terminal must have a printer connected to it before a hard copy printout can be obtained.

The following procedure can be used to obtain a printout of Pickup Group 25.

1. Log on.
2. Enter **display pickup-group 25 print** or **display pickup-group 25 pr** and press the RETURN key.
3. Screen displays the form for Pickup Group 25. At the same time, the screen form is also printed out at the printer.

## **System Backup for DEFINITY**

---

### **Save and Restore Recorded Announcements**

---

#### **TN750C Announcement Board**

The TN750C board contains flash memory which provides internal backup of announcements on the boards. Thus, the TN750C board does not need the save and restore processes still available for the TN750 and TN750B boards. However, you can use the save and restore processes to copy announcements between TN750B/C boards.

The command syntax for saving from a TN750C board is:

```
Save announcements ['from' cabinet(1-X). carrier (A-E),  
slot (0-20)]
```

where X for cabinet is the system maximum and where "slot" is the number of the slot occupied by the board you want to back up or restore.

#### **⇒ NOTE:**

If there are multiple boards in your system, you must specify the slot location of the board. If there is only one board, the system defaults to the proper location.

The command syntax for restoring to a TN750C board is:

```
Restore announcements [disk | tape ['to' cabinet(1-X).  
carrier (A-E), slot (0-20)]]
```

where X for cabinet is the system maximum and where "slot" is the number of the slot occupied by the board you want to back up or restore.

#### **⇒ NOTE:**

If there are multiple boards in your system, you must specify the slot location of the board. If there is only one board, the system defaults to the proper location.

When you execute a restore command you will receive a warning message:

```
WARNING: This restore announcement command will overwrite  
the specified boards existing announcements.
```

#### **TN750 and TN750B Announcement Boards**

The save and restore procedures described below are only necessary for TN750 and TN750B announcement boards. You can use them to copy to and restore from TN750C announcement boards, but TN750C boards use an internal backup process and do not need these save procedures.

The recorded announcements in the system can be saved on the system cassette tape by entering the command **save announcements spe-active/spe-standby**. These commands should only be used after business hours or when the system is operating during a low usage period. The system takes about 45 minutes to one hour to transfer the recorded announcements from the announcement board to the system tape. During this time period, the administration terminal cannot be used to administer the system until the transfer is complete; however, all other administration terminals, if provided, are allowed to perform administration procedures.

 **NOTE:**

The LED on the 750 or 750B lights up and remains lit until the the download is complete. Do *not* remove the translation card until the light is off, or the restore/save will not be completed.

The recorded announcements in the system can be restored back into the system memory from the system tape by entering the command **restore announcements**. The system performs an audit to make sure that the announcements on the announcement board match the announcements administered in the switch. If the restore announcements fails in a duplicated system because of a tape or tape drive failure, the system will alarm the tape drive that didn't restore and switch to the standby Switch Processing Element (SPE) provided the standby is operational. The restore announcements must then be re-entered on the new active SPE to restore the announcements.

### **Tape Backup for a System Without the Duplication Option**

Two cassette tapes are provided with the system. **It is recommended that backup copies of the translation data be made weekly**, or after many changes have been made to the translation data. This will minimize the loss of recent translation data changes if the cassette tapes in the system become damaged.

The following procedure can be used to make a backup tape:

1. Remove the cassette tape from the tape drive.
2. Insert the backup cassette tape into the tape drive.
3. Log in to the terminal.
4. Verify that the screen displays: enter command :
5. Enter **save translation** and press RETURN. This command instructs the system to take all translation information in memory and write it onto the cassette tape. See Screen B-2 below.
6. The screen displays:



```

save translation                                SPE A
                                SAVE TRANSLATION Processor  Command
Completion Status      Error Code SPE_A      Success
0 Command successfully completely enter command:
  
```

#### Screen B-9. Save Translation —SPEA

7. Verify that a 0 is displayed in the Error Code column. A 0 indicates that the save translation was successfully completed for the tape drive. If a 0 did not appear, the save translation did not complete. Record the "error code number" and the "error message" and notify maintenance support.
8. If the system is equipped with a TN750 Announcement circuit pack, the recorded announcements can be saved using the **save announcement** commands. Enter **save announcements** and press RETURN.
9. See Screen B-3.

```

save announcement                                SPE A
                                SAVE ANNOUNCEMENT Processor  Command
Completion Status      Error Code SPE_A      Success
0 Command successfully completely enter command:
  
```

#### Screen B-10. Save Announcements Screen —SPEA

10. Verify that a 0 is displayed for SPE\_A in the Error Code column. A 0 indicates that the save announcement was a success for the tape drive. If a 0 did not appear, the save announcement did not complete. Record the "error code number" and the "error message" and notify maintenance support.
11. Remove the backup cassette tape from the tape drive and insert the original cassette tape into the tape drive.
12. Label the backup cassette tape with the date and time it was updated. A special notation may be put on the tape to clearly distinguish it from other cassette tapes.
13. Store the backup tape in a secure place.

## Tape Backup for a System With the Duplication Option

---

Four cassette tapes are provided with the system. **It is recommended that backup copies of the translation data be made weekly**, or after many changes have been made to the translation data. This will minimize the loss of recent translation data changes if the cassette tapes in the system become damaged.

The following procedure can be used to make backup tapes:

1. Remove the two original cassette tapes from the tape drives.
2. Insert the two backup cassette tapes into the tape drives.
3. Log in to the terminal.
4. Verify that the screen displays: enter command:
5. Enter **save translations** and press RETURN. This command instructs the system to take all translation information in memory and write it onto the two cassette tapes.
6. See Screen B-11.

```
save translation                                SPE B
                                                Command
Completion Status      Error Code SPE_B      Success
0 SPE_A               Success                0 Command
successfully completely enter command:
```

### Screen B-11. Save Translation - SPE\_B

#### Administration Note:

The active SPE's completion status is always displayed first. During the save translation, as illustrated in the above screen, SPE\_B is displayed as the active SPE in the upper right corner of the screen.

1. Verify that a 0 is displayed for SPE\_B and SPE\_A in the Error Code column. A 0 indicates that the save translation was a success for each tape drive. If a 0 did not appear for SPE\_B and SPE\_A, the save translation did not complete. Record the "error code number" and the "error message" for the SPE that did not have a 0 and notify maintenance support.
2. If the system is equipped with a TN750 Announcement circuit pack, the recorded announcements can be saved using the **save announcement** commands. Enter **save announcements** and press RETURN.

3. See Screen B-12.

```
save announcements                                SPE B
                                                Command
Completion Status      SAVE ANNOUNCEMENT Processor
Error Code SPE_B      Success      Success
0 SPE_A
successfully completely enter command:      0 Command
```

### Screen B-12. Save Announcements - SPE\_B

#### Administration Note:

The active SPE's completion status is always displayed first. During the save announcement, as illustrated in the above screen, SPE\_B is displayed as the active SPE in the upper right corner of the screen.

1. Verify that a 0 is displayed for SPE\_B and SPE\_A in the Error Code column. A 0 indicates that the save announcement was a success for each tape drive. If a 0 did not appear for SPE\_B and SPE\_A, the save announcement did not complete. Record the "error code number" and the "error message" for the SPE that did not have a 0 and notify maintenance support.
2. Remove the two backup cassette tapes from the tape drives and insert the original two cassette tapes into the tape drives.
3. Label the two backup cassette tapes with the date and time they were updated. A special notation may be put on the tapes to clearly distinguish them from other cassette tapes.
4. Store the two backup tapes in a secure place.

### Tape Errors

Since the tape drive is a mechanical device, tape-related failures may occur. When these failures occur, the system responds with "tape error messages". The following is a list of the tape error messages and recommended responses to each. Check for proper operation after each response is done.

1. Tape access error: no tape cartridge or device problem  
Indicates that the cassette tape is missing or improperly seated. This error can also occur if the tape drive has a hardware problem. *Response:* Check tape drive for missing or improperly seated cassette tape.  
Check tape drive for missing or improperly seated cassette tape.  
Check cassette tape to determine if write-protect indicator points to SAFE. If so, turn pointer away from SAFE to allow "write" capability.

Check for alarm at attendant console. If alarm is present, notify maintenance support to repair tape drive.



**NOTE:**

Check for damaged or worn cassette tape. If the cassette tape is damaged, do not insert the backup tape. If the backup tape is inserted it may also be destroyed. Notify maintenance support to repair the tape drive.

2. Tape currently in use

Indicates that the system is currently accessing the tape for administration or maintenance purposes. *Response:* Wait a few minutes and repeat the command that generated the tape error message.

Wait a few minutes and repeat the command that generated the tape error message.

3. Cannot write to tape: cartridge or device problem or  
Tape write failure: cartridge or device failure

Indicates that there was a failure in writing to the tape. *Response:* Refer to the procedures in message 1.

4. Cannot read from tape: cartridge or device problem or  
Tape write failure: cartridge or device failure

Indicates that there was a failure reading from the tape. *Response:* Refer to the procedures in message 1.

5. System error or Internal system error

Indicates that the system software requires reset procedures. *Response:* Notify maintenance support.

6. Internal translation data is corrupted

Indicates that the translation data is inconsistent and the translation was not saved on tape. *Response:* Replace cassette tape with system backup tape.

Enter the command **reset system 3**. After the command completes, remove the backup tape, install the original tape, and then repeat the command that generated the error message. Notify maintenance support if the same error message is displayed again.

7. Translation file is too large to fit on tape

Indicates that the system software has malfunctioned. *Response:* Notify maintenance support.

## System Backup for DEFINITY ECS R5si/vs

---

The backup system for the DEFINITY Release 5si/vs system employs a Memory Card. In case of a power failure, the system translations and announcements can be restored using the Memory Card.

### Save Translation

---

Translation data can be automatically saved every 24 hours. However, if your translation data changes frequently, you should also save translations frequently to assure that you have the most up-to-date information.

**⇒ NOTE:**

"Save translation" should not be performed if any Memory Card alarm conditions occur or if the system is having problems (such as processor, memory, or netcon alarms).

**⇒ NOTE:**

It is recommended that you save translation after business hours to prevent dial tone delays. Or, if your business operates 24 hours, you should save translation during slow business hours.

The following procedure is used to save translations to the Memory Card:

1. Verify that the Memory Card is in the TN777B Netcon circuit pack.
2. Log in to the administration terminal.
3. Verify that the screen displays: `enter command:`
4. Enter **save translation** and press RETURN. This command instructs the system to take all translation information in memory and transfer it into the Memory Card.
5. See Screen B-6.

```
save translation                                SPE A
                                                SAVE TRANSLATION Processor  Command
Completion Status      Error Code SPE_A      Success
0 Command successfully completely enter command:
```

**Screen B-13. Save Translation Screen —SPEA**

6. Verify that the Success message appears in the Command Completion Status field. If it does not, an error message will appear instead.
7. If the system is equipped with a TN750 Announcement circuit pack, the recorded announcements can be saved using the **save announcements** commands. Enter **save announcements** and press RETURN.
8. See Screen B-7.

```

save announcements
                                SAVE ANNOUNCEMENTS Processor
Completion Status      Error Code SPE_A      Success      Command
0 Command successfully completely enter command:
  
```

#### Screen B-14. Save Announcements Screen —SPEA

9. Verify that the Success message appears in the Command Completion Status field. If it does not, an error message will appear instead.

One Memory Card is provided with the system. If a backup Memory Card has been purchased, the following procedure can be used to make a backup copy of the system translations and/or announcements.

1. Remove the Memory Card from the TN777B Netcon circuit pack.
2. Insert the backup Memory Card into the TN777B Netcon circuit pack.
3. Log in to the administration terminal.
4. Verify that the screen displays: enter command:
5. Enter **save translation** and press RETURN. This command instructs the system to take all translation information in memory and transfer it into the Memory Card.
6. See Screen B-15.

```

save translation
                                SAVE TRANSLATION Processor
Completion Status      Error Code SPE_A      Success      SPE A
                                Command
0 Command successfully completely enter command:
  
```

#### Screen B-15. Save Translation Screen —SPEA

7. Verify that the Success message appears in the Command Completion Status field. If it does not, an error message will appear instead.
8. If the system is equipped with a TN750 Announcement circuit pack, the recorded announcements can be saved using the **save announcements** commands. (See the next subsection "Save and Restore Recorded Announcements.") Enter **save announcements** and press RETURN.
9. See Screen B-16.

```

save announcements
                                SAVE ANNOUNCEMENTS Processor
Completion Status      Error Code SPE_A      Success      Command
0 Command successfully completely enter command:
  
```

#### Screen B-16. Save Announcements Screen —SPEA

10. Verify that the Success message appears in the Command Completion Status field. If it does not, an error message will appear instead.
11. Remove the backup Memory Card from the slot in which it is installed and insert the original Memory Card into that slot.
12. Label the backup Memory Card with the date and time it was updated. A special notation may be put on the card to clearly distinguish it from other Memory Cards.
13. Store the backup Memory Card in a secure place.

### Save and Restore Recorded Announcements

#### TN750C Announcement Board

The TN750C board contains flash memory which provides internal backup of announcements on the boards. Thus, the TN750C boards does not need the save and restore processes still available for the TN750 and TN750B boards. However, you can use the save and restore processes to copy announcements between TN750B/C boards.

#### TN750C Command Syntax

The command syntax for saving from a TN750C board is:

```

Save announcements [ 'from' cabinet(1-X). carrier (A-E),
slot (0-20)]
  
```

Where X for cabinet is the system maximum and where the slot number varies with the DEFINITY system.

The command syntax for restoring to a TN750C board is:

```
Restore announcements [disk | tape ['to' cabinet(1-X).  
carrier (A-E), slot (0-20)]]
```

Where X for cabinet is the system maximum and where the slot number varies with the DEFINITY system.

When you execute a restore command you will receive a warning message:

```
WARNING: This restore announcement command will overwrite  
the specified boards existing announcements.
```

### TN750 and TN750B Announcement Boards

The save and restore procedures described below are only necessary for TN750 and TN750B announcement boards. You can use them to copy to and restore from TN750C announcement boards, but TN750C boards use an internal backup process and do not need these save procedures.

Enter the **save announcements** command to save the recorded announcements in the system on the system Memory Cards.

#### NOTE:

A 4 Mb Memory Card is required to save and restore announcements.

The system takes about 30 minutes per pack to complete this task. Because the administration terminal is unavailable during this time, it is recommended that this command be used after business hours (or during slow business hours for a 24 hour business operation). During this time period, the administration terminal cannot be used to administer the system until the transfer is complete; however, all other administration terminals, if provided, are allowed to perform administration procedures.

Enter the **restore announcements** command to restore the recorded announcements from the Memory Card back into system memory. The system takes about 22 minutes per pack to complete this task. **The system performs an audit to make sure that the number of announcements on the announcement board match the announcements administered in the switch.**

The working copy of the announcements are stored on the announcement board. You should also save announcements on 4 Mb Memory Cards.



## Errors

---

Memory Card-related failures may occur for two reasons: the card is at fault or the (TN777B) Netcon circuit pack is at fault. When these failures occur, the system responds with "error messages." The following is a list of the error messages in alphabetical order and recommended responses to each. Check for proper operation after each response is completed. You should also check the hardware error log for errors, and then use the maintenance manual or complete repair procedures.

1. Cannot access file storage area

The wrong Memory Card may be installed.

*Response:* Check to see which Memory Card is installed. If the correct one is installed, test it. If it passes, and the problem still persists, escalate the problem to the next level of support.

2. Cannot access file; wrong type of Memory Card is inserted

You have not inserted the correct Memory Card for the operation you wish to perform. *Response:* Load the appropriate Memory Card.

3. Cannot access mass storage system now; try again later

Indicates the storage system is in use.

*Response:* Try again later.

4. Cannot turn on 12 volt power supply

Indicates something may be wrong with the (TN777B) Netcon circuit pack (where the power supply is).

*Response:* Test the 12-volt power supply by running the **test card-mem** command from the system administration terminal. Executing the command causes the system to run Test 701 (12 Volt Power Supply Test). If the power supply test fails, replace the (TN777B) Netcon circuit pack. To do this, follow the instructions in the Maintenance manual for MO 12v-PWR. Then, repeat whichever command failed.

5. Command has been aborted; please try later

The command has been preempted.

*Response:* Try again later.

6. Could not write to Memory Card.

Indicates something may be wrong with the Memory Card.

*Response:* Test the Memory Card (run **test card-mem**).

7. File size exceeded

You have run out of file space.

*Response:* Call your Lucent Technologies representative.

8. Invalid directory on memory card

Indicates the Memory Card needs refreshing, or that something is wrong with the Memory Card.

*Response:* Run **test card-mem** and be sure all tests pass. Replace the Memory Card.

9. Memory Card is not inserted in the system

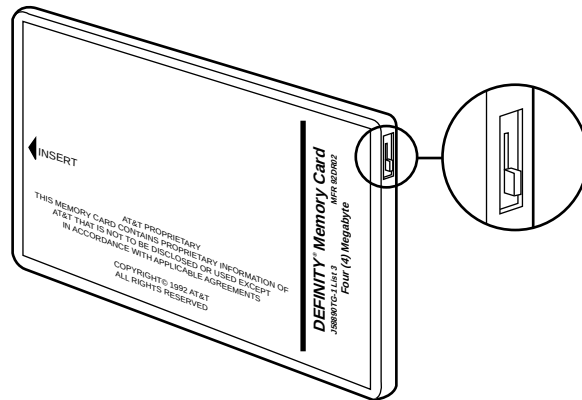
You have not inserted the memory card.

*Response:* Insert the Memory Card.

10. Memory Card is write-protected

Indicates the switch on the top side of the Memory Card is incorrectly set.

*Response:* Move the switch to the correct position with the point of a pencil or similar object. Refer to the figure below:



---

**Figure B-11. Memory Card Write-Protect Switch**

11. Memory Card is unusable

Indicates something is wrong with the Memory Card.

*Response:* Replace the Memory Card.

12. Request is incompatible with currently running operations

Indicates the storage system is in use.

*Response:* Try again later.

13. Saved copy of announcements is unusable

The file on the Memory Card is unusable.

*Response:* Use another backup card if you have one. Instances such as this illustrate the importance of having backup cards.

14. Saved copy of translations is unusable

The copy of the translations on your Memory Card is faulty.

*Response:* Run the **save translations** command again.

15. Success: translation file nearly full - get larger card

This message appears in response to a "save translation" command. The translation was saved successfully but this is just a warning that the card is 95 percent full. *Response:* Order the next larger card.

16. Transmission problem; please try later

There is a problem communicating with the announcement board.

*Response:* Check to see that a data module, "Type: announcement" has been administered correctly. Use the list data-module command to determine if the data-module "Type: announcement" is administered. The data module "Type: announcement" is administered using the add data-module <extension\_number of data module type announcement>. If adding or checking the data module type announcement, verify that the "Board:" field is translated with network, carrier and slot where the announcement circuit pack is installed. Check that the Class of Restriction (COR) of the data module "Type announcement" is allowed to terminate calls from the data-modules "Type: netcon." The data modules "Type Netcon:" with their COR can be identified by using the "list data-module" command. Note the netcon data modules must also have their COR's translated that they can call each other.

17. Unknown type of Memory Card

The software does not know what type of Memory Card is inserted in the slot. This can occur if the card is unformatted or if the current vintage of the software does not recognize that type of Memory Card.

*Response:* Replace the Memory Card with a formatted Memory Card the software can recognize.

18. Upgrade Memory Card inserted

You may have inserted the System Upgrade Memory Card instead of the 4 Mb Memory Card.

*Response:* Insert the 4 Mb Memory Card.

## **System Backup for DEFINITY ECS R5r**

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### **Overview**

---

The DEFINITY ECS Release 5r Mass Storage System (MSS) uses tape and disk to provide stable storage of switch data. MSS configurations include single Switch Processing Element (SPE) and duplicated systems. There are four basic MSS configurations:

|                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
|-------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Simplex Disk/Tape | In a simplex disk-tape system, the disk drive is the primary MSS device and the tape is the secondary MSS device. If the disk is not available, the tape is available to boot from or to save system data. The tape unit is normally a backup of the disk. In addition, a tape provides a removable backup of the system data.                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| Duplex Disk/Tape  | <p>In a duplicated processor system, each processor normally boots from its local disk unit only. Data is backed up from memory to the local disk, the local tape unit, the standby disk unit, the standby tape unit, both disk units, or both tape units. Normally, when data is written, both the active and standby disk units are updated simultaneously.</p> <p>Backup from disk to tape can occur on the active system, the standby system, or on both simultaneously. Restore from tape to disk can occur on the active system, the standby system, or on both simultaneously.</p> <p>In addition, scheduled maintenance is provided to verify that the file systems on each storage device are consistent and that the files are consistent between the different storage devices.</p> |

The primary backup operations are:

- **Save translation:** All translation data is kept in memory during system operation. This means that all data would be lost if the switch went down. The save translation operation allows the System Administrator to save the in-memory translation data on disk/tape. This operation maybe done as part of scheduled maintenance and/or as required.
- **Backup/Restore:** In a disk/tape configuration, additional data integrity is achievable through the disk-to-tape backup process. The backup operation can be done as part of scheduled maintenance and/or as required. The contents of the disk will be copied onto a tape. This tape backup contains enough formatting/structure to allow the system to boot from it.

## Command Interface Conventions

In the following sections, the commands used to interface with the MSS are described. The conventions used to describe the commands are:

- **Optional Command Arguments**

A set of brackets [ ] is used to designate optional groups of arguments to a command. One item listed within each set of brackets can be specified on the command line.

- **Error Conditions**

Following the descriptions of the command operations is a list of error conditions which may occur before or during command execution. Within the command descriptions, error condition notations may appear (E#, where # corresponds to the error condition number). Refer to the "Error Conditions" section of this chapter for explanations of the specific error conditions.

## Save Announcements Command

---

### TN750C Announcement Board

The TN750C board contains flash memory which provides internal backup of announcements on the boards. Thus, the TN750C boards does not need the save and restore processes still available for the TN750 and TN750B boards. However, you can use the save and restore processes to copy announcements between TN750B/C boards.

### TN750C Command Syntax

The command syntax for saving from a TN750C board is:

```
Save announcements ['from' cabinet(1-X). carrier (A-E),  
slot (0-20)]
```

Where X for cabinet is the system maximum and where the slot number varies with the DEFINITY system.

The command syntax for restoring to a TN750C board is:

```
Restore announcements [disk | tape ['to' cabinet(1-X).  
carrier (A-E), slot (0-20)]]
```

Where X for cabinet is the system maximum and where the slot number varies with the DEFINITY system.

When you execute a restore command you will receive a warning message:

```
WARNING: This restore announcement command will overwrite  
the specified boards existing announcements.
```

## TN750 and TN750B Announcement Boards

The save and restore procedures described below are only necessary for TN750 and TN750B announcement boards. You can use them to copy to and restore from TN750C announcement boards, but TN750C boards use an internal backup process and do not need these save procedures.

The **save announcements** operation copies announcement data from the announcement board (TN750) to the MSS. By default, announcement data is written to the primary MSS device in a simplex processor system, or to both primary MSS devices in a duplicated processor system. In addition, the **save announcements** command can be directed to write to devices on either of the processors and/or to the secondary device(s).

## TN750 and TN750B Command Syntax

The bracketed options specify to which mass storage system the announcements are saved. This set of options only applies in a duplicated system. The options, **active** and **standby**, refer to the currently active and standby processors, respectively, in a duplicated system. The options, **PE-A** and **PE-B**, refer to the processors in carriers **A** and **B**, respectively, in a duplicated system.

Invoking the **save announcements** command with the **active** option forces the system to write the announcements data to the specified device in the currently active processor. In a simplex system, **active** is the same as **PE-A** and is the default.

Invoking the **save announcements** command with the **standby** option forces the system to write the announcements data to the specified device in the standby processor.

Invoking the **save announcements** command with the **PE-A** option forces the system to write the announcements data to the specified device in processor A. **PE-A** is the default in a simplex system.

Invoking the **save announcements** command with the **PE-B** option forces the system to write the announcements data to the specified device in processor B.

Invoking the **save announcements** command with the **both** option forces the system to write the announcements data to the specified device in both mass storage systems concurrently. If either access fails, the entire operation fails. In a duplex system, **both** is the default.

Invoking the **save announcements** command with the **either** option forces the system to write the announcements data to the specified device in both mass storage systems concurrently. If there is a failure in accessing one of the devices, the announcements data will still be written to the device that has not failed.

The **[disk | tape]** options specify the device on which to save the announcements data. These options only apply in a system with a disk.

Invoking the **save announcements** command with the **disk** option forces the system to write the announcements data to the disk. In a system configured with both a disk and a tape, **disk** is the default.

Invoking the **save announcements** command with the **tape** option forces the system to write the announcements data to the tape. In a system configured with only a tape unit, **tape** is the default.

## Command Operation

The **save announcement** command will only be allowed if there is an integrated announcement board in the system (E28).

The save announcement command will be denied if:

- No announcement data module has been administered (E29).
- No system port data module has been administered (E35).
- The announcement data module port is out of service (E34).
- The announcement data module port is active (for example, performing an announcement playback) (E36).
- No announcements are on the ANN board (E33).
- A user is in an integrated announcements session (E31).
- The board is currently being uploaded or downloaded (E29).

A user cannot enter an integrated announcement session after the **save announcements** command has started, although 15 channels are still available for announcement playback (one is reserved for uploading and downloading).

- The Class of Restrictions of SAP and the Class of Restrictions of the announcement data module are *not* compatible

If saving to tape, the **save announcements** command will abort if:

- The tape is not in the tape drive (E37) or the tape is write-protected (E38).
- No system access port is available (E39).
- The MSS is in use by the **SPE** duplication memory refresh activity (E41).

In addition, the **save announcements** command is not allowed if the MSS is in use. The MSS may be in use by either another user (E3) or by maintenance (E42).

Options entered by the user are validated against the system configuration and the target devices for the save announcement command are determined (E11, E12).

If the user requests that announcements be saved to a disk, the disk must be in service (E13).

If the user requests that announcements be saved to a tape, the tape must be in service (E14).

If the user requests that announcements be saved to the standby processor, the standby processor must be in service, shadowing must be enabled, and handshake must be up (E16).

If an error is encountered in the above steps, the save operation is not attempted.

When MSS devices on both processors in a duplicated system are specified, the save announcements operation will save announcement data from the announcement board to the active and standby MSS devices in parallel. The status of each save operation is reported to the user separately. If one of the save operations fail, the save operation to the other device continues. The goal is to save the new announcement data on some MSS device so that it is not totally lost; this will cause the announcement data to be inconsistent between these MSS devices.

The command completion status is displayed on the system administration terminal. The screen will be identical to that shown in Figure D-8 except it will be entitled "Save Announcement." The displayed information includes a success or error message for each processor.

In case of a failure, it is the user's responsibility to make the announcement files on the two MSS devices consistent. The files may become inconsistent due to hardware failures or if "save" to one device fails while the other continues; for example, while using the **either** option.

If announcement files are inconsistent due to failure on the hardware used during the **save announcements** command, the user should take appropriate action based on the error message returned. Maintenance software monitoring this hardware will log a hardware error with maintenance. Maintenance software will invoke tests to diagnose and attempt to correct the problem. If maintenance software fails to correct the problem, an alarm would be raised and the system technician should take appropriate action.

The **save announcements** command writes two time-stamped identical copies of announcement data to the selected device(s). The time stamp for both copies will be the same (it will be the time of writing to the first copy). Each copy is written as consecutive 2K blocks. Each block contains a checksum for error detection purpose. Each copy contains the following status information: time stamp, and the state of the copy (that is, "good" or "bad").

The save operation writes one complete copy first, then writes the second copy in a different area of the device. The save operation only updates one of the copies at a time. The save operation will always choose to overwrite the "least good" copy first. The following selection criteria is applied separately on the active and standby devices:

- If a copy has a bad status, then always overwrite that copy first.



- If both copies have good status, then overwrite the one with the older time stamp. If both time stamps are the same, then it doesn't matter which copy is overwritten first since both copies are identical.

Each copy of the announcement data is marked "bad" prior to an announcement save operation, and it will only be marked "good" after the save operation to that file completes successfully. Any failure during the save operation, including a system crash, should only affect one copy of announcement data. In that case, the affected copy will be marked with a "bad" status indicator and will not be used to restore announcements into the system. Thus, an intact copy of announcement data can be used as a backup. Normally at least one of the two copies should be in a good state.

If a good copy of the announcement file is not available, then the restore announcements operation cannot be executed until the **save announcements** command is successfully completed. The announcements on the board are still accessible and usable.

### **Restore Announcements Command**

---

The **restore announcements** command copies announcement data from the specified MSS device to the announcement board (TN750).

#### **Command Syntax**

**restore announcements [disk | tape]**

The announcement file is always restored from the active device.

The **[disk | tape]** options specify the device from which to restore the announcement board data. This set of options only applies in a system with a disk.

Invoking the **restore announcements** command with the **disk** option forces the system to copy the announcement board data from the disk to the announcement board.

Invoking the **restore announcements** command with the **tape** option forces the system to copy the announcement board data from the tape to the announcement board.

#### **Command Operation**

There is only one announcement board allowed in the system. The announcement file is always restored from the active processor's device.

The **restore announcements** command will not be allowed if there is no integrated announcement board in the system (E28); or if any port on the ANN board is active (E31).

The **restore announcements** command will be denied if:

- No announcement data module has been administered (E29).
- No system port data module has been administered (E35).
- The announcement data module is out of service (E34).
- A user is in an integrated announcements session (E31).  
A user cannot enter an integrated announcement session after the restore announcements command has started.
- The MSS is in use.  
The MSS may be in use by either another user or by maintenance (E3).
- The announcement file is not formatted on the MSS (E40).

If restoring from tape, the **restore announcements** command will abort if no tape is in the tape drive (E37).

The **restore announcements** command will also abort if:

- No system access port is available (E39).
- The MSS is in use by the **SPE** duplication memory refresh activity (E41).

Announcements on the ANN board will not be available until the restore operation is complete. Treatment to calling users will vary according to the feature. Otherwise, normal call processing service continues during the restore announcements operation.

The command completion status is displayed on the system administration terminal. The displayed information includes a success or error message.

In case of a failure, it is the user's responsibility to make sure the announcement file is completely copied to the announcement board, although the system will continually attempt to download the board in 10 minute intervals until a download is successful, announcements are recorded, or a download is initiated from the system administration terminal. The user should take appropriate action based on the error message returned. If the error is the result of a hardware or firmware failure, the MSS software will log a hardware error with maintenance. Maintenance software will invoke tests to diagnose and attempt to correct the problem. If maintenance software fails to correct the problem, an alarm would be raised and the system technician should take appropriate action.

In the case where the system crashes and/or there is a processor interchange, the restore operation will fail. In this case, there will not be a valid announcement file on the announcement board. The command should be restarted on the newly active processor to copy the announcements from the active processor's MSS device to the announcement board. Until the announcements are successfully and completely copied to the announcement board, calls will not be connected to any announcements on the ANN board.

When the ANN board is plugged in or reset, maintenance will perform a series of tests, including a DRAM Checksum test. The test will fail due to the power loss to the board, resulting in automatic downloading of the announcement file.

### **Error Conditions**

---

The following is a list of all error messages displayed to the user. If any of these error conditions can be attributed to hardware failures or disk/tape configuration problems, they will be logged with the maintenance subsystem. Error messages that are caused by a user entering improper command operations will not be logged with the maintenance subsystem; the user is notified of the error.

For each error message listed, an identifier is provided which indicates where on the screen the message will occur. If (M) is shown next to the error code, the error message will appear on the message line. If (W) is shown next to the error code, the error message will appear as command output.

A failure can occur on either processor in a duplicated system. When the error is displayed, it is associated with the processor on which the error was encountered.

|         |                                                                                                                                                                                                                |
|---------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| E3 (M)  | MSS is currently in use<br><br>This message means some other administration or maintenance user is currently making use of the MSS device and, therefore, it is not available for the MSS operation requested. |
| E11 (M) | Standby option invalid on a simplex system<br><br>This message means a duplex option to a command was specified on a simplex system.                                                                           |
| E12 (M) | The disk option is invalid in a tape-only system<br><br>This message means that a disk option was entered on an MSS command for a tape-only system.                                                            |
| E13 (W) | Disk device is out of service<br><br>This message means that the disk device has been taken out of service by maintenance.                                                                                     |
| E14 (W) | Tape device is out of service<br><br>This message means that the tape device has been taken out of service by maintenance.                                                                                     |

*Continued on next page*

|         |                                                                                                                                                                                                                                                                                                                                                                                                                                               |
|---------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| E16 (W) | <p>Standby processor (PE_A) is not available or<br/>Standby processor (PE_B) is not available</p> <p>This message means that the standby processor has been taken out of service by maintenance, that the PE-SELECT switches are not in their normal position, or that some other hardware problem exists. When the standby processor is out of service, memory shadowing from the active processor to the standby processor is disabled.</p> |
| E28 (W) | <p>Integrated announcement board not present</p> <p>This message indicates that the announcement board is not present in the system.</p>                                                                                                                                                                                                                                                                                                      |
| E29 (W) | <p>Required data module not administered or unavailable.</p> <p>The required data module is either not administered or is currently in use.</p>                                                                                                                                                                                                                                                                                               |
| E31 (W) | <p>Announcement port in use; please try later.</p> <p>One or more of the announcement ports are in use. The port could be in use for an integrated announcements session or for integrated announcement playback.</p>                                                                                                                                                                                                                         |
| E32 (W) | <p>Bad announcement file on tape (disk).</p> <p>This message indicates that the announcement file stored on disk or tape is corrupt. A valid file must be stored on the MSS before it can be accessed. This helps to prevent overwriting valid announcements on the ANN board.</p>                                                                                                                                                            |
| E33 (W) | <p>No announcements on board.</p> <p>Announcements must be stored on the ANN board in order to proceed with command. This helps to prevent overwriting or corrupting a good announcement file on the MSS.</p>                                                                                                                                                                                                                                 |
| E34 (W) | <p>Announcement data module out of service.</p> <p>This message indicates that the announcement data module has been taken out of service by maintenance. The data module could have been taken out of service because of errors on the data module detected by maintenance.</p>                                                                                                                                                              |
| E35 (W) | <p>Required system access port not administered or out of service.</p> <p>A system access port is either not available or is out of service.</p>                                                                                                                                                                                                                                                                                              |

*Continued on next page*

|           |                                                                                                                                                                         |
|-----------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| E36 (W)   | Announcement data module not available.<br>Cannot access the announcement data module because the upload/ download port is active.                                      |
| E37 (W)   | Tape access failure; no tape cartridge or tape drive failure.<br>No tape is in the tape drive.                                                                          |
| E38 (W)   | Tape write failure; no tape cartridge or tape drive failure.<br>The tape is write protected.                                                                            |
| E39 (W)   | Required system access port unavailable.<br>The required system access port is unavailable.                                                                             |
| E40 (W)   | Tape (disk) not formatted with announcement file.<br>Device must be formatted with the announcement file in order to read or write it.                                  |
| E41 (W)   | Refresh currently in progress, please try again later.<br>MSS is in use by <b>SPE</b> duplication memory refresh. This is an indication to try the command again later. |
| E42 (yhW) | MSS device is maintenance busy.                                                                                                                                         |

---

### Save Translation Command

The **save translation** command copies translation data from memory to the MSS. By default, translation data is written to the primary MSS device in a simplex processor system, or to both primary MSS devices in a duplicated processor system. In addition, the **save translation** command can be directed to write to devices on either of the processors and/or the secondary device(s). The translation data can be automatically backed up as part of regularly scheduled maintenance. It is recommended that automatic backup be performed on a daily basis.

### Command Syntax

The bracketed options specify which mass storage system the translation data is to be saved to. This set of options only applies in a duplicated system. The options, **SPE\_A** and **SPE\_B**, refer to processors **A** and **B** respectively in a duplicated system.

Invoking the command with the **active** option instructs the system to write to the specified device in the active processor.

Invoking the command with the **standby** option instructs the system to write to the specified device in the standby processor.

Invoking the command with the **either** option causes the system to write the translation data to the specified device on both processors. If the standby processor is inaccessible, the command will still execute on the active processor and data will be copied to the specified device.

Invoking the **save translation** command with the **SPE\_A** option forces the system to write the translation data to the specified device in processor A. **SPE\_A** is the default in a simplex system.

Invoking the **save translation** command with the **SPE\_B** option forces the system to write the translation data to the specified device in processor B.

In duplicated systems, **both** is the default option.

The **[disk | tape]** option specifies the device on which to save the translation data. This option set only applies in a system with a disk.

Invoking the **save translation** command with the **disk** option forces the system to write the translation data to the disk. In a system configured with both a disk and a tape, **disk** is the default.

Invoking the **save translation** command with the **tape** option forces the system to write the translation data to the tape. In a system configured with only a tape unit, **tape** is the default.

In a duplex system, the capability to save translation to only one of the MSS devices is provided. This capability should be exercised with extreme caution since it is likely to lead to translation data inconsistencies between the different devices on the two processors.

## Command Operation

The **save translation** command writes two time-stamped identical copies of translation data to the selected device(s). The time stamp for both copies will be the same (it will be the time of writing to the first copy). Each copy is written as consecutive 2K blocks. Each block contains a checksum for error detection purposes. Each copy contains a time stamp and the state of the copy (either "good" or "bad").

The save operation writes one complete copy first, then writes the second copy in a different area of the device. The save operation updates only one copy at a time. The save operation will always choose to overwrite the "least good" copy first. The following selection criteria should be applied on both the active and standby devices:

- If a copy has a bad status, always overwrite that copy first.
- If both copies have good status, overwrite the one with the older time stamp. If both time stamps are the same, it does not matter which copy is overwritten first since the copies are identical.

Each copy of the translation data is marked "bad" prior to a translation save operation, and it will only be marked "good" after the save operation to that file completes successfully. Any failure during the save operation, including a system crash, will usually affect only one copy of translation data. If this occurs, the affected copy will be marked with a "bad" status indicator and should not be used to load translation into the system. Thus an intact copy of translation can be used as a backup. Normally at least one of the two copies will be in a good state. If **save translation** is performed automatically as part of daily scheduled maintenance, there is a high degree of probability that identical copies of translation exist on the tape.

When MSS devices on both processors in a duplicated system are specified, the save operation will save translation data from the active processor to the active and standby MSS devices in parallel. The status of each save operation is reported to the user separately. If one of the save operations fail, the save operation to the other device continues.

If invoked during regularly scheduled maintenance, the **save translation** command in a duplicated processor system will save the translation to one of the MSS devices even if the other device is out of service.

The command completion status is displayed on Screen B-17.

| Save Translation |                                |            |
|------------------|--------------------------------|------------|
| Processor        | Command Completion Status      | Error Code |
| SPE_A*           | success/specific error message | n1         |
| SPE_B*           | success/specific error message | n2         |

#### Screen B-17. Command Completion Status

- In a simplex system, only the active (default) SPE status is given. In a duplex system, if a qualifier is used to select save translation for only one SPE, only that SPE's status is given.

The displayed information includes either a success message or an error message and error code for each processor (see Table B-14). A success message means both copies of translation data were updated successfully on a particular device from the in-memory translation data. The error code for each processor provides further information as to whether only one or two copies of

translation data were updated successfully. If only one copy was updated or neither copy was updated, an alarm would be raised on that device so that the system technician can take appropriate repair actions.

**Table B-14. Save Translation Command Error Codes**

| CODE | Interpretation                                                                                        |
|------|-------------------------------------------------------------------------------------------------------|
| 0    | The save operation was a complete success; both copies of translation data were updated.              |
| 1    | The save operation was a partial success; only one of the two copies of translation data was updated. |
| 2    | The save operation failed completely; no translation was saved to either copy of translation data.    |

The following operational rules apply to the **save translation** command:

1. The **save translation** command will only be allowed if there are no translation updates being made. All requests to update translation, after the command starts, will be denied (E1).  
  
If Terminal Translation Initialization (TTI) activation or deactivation is in progress, the **save translation** command will be denied (E2).
2. The **save translation** command will not be allowed if the MSS is engaged by another user or is being used for background maintenance (E3).
3. The options entered by the user are validated against the system configuration and the target devices for the **save translation** command are determined (E11, E12).
4. If the user requests that translation be saved to a disk, the disk must be in service (E13). If the user requests that translation be saved to a tape, the tape must be in service (E14). If the user requests that translation be saved to the standby processor, the standby processor must be in service, shadowing must be enabled, refresh must be completed, and handshake must be up (E16).
5. If the file system of the target device is a core-dump file system, the command will be denied (E17).

If the target device is a tape, and the file system type of the tape is an installation file system, and the vintage of the boot image running in the active processor matches the vintage of the boot image on the tape, then the system will first configure the tape with the same configuration as is currently running. If the in-memory vintage does not match the vintage on



the tape, the save translation command will be denied (E18). In this situation, the user must manually configure the tape by using the **configure** command and then reissue the **save translation** command.

6. If errors are encountered in the operations described above, the save operation should not be attempted.

## **Backup Command**

---

Additional data integrity is achievable through disk to tape backups. These backups may be done on demand or run daily as part of scheduled maintenance. The **backup** command will work in either a simplex SPE or a duplex SPE system. When the command is run as part of scheduled maintenance, the default for a simplex system is an **incremental** backup of SPE A. In a duplex system, the default is an **incremental** backup on **both** SPE A and SPE B.

When the **backup** command is executed on demand the defaults remain the same.

## **Command Syntax**

**backup disk [active | standby | SPE\_A | SPE\_B | both | either] [incremental | full]**

The bracketed options, **[active | standby | SPE\_A | SPE\_B | both | either]**, specify which mass storage system the user wishes to backup. Invoking the **backup** command with the **SPE\_A** option causes files from the disk associated with processor **A** to be copied to the tape cartridge on the same processor. **SPE\_A** is the default in a simplex system. Invoking the **backup** command with the **SPE\_B** option causes the files on the disk on processor **B** to be copied to the tape on the same processor.

Invoking the command with the **active** option causes the files on the disk on the active processor to be copied to the tape on that processor.

Invoking the command with the **standby** option causes the files on the disk on the standby processor to be copied to the tape on that processor.

Invoking the **backup** command with the **both** option causes files on the disks associated with both of the processors to be backed up to their respective tapes concurrently. If the standby processor is inaccessible the command will fail on both processors. No files will be copied from disk to tape on either processor. The default value in a duplex system is **both**.

Invoking the **backup disk** command with the **either** option causes the files on the disks associated with both of the processors to be backed up to their respective tapes concurrently. If the standby processor is inaccessible, the command will still execute on the active processor and the disk files will be copied to tape.

Invoking the command with the **incremental** option causes a selective backup to be performed. In this case, all files on the disk that are marked as "good files" and which have a newer last file update time than the corresponding tape files, are copied to the tape. Not copying files marked as "bad" ensures that corrupted files do not overwrite good (but possibly older) files. The default value is **incremental**.

If a **full** disk backup is specified, the entire disk is copied to tape. All files, "good" and "bad," regardless of the last file update times, will be copied to the tape.

### Command Operation

When an **incremental** backup is performed, the following procedure governs this operation. Before each file is copied from the disk to the tape, the file on the tape is marked as "bad." When the file has been completely copied over to the tape, the file is then marked as "good" on the tape. This process ensures that if the system were to reboot in the middle of this operation, files in the process of being copied will not be usable (on the tape) because they will still be marked as "bad."

When a **full** backup is performed, the following procedures are used. When the process begins, all files on the tape are marked as "bad." When the entire disk has been copied, the files on the tape will be marked as "good." The only exception to this is that a file which is marked as "bad" on the disk will retain this marking on the tape also.

When the backup is performed on **both** processors, the operation is performed in parallel. If the backup operation fails on one processor the backup operation will proceed on the other processor.

The success or failure of the backup operation for each processor will be displayed on the screen, as shown on Screen B-18.

|           | Backup Disk                    |
|-----------|--------------------------------|
| Processor | Command Completion Status      |
| SPE_A*    | success/specific error message |
| SPE_B*    | success/specific error message |

### Screen B-18. Backup Completion Station

\* In a simplex system, only the active (default) SPE status is given. In a duplex system, if a qualifier is used to select backup disk for only one SPE, only that SPE's status is given.

The following operational rules apply to the **backup** command:

1. The **backup** command will only be allowed if there are no other applications currently using the MSS devices (E3).
2. The options entered by the user are validated against the system configuration and the target devices for the backup command are determined (E11).
3. The disk must be in service (E13). The tape must be in service (E14).
4. If the user requests that the **backup** take place on the standby processor, the standby processor must be in service, shadowing enabled, and refresh completed (E16). If the file system of the tape is a core-dump file system, the command will be denied (E17).

For incremental backup, if the file system type of the tape is an installation file system, and the vintage of the boot image running in the active processor matches the vintage of the boot image on the tape, then the system will first configure the tape with the same configuration as is currently running. If the in-memory vintage does not match the vintage on the tape, the **backup** command will be denied (E18). The tape must be manually configured in this situation.

If the **incremental** option is specified and the file systems of the disk and tape are not the same, the command will be denied (E23).

5. For full backup, if the tape has installation, large, or core-dump file system, backup will proceed.
6. If errors are encountered in the operations described above, the backup operation should not be attempted.

## **Restore Command**

---

The **restore** command allows the user to copy files from a tape (which was used to backup the disk) to the disk. This operation will be used for system installation, system upgrades/updates, or after a repair of the disk has occurred.

## **Command Syntax**

**restore disk [active | standby | SPE\_A | SPE\_B | both | either] [incremental | full]**

The options, **[active | standby | SPE\_A | SPE\_B | either | both]**, specify which mass storage system the user wishes to restore.

Invoking the **restore** command with the **SPE\_A** option causes files from the tape associated with processor **A** to be copied to the disk on that same processor. **SPE\_A** is the default in a simplex system.

Invoking the **restore** command with the **SPE\_B** option causes files from the tape associated with processor **B** to be copied to the disk on that same processor.

Invoking the **restore** command with the **active** option causes the files on the tape on the active processor to be copied to the disk on the same processor.

Invoking the **restore** command with the **standby** option causes files from the tape associated with the standby processor to be copied to the disk on that same processor.

Invoking the **restore** command with the **both** option forces the system to copy files from the tape-to-disk device on both mass storage systems concurrently. If the standby processor is inaccessible, the command will fail on both processors. This means that no data will be written on either of the specified processors. The default in a duplex system is **both**.

Invoking the **restore** command with the **either** option forces the system to copy files from tape to disk device in both mass storage systems concurrently. If the standby processor is inaccessible, the command will still execute on the active processor and files will be copied to the disk.

Invoking the command with the **incremental** option causes a selective restore operation to be performed. In this case, all files on the tape that are marked as "good" and which have a newer last file update time than the corresponding disk files, are copied to the disk. Not copying files marked as "bad" ensures that corrupted files do not overwrite good (but possibly older) files. The default value is **full**.

If a **full** disk restore is specified, the entire contents of the tape are copied to the disk. All files, "good" and "bad," regardless of the last file update times, are copied to the disk.

## Command Operation

For an **incremental** restore, the files are copied in the following manner. Before each file is copied from the tape to the disk, the file on the disk is marked as "bad." When the file from the tape has been completely copied over onto the disk, the file is then marked as "good" on the disk. This process ensures that if the system were to reboot in the middle of the operation, files in the process of being copied will not be usable because they are still marked as "bad."

For a **full** restore operation, the files are copied in the following manner. When the process begins, all files on the disk will be marked as "bad." When the entire tape has been copied to disk, the files on the disk will be marked as "good." The only exception to this is that a file which is marked as "bad" on the tape will retain this marking on the disk also.

The success or failure of the command for each processor will be displayed on the screen, as shown in Screen B-19.

|        | Processor | Restore Disk | Command                        | Completion Status |
|--------|-----------|--------------|--------------------------------|-------------------|
| SPE_A* |           |              | success/specific error message |                   |
| SPE_B* |           |              | success/specific error message |                   |

### Screen B-19. Restore Completion Status

The following operational rules apply to the **restore** command:

1. The **restore** command will only be allowed to run if there are no other applications currently using the MSS devices (E3).
2. The options entered by the user will be validated against the system configuration, and the target devices for the restore command are determined (E11).
3. The disk must be in service (E13). The tape must be in service (E14).
4. If the user requests that the restore take place on the standby processor, the standby processor must be in service, shadowing enabled, and refresh completed (E16).
5. If the file system of the tape is a core-dump file system, the command will be denied (E17).

If the file system of the tape is an installation file system, the command will be denied (E22). If the **incremental** option is specified and the file systems of the disk and tape are not the same, the command will be denied (E23).

6. If errors are encountered in the operations described above, the restore operation should not be attempted.

### Error Conditions

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The following is a list of all error messages displayed to the user. If any of these error conditions can be attributed to hardware failures or disk/tape configuration problems, they will be logged with the maintenance subsystem. Error messages that are caused by a user entering improper command options are not logged with the maintenance subsystem; the user is notified of the error.

For each error message listed, an identifier is provided which indicates where on the screen the message will occur.

A failure can occur on either processor in a duplicated system. When the error is displayed, it is associated with the processor on which the error was encountered.

|         |                                                                                                                                                                                                                                                                 |
|---------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| E1      | <p>login:cha station 51001 has data locked</p> <p>This error message is displayed for the <b>save translation</b> command when there is an active <b>translation update</b> command.</p>                                                                        |
| E2 (M)  | <p>TTI activation or deactivation is in progress;<br/>this command is not allowed at this time</p> <p>When TTI activation or deactivation is in progress, <b>save translation</b> cannot occur. The TTI activation or deactivation must be suspended first.</p> |
| E3 (M)  | <p>'loginid': "command" has cmd conflict</p> <p>This message means that the user logged in with 'loginid' has a command that conflicts with the MSS command you are using.</p>                                                                                  |
| E4 (W)  | <p>No tape in tape drive</p> <p>This message means that the tape cartridge is missing from the drive.</p>                                                                                                                                                       |
| E5 (W)  | <p>Tape write failure: tape cartridge or device failure</p> <p>This message means that there is a failure in writing to the tape. This may be caused by the tape cartridge missing from the tape drive, or by non-operational tape hardware.</p>                |
| E6 (W)  | <p>Tape read failure: tape cartridge or device failure</p> <p>This message means there is a failure in reading from the tape. This may be caused by the tape cartridge missing from the tape drive, or by non-operational tape hardware.</p>                    |
| E7 (M)  | <p>System error; Reboot</p> <p>This message means there was a severe system error while processing this request. This might require system reboot or system technician intervention to resolve.</p>                                                             |
| E9 (W)  | <p>Disk write failure: device failure</p> <p>This message means that there is a hardware problem with the drive itself.</p>                                                                                                                                     |
| E10 (W) | <p>Disk read failure: device failure</p> <p>This message means there was a failure in reading from the disk. This may be caused by a media error or by non-operational disk hardware.</p>                                                                       |
| E12 (M) | <p>The disk option is invalid in a tape-only system</p> <p>This message means that the disk option was entered on an MSS command for a tape-only system.</p>                                                                                                    |

*Continued on next page*

|         |                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
|---------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| E13 (W) | <p>Disk device is out of service</p> <p>This message means that the disk device has been taken out of service by maintenance.</p>                                                                                                                                                                                                                                                                                                                 |
| E14 (W) | <p>Tape device is out of service</p> <p>This message means that the tape device has been taken out of service by maintenance.</p>                                                                                                                                                                                                                                                                                                                 |
| E16 (M) | <p>Standby processor (SPE_A) is not available" or<br/>Standby processor (SPE_B) is not available</p> <p>This message means that the standby processor has been taken out of service by maintenance, that the SPE-SELECT switches are not in their normal position, or that some other hardware problem exists. When the standby processor is out of service, memory shadowing from the active processor to the standby processor is disabled.</p> |
| E17 (W) | <p>Tape contains a coredump file system</p> <p>This message indicates that the wrong type of tape is in the tape drive.</p>                                                                                                                                                                                                                                                                                                                       |
| E18 (W) | <p>Tape vintage does not match in-memory vintage;<br/>must configure tape first</p> <p>By ensuring that the tape vintage matches the in-memory vintage, the system technician is made aware of a possible operational error.</p>                                                                                                                                                                                                                  |
| E19 (W) | <p>Large system boot image is corrupt on the tape</p> <p>This message means that the large system boot image has been overwritten by a core dump. The tape cannot be converted to a large system tape.</p>                                                                                                                                                                                                                                        |
| E22 (W) | <p>Tape file contains an installation file system</p> <p>This message indicates that the wrong type of tape is in the tape drive.</p>                                                                                                                                                                                                                                                                                                             |
| E23 (W) | <p>Disk and tape are configured with different file systems</p> <p>This message occurs when the disk and tape are configured with different file systems and the <b>backup</b> or <b>restore</b> commands are issued with the <b>incremental</b> options.</p>                                                                                                                                                                                     |

*Continued on next page*

|         |                                                                                                                                                                                                     |
|---------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| E27 (W) | Device access failure: device directory corruption<br>This message means that the directory files on a device are corrupt.                                                                          |
| E28 (W) | Small file system already exists<br>This message means that the user is trying to configure a small file system to a tape that already contains a small file system. This operation is not allowed. |
| E29 (W) | Large file system already exists<br>This message means that the user is trying to configure a large file system to a tape that already contains a large file system. This operation is not allowed. |



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## **System Capacity Limits**

# C

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### **Overview**

This appendix provides information on the overall characteristics and capacities of DEFINITY ECS.

### **System Hardware and Software Capacity Limits**

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The maximum parameters for the DEFINITY Enterprise Communications Server Release 5 hardware and software items are listed on the following pages in Table C-1. Unless otherwise noted, these parameters apply to both the Single-Carrier Cabinet and Multi-Carrier Cabinet systems. Also, terminal and digital station capacities are reduced by such administered items as: attendant consoles, number of EAS login IDs, and number of ACD agents.

Not all maximum capacities listed in the following tables can be reached simultaneously with all versions or all configurations of the system.

**Table C-1. Maximum System Parameters for DEFINITY ECS Release 5**

| ITEM                                     | R5vs  | R5si 8/12 MB | R5r     |
|------------------------------------------|-------|--------------|---------|
| <b>Abbreviated Dialing (AD)</b>          |       |              |         |
| AD Lists Per System                      | 400   | 400/2,400    | 5,000   |
| AD List Entry Size                       | 24    | 24           | 24      |
| AD Entries Per System                    | 2,000 | 2,000/12,000 | 100,000 |
| Auto Dialing Button <sup>1</sup>         |       |              |         |
| Entries per System <sup>1</sup>          | 7     | 7            | 7       |
| Enhanced List (System List)              | 1     | 1            | 1       |
| Maximum Entries                          | 2,000 | 2,000/10,000 | 10,000  |
| Group Lists                              | 100   | 100          | 1,000   |
| Maximum Entries                          | 100   | 100          | 100     |
| Group Lists per Extension                | 3     | 3            | 3       |
| System List                              | 1     | 1            | 1       |
| Maximum Entries                          | 100   | 100          | 100     |
| Personal Lists                           | 400   | 400/2,400    | 5,000   |
| Maximum Entries                          | 100   | 100          | 100     |
| Personal Lists per Extension             | 3     | 3            | 3       |
| <b>Applications Adjuncts</b>             |       |              |         |
| CallVisor ASAI Adjuncts <sup>2</sup>     | 4     | 4/8          | 8       |
| Asynchronous Links (RS-232) <sup>3</sup> | 5     | 5            | 10      |
| CDR Output Devices                       | 2     | 2            | 2       |
| Journal: System Printer                  | 2:1   | 2:1          | 2:1     |
| Property Management Systems              | 1     | 1            | 1       |
| BX.25 Physical Links <sup>4</sup>        | 4     | 4/8          | 16      |
| Application Processors (such as 3B2-MCS) | 1     | 1            | 7       |
| AUDIX Adjuncts                           | 1     | 1            | 8       |
| CMS Adjuncts                             | 1     | 1            | 1       |
| ICM Adjuncts (ISDN Gateway)              | 1     | 1            | 1       |
| BX.25 Processor Channels                 | 64    | 64           | 128     |
| Hop Channels                             | 64    | 64           | 128     |

1. No limit on maximum number of auto dial buttons (other than system limit on button capacity).

2. Release 5vs does not support CallVisor ASAI adjuncts.

3. In Release 5si, four NETCON channels plus one direct connect. In Release 5r, 10 system ports through the Packet Data circuit pack.

4. In SCC/ESCC/CSCC, only four BX.25 physical links are supported in the configuration.

**Table C-1. Maximum System Parameters for DEFINITY ECS Release 5 — *continued***

| ITEM                                     | R5vs  | R5si 8/12 MB | R5r    |
|------------------------------------------|-------|--------------|--------|
| <b>Automatic Call Distribution (ACD)</b> |       |              |        |
| Announcements per Split                  | 2     | 2            | 2      |
| Announcements per System                 | 128   | 128          | 256    |
| Splits                                   | 24    | 24/99        | 600    |
| ACD Members per Split                    | 150   | 150/200      | 999    |
| Split Members per System <sup>1</sup>    | 300   | 300/1,000    | 10,000 |
| Logged-In ACD Agents                     | 150   | 150/500      | 5,200  |
| Logged-In Splits per Agent <sup>2</sup>  |       |              |        |
| No CMS                                   | 4     | 4            | 4      |
| R2 CMS                                   | 3     | 3            | 3      |
| R3 CMS                                   | 3     | 3            | 3      |
| R3V2 CMS                                 | 4     | 4            | 4      |
| R3V4 CMS <sup>3</sup>                    | 4     | 4            | 4      |
| R3V5 CMS                                 | 4     | 4            | 4      |
| Queue Slots per Group                    | 200   | 200          | 999    |
| Queue Slots per System                   | 200   | 200/1,500    | 15,000 |
| <b>ARS/AAR</b>                           |       |              |        |
| AAR/ARS Patterns (Shared)                | 40    | 40/254       | 640    |
| ARS/AAR Analysis Tables                  | 2,000 | 2,000        | 2,000  |
| Choices per RHNP Table                   | 12    | 12           | 12     |
| Digit Conversion Entries                 | 400   | 400          | 400    |
| AAR/ARS Digit Conversion                 |       |              |        |
| Digits Deleted for ARS/AAR               | 28    | 28           | 28     |
| Digits Inserted for ARS/AAR              | 18    | 18           | 18     |
| AAR/ARS Sub-Net Trunking                 |       |              |        |
| Digits Deleted for ARS/AAR <sup>4</sup>  | 28    | 28           | 28     |
| Digits Inserted for ARS/AAR              | 36    | 36           | 36     |
| Entries in each RHNP Table               | 1,000 | 1,000        | 1,000  |

1. ACD split or skill members are hunt group members and share hunt group capacities with AAS and non-ACD uses of hunt groups
2. When going from 4 to 3 login maximums, a change to the hunt group form is required. This requires all agents to be logged-out. In one extreme case, this is potentially avoided and R2 & R3 CMS handles the fourth login as UNSTAFFED appropriately.
3. R3V3 CMS was renamed to R3V4 CMS to match the DEFINITY system numbering.
4. Plus up to seven inter-exchange carrier (IXC) digits.

**Table C-1. Maximum System Parameters for DEFINITY ECS Release 5 — *continued***

| ITEM                                           | R5vs  | R5si 8/12 MB | R5r    |
|------------------------------------------------|-------|--------------|--------|
| <b>ARS/AAR (Continued)</b>                     |       |              |        |
| FRLs                                           | 8     | 8            | 8      |
| Inserted Digit Strings <sup>1</sup>            | 450   | 450/1,200    | 3,000  |
| Patterns for Measurement                       |       |              |        |
| Shared Patterns for Measurement                | 20    | 25           | 25     |
| RHNPA Tables                                   | 32    | 32           | 32     |
| Routing Plans                                  | 8     | 8            | 8      |
| ARS Toll Tables                                | 32    | 32           | 32     |
| Entries per Toll Table                         | 800   | 800          | 800    |
| Trunk Groups in an ARS/AAR Pattern             | 6     | 6            | 16     |
| UDP (Entries)                                  | 240   | 240/10,000   | 50,000 |
| TOD Charts                                     | 8     | 8            | 8      |
| Toll Analysis Table Entries                    | 1,000 | 1,000        | 1,000  |
| <b>Attendant Service</b>                       |       |              |        |
| Attendant Consoles (day:night) <sup>2</sup>    | 6:1   | 6:1/15:1     | 27:1   |
| Attendant Console 100s Groups per Attendant    | 20    | 20           | 20     |
| Attendant Control Restriction Groups           | 96    | 96           | 96     |
| Centralized Attendant Service                  |       |              |        |
| Release Link Trunks at Branch                  | 99    | 99           | 255    |
| Release Link Trunk Groups at Branch            | 1     | 1            | 1      |
| Release Link Trunks at Main                    | 100   | 100/400      | 4,000  |
| Release Link Trunk Groups at Main <sup>3</sup> | 32    | 32/99        | 666    |
| Other Access Queues                            |       |              |        |
| Maximum Number of Queues                       | 12    | 12           | 12     |
| Maximum Number of Queue Slots <sup>4</sup>     | 30    | 80           | 80     |
| Size Range of Reserved Queue                   | 2-25  | 2-25/2-75    | 2-75   |
| Reserved Queue Default Size                    | 5     | 5            | 5      |
| Queue Length                                   | 30    | 80           | 300    |
| Switched Loops per Console                     | 6     | 6            | 6      |

1. Number of available 12 character inserted-digit-strings available for AAR/ARS preferences.
2. For R5vs, four is the recommended number of consoles supported due to power limitations. Of these, one may be used as a night console. The software supports 6:1 day/night attendant consoles.
3. This is the same as the number of trunk groups in the system.
4. Referred to as "emergency access queue length" in R5si + memory.

**Table C-1. Maximum System Parameters for DEFINITY ECS Release 5 — *continued***

| ITEM                                   | R5vs  | R5si 8/12 MB | R5r    |
|----------------------------------------|-------|--------------|--------|
| <b>Authorization</b>                   |       |              |        |
| Authorization Codes                    | 1,500 | 1,500/5,000  | 90,000 |
| Station Security Code Length           | 8     | 8            | 8      |
| Classes of Restriction                 | 96    | 96           | 96     |
| Classes of Service                     | 16    | 16           | 16     |
| Length of Authorization Code           | 4-7   | 4-7          | 4-7    |
| Length of Barrier Code                 | 4-7   | 4-7          | 4-7    |
| Length of Account Codes                | 1-15  | 1-15         | 1-15   |
| Restricted Call List                   | 1     | 1            | 1      |
| Remote Access Barrier Codes            | 10    | 10           | 10     |
| CDR Account Code List                  | 1     | 1            | 1      |
| Toll Call List                         | 1     | 1            | 1      |
| Unrestricted/Allowed Call Lists        | 10    | 10           | 10     |
| Total Call List Entries                | 1,000 | 1,000        | 1,000  |
| <b>Automatic Callback Calls</b>        | 20    | 20/240       | 1,500  |
| <b>Automatic Wakeup</b>                |       |              |        |
| Simultaneous Display Requests          | 10    | 10           | 30     |
| Wakeup Requests per System             | 400   | 400/2,400    | 15,000 |
| Wakeup Request per Extension           | 1     | 1            | 1      |
| Wakeup Requests per 15-minute Interval | 150   | 150/450      | 950    |
| <b>Basic CMS</b>                       |       |              |        |
| Measured Agents or Login IDs           | 75    | 75/400       | 2,000  |
| Measured Splits                        | 24    | 24/99        | 600    |
| Measured Trunk Groups                  | 32    | 32           | 32     |
| Measured VDNs                          | 24    | 24/99        | 512    |
| Reporting Periods                      |       |              |        |
| Intervals                              | 25    | 25           | 25     |
| Days                                   | 7     | 7            | 7      |
| <b>Cabinets</b>                        |       |              |        |
| Expansion Port Network                 |       |              |        |
| Multi-Carrier Cabinet <sup>1</sup>     | NA    | NA/2         | 43     |
| Single-Carrier Cabinet <sup>1</sup>    | NA    | NA/8         | 164    |

1. Only Expansion Port Networks in R5r can be DS1-remote Expansion Port Networks.

**Table C-1. Maximum System Parameters for DEFINITY ECS Release 5 — *continued***

| ITEM                                                      | R5vs | R5si 8/12 MB | R5r    |
|-----------------------------------------------------------|------|--------------|--------|
| <b>Cabinets (Continued)</b>                               |      |              |        |
| Small (Upgrades only) <sup>1</sup>                        | NA   | NA/2         | 41     |
| Inter-Port Network Connectivity                           |      |              |        |
| Port Networks                                             | 1    | 1/3          | 44     |
| Maximum Number of Port Networks per Cabinet               | 1    | 1            | 2      |
| Switch Nodes (Simplex)                                    | NA   | NA           | 3      |
| Switch Nodes (Duplex)                                     | NA   | NA           | 6      |
| DS1 Converter Complex (Simplex)                           | NA   | NA           | 41     |
| DS1 Converter Complex (Duplex)                            | NA   | NA           | 82     |
| Processor Port Network                                    |      |              |        |
| Multi-Carrier Cabinet <sup>2</sup>                        | NA   | NA/1         | 1      |
| Single-Carrier Cabinet or Enhanced Single-Carrier Cabinet | 4    | 4            | NA     |
| Compact Single-Carrier Cabinet                            | 1    | 1/NA         | NA     |
| <b>Call Appearances</b>                                   |      |              |        |
| Bridged Images per Appearance                             | 7    | 7            | 15     |
| Call Appearances per Station <sup>3</sup>                 | 54   | 54           | 54     |
| Maximum Appearances per Extension                         | 10   | 10           | 10     |
| Minimum Appearances per Extension                         | 0    | 0            | 0      |
| Total Bridged Appearances                                 | 400  | 400/2,400    | 25,000 |
| Maximum Simultaneous Off-Hook per Call <sup>4</sup>       | 5    | 5            | 5      |
| <b>Call Coverage</b>                                      |      |              |        |
| Coverage Answer Groups (CAG)                              | 30   | 30/200       | 750    |
| Coverage Paths                                            | 999  | 999          | 9,999  |
| Coverage Paths Including in Call Coverage Report          | 100  | 100          | 100    |
| Coverage Path per Station                                 | 4    | 4            | 4      |
| Coverage Points in a Path                                 | 6    | 6            | 6      |
| Remote Coverage Points                                    | 999  | 999          | 999    |

1. Small systems refer to the 2-carrier cabinet systems no longer sold to new customers.

2. Multi-Carrier Cabinet includes the Medium Cabinet.

3. The number of call appearances is the sum of primary and bridged appearances; at most 10 can be primary. A maximum of 54 administrable buttons are supported for the 8434D terminal with expansion module — 34 buttons in the basic terminal and 20 more buttons in the expansion module.

4. Does not apply to conferencing.

**Table C-1. Maximum System Parameters for DEFINITY ECS Release 5 — *continued***

| ITEM                                                                                                              | R5vs | R5si 8/12 MB | R5r    |
|-------------------------------------------------------------------------------------------------------------------|------|--------------|--------|
| <b>Call Coverage (Continued)</b>                                                                                  |      |              |        |
| Maximum Users per Coverage Path <sup>1</sup>                                                                      | 700  | 700/3,500    | 36,065 |
| Members per Coverage Answer Group                                                                                 | 8    | 8            | 8      |
| Time of Day Coverage Tables                                                                                       | 999  | 999          | 999    |
| Time of Day Changes per Table                                                                                     | 5    | 5            | 5      |
| Remote Administration Coverage Paths                                                                              | 2    | 2            | 2      |
| <b>Call Detail Recording</b>                                                                                      |      |              |        |
| Intra-Switch Call Trackable Extensions                                                                            | 100  | 100/1,000    | 5,000  |
| Maximum Number of CDR Records Buffered in Switch                                                                  | 300  | 300          | 1,900  |
| Number of Records Buffered for the Primary Output Device to Cause Secondary Device to be Busied Out for 2 Minutes | 200  | 200          | 1,800  |
| <b>Call Forwarding</b>                                                                                            |      |              |        |
| Call Forwarded Digits (off-net)                                                                                   | 16   | 16           | 16     |
| Call Forwarded Numbers                                                                                            | 400  | 400/2,400    | 25,000 |
| <b>Call Park</b>                                                                                                  |      |              |        |
| Attendant Group Common Shared Extension Numbers per System <sup>2</sup>                                           | 10   | 10/80        | 80     |
| Number of Parked Calls                                                                                            | 180  | 180/723      | 10,604 |
| <b>Call Pickup Groups</b>                                                                                         |      |              |        |
| Call Pickup Members per Group                                                                                     | 50   | 50           | 50     |
| Call Pickup Members per System                                                                                    | 400  | 400/2,400    | 25,000 |
| Number of Groups                                                                                                  | 100  | 100/800      | 5,000  |
| <b>Call Vectoring</b>                                                                                             |      |              |        |
| Maximum Skills a Call Can Simultaneously Queue to                                                                 | 3    | 3            | 3      |
| Priority Levels                                                                                                   | 4    | 4            | 4      |
| Recorded Announcements/Analog Sources for Vector Delay                                                            | 128  | 128          | 256    |
| Steps per Vector                                                                                                  | 32   | 32           | 32     |
| Vector Directory Numbers                                                                                          | 100  | 100/512      | 20,000 |
| Audio Sources for Vector Delay                                                                                    |      |              |        |

1. The maximum number of users per coverage path equals the number of extensions.
2. Shared extensions must be shared among all attendant groups in the system including Tenant Partition scenarios.

**Table C-1. Maximum System Parameters for DEFINITY ECS Release 5— *continued***

| ITEM                                                   | R5vs | R5si 8/12 MB | R5r    |
|--------------------------------------------------------|------|--------------|--------|
| <b>Call Vectoring (Continued)</b>                      |      |              |        |
| CMS Measured VDNs <sup>1</sup>                         | 100  | 100/512      | 2,000  |
| Vectors per System                                     | 48   | 48/256       | 512    |
| Number of Collected Digits for Call Prompting or CINFO | 16   | 16           | 16     |
| Number of Dial-Ahead Digits for Call Prompting         | 24   | 24           | 24     |
| Vector Routing Tables                                  | 5    | 10           | 100    |
| <b>CallVisor ASAI<sup>2</sup></b>                      |      |              |        |
| Active Station Control Associations                    | 250  | 250/2,000    | 6,000  |
| Call Controllers per Call                              | 1    | 1            | 1      |
| Call Monitors per Call                                 | 14   | 14           | 14     |
| Station Controllers per Station                        | 2    | 2            | 2      |
| Maximum Simultaneous Call Classifications              | 40   | 40           | 400    |
| Number of CallVisor ASAI Links (Open & Proprietary)    | 4    | 8            | 8      |
| Notification Requests (Monitors)                       | 50   | 50/300       | 10,000 |
| Simultaneous Active Call Controlled Calls              | 75   | 75/300       | 3,000  |
| Switch to Adjunct Associations (Routing)               | 127  | 127          | 127    |
| Number of Open MultiQuest Billing Requests             | 25   | 25/100       | 1,000  |
| Maximum Calls with Send DTMF Active                    | 16   | 16           | 32     |
| Selected Listen - Disconnect Paths                     | NA   | 25/75        | 300    |
| LAN Gateway Circuit Pack Maximum Links                 | 4    | 4            | 4      |
| <b>Conference Parties</b>                              | 6    | 6            | 6      |
| Simultaneous 3-way Conference Calls <sup>3</sup>       | 161  | 161/483      | 7,084  |
| Simultaneous 6-way Conference Calls <sup>4</sup>       | 80   | 80/240       | 3,520  |
| <b>Data Parameters</b>                                 |      |              |        |
| Administered Connections                               | 24   | 24/128       | 128    |
| Alphanumeric Dialing                                   |      |              |        |
| Maximum Entries                                        | 50   | 50/200       | 1,250  |
| Characters per Entry                                   | 22   | 22           | 22     |
| PRI Endpoints (PE)                                     | 25   | 25           | 50     |
| Access Endpoints (Number of Trunks)                    | 100  | 100/400      | 4,000  |

1. Measured limits depend on the CMS release used.
2. R5vs does not support CallVisor ASAI.
3. Simultaneous 3-way Conference Call = (483 / 3)\* number PNs.
4. Simultaneous 6-way Conference Call = (483 / 6)\* number PNs.



**Table C-1. Maximum System Parameters for DEFINITY ECS Release 5 — *continued***

| ITEM                                                      | R5vs | R5si 8/12 MB | R5r    |
|-----------------------------------------------------------|------|--------------|--------|
| <b>Digital Data Endpoints</b>                             | 75   | 75/800       | 7,500  |
| <b>Dial Plan</b>                                          |      |              |        |
| Direct Inward Dialing Listed Directory Numbers            | 8    | 8            | 20     |
| Expert Agent Selection (EAS) Agent Login IDs <sup>1</sup> | 450  | 450/1,500    | 10,000 |
| Extensions                                                | 700  | 700/3,500    | 36,065 |
| Extension Number Portability <sup>2</sup>                 | 240  | 240/10,000   | 50,000 |
| Feature Dial Access Codes                                 | 77   | 77           | 77     |
| Number of Digits                                          | 1-4  | 1-4          | 1-4    |
| Integrated Directory Entries <sup>3</sup>                 | 407  | 407/2,416    | 25,028 |
| Maximum Extension Size                                    | 5    | 5            | 5      |
| Minimum Extension Size                                    | 1    | 1            | 1      |
| Miscellaneous Extensions <sup>4</sup>                     | 150  | 150/900      | 3,317  |
| Names                                                     |      |              |        |
| Number of Names <sup>5</sup>                              | 664  | 664/4,215    | 36,511 |
| Number of Characters in a Name                            | 27   | 27           | 27     |
| Non-DID LDNs                                              | 50   | 50           | 666    |
| Prefix Extensions                                         | Yes  | Yes          | Yes    |
| Trunk Dial Access Codes                                   |      |              |        |
| Number of Access Codes                                    | 65   | 65/317       | 884    |
| Number of Digits                                          | 1-4  | 1-4          | 1-4    |
| <b>Do Not Disturb (DND)</b>                               |      |              |        |
| DND Requests per System                                   | 400  | 400/2,400    | 25,000 |
| Simultaneous Display Requests                             | 10   | 10           | 30     |

1. Login IDs count against the "Extensions" switch capacity.
2. These are Uniform Dialing Plan (UDP) entries.
3. The Integrated Directory Entries = Stations + Attendant Consoles.
4. Used for PCOL groups, common shared extensions, access endpoints, administered TSCs, code calling IDs, LDNs, hunt groups, announcements, and TEGs (phantom extensions).
5. The Number of Names = number of stations + attendant consoles + trunk groups + digital data endpoints + miscellaneous extensions.

Item Group

**Table C-1. Maximum System Parameters for DEFINITY ECS Release 5 — *continued***

| ITEM                                              | R5vs  | R5si 8/12 MB | R5r    |
|---------------------------------------------------|-------|--------------|--------|
| <b>Expert Agent Selection (EAS)</b>               |       |              |        |
| Skill Groups                                      | 24    | 24/99        | 600    |
| VDN Skill Preferences                             | 3     | 3            | 3      |
| Maximum Skills a Call Can Simultaneously Queue to | 3     | 3            | 3      |
| Maximum Agent Login IDs Administered              | 450   | 450/1,500    | 10,000 |
| Maximum Agent Login IDs Staffed                   | 150   | 150/500      | 5,200  |
| Maximum Agent/Skill Pairs Administered            | 1,800 | 1,800/6,000  | 40,000 |
| Maximum Agent/Skill Pairs Staffed                 | 300   | 300/1,000    | 10,000 |
| Maximum Skills Per Agent                          |       |              |        |
| No CMS                                            | 20    | 20           | 20     |
| R3V2 CMS                                          | 4     | 4            | 4      |
| R3V4 CMS                                          | 4     | 4            | 4      |
| R3V5 CMS                                          | 20    | 20           | 20     |
| Maximum Skill Levels                              | 16    | 16           | 16     |
| Maximum Agents Logged-In                          |       |              |        |
| When Each Has 20 Skills Assigned                  | 15    | 15/50        | 500    |
| When Each Has 4 Skills Assigned                   | 75    | 75/250       | 2,500  |
| When Each Has 1 Skill Assigned                    | 150   | 150/500      | 5,200  |
| <b>Facility Busy Indicators</b>                   |       |              |        |
| Buttons per Tracked Resource                      | 100   | 100          | 500    |
| Number of Indicators (Station and Trunk Groups)   | 450   | 450/3,600    | 10,000 |
| <b>Hunt Groups (Non ACD)</b>                      |       |              |        |
| Announcements per Group                           | 1     | 1            | 1      |
| Announcements per System                          | 128   | 128          | 1000   |
| Groups                                            | 24    | 24/99        | 600    |
| Group Members per Group                           | 150   | 150/200      | 999    |
| Group Members per System <sup>1</sup>             | 300   | 300/1,000    | 10,000 |
| Queue Slots per Group                             | 200   | 200          | 999    |
| Queue Slots per System                            | 200   | 200/1,500    | 15,000 |

1. Hunt group members include non-ACD (hunting, message center service, AUDIX, and so forth) and ACD uses (splits or skills including auto-available splits or skills).

**Table C-1. Maximum System Parameters for DEFINITY ECS Release 5 — *continued***

| ITEM                                            | R5vs | R5si 8/12 MB | R5r    |
|-------------------------------------------------|------|--------------|--------|
| <b>Intercom Translation Table (ICOM)</b>        |      |              |        |
| Automatic/Manual and Dial                       |      |              |        |
| ICOM groups per system                          | 10   | 10/32        | 256    |
| Auto/Manual                                     | 10   | 10/32        | 256    |
| Dial                                            | 10   | 10/32        | 256    |
| Members per ICOM group                          |      |              |        |
| Auto                                            | 32   | 32           | 32     |
| Dial                                            | 32   | 32           | 32     |
| Members per System                              | 320  | 320/1,024    | 8,192  |
| <b>Last Number Dialed</b>                       |      |              |        |
| Entries per System <sup>1</sup>                 | 482  | 482/3,216    | 32,528 |
| Number of Digits                                | 24   | 24           | 24     |
| <b>Leave Word Calling (Switch-Based)</b>        |      |              |        |
| Messages Stored                                 | 650  | 650/2,000    | 6,000  |
| Messages per User                               | 125  | 125          | 125    |
| Remote Message Waiting Indicators               |      |              |        |
| Per Extension                                   | 80   | 80           | 80     |
| Per System                                      | 240  | 240          | 1,250  |
| Simultaneous Message Retrievers                 | 60   | 60           | 400    |
| System-Wide Message Retrievers                  | 10   | 10           | 10     |
| <b>Malicious Call Trace</b>                     |      |              |        |
| Maximum Simultaneous Traces                     | 16   | 16           | 16     |
| <b>MLDN</b>                                     |      |              |        |
| Via Direct Inward Dialing                       | 8    | 8            | 20     |
| Via Direct Inward Dialing with Tenant Partition | 20   | 20           | 100    |
| Via CO                                          | 99   | 99           | 666    |
| <b>Modem Pool Groups</b>                        |      |              |        |
| Mode 2/Analog                                   |      |              |        |
| Group Members per System                        | 64   | 64/160       | 2,016  |
| Number of Groups                                | 2    | 2/5          | 63     |
| Members per Group                               | 32   | 32           | 32     |

1. The Last Number Dialed Entries = Stations + Digital Data Endpoints + attendant consoles.

**Table C-1. Maximum System Parameters for DEFINITY ECS Release 5 — *continued***

| ITEM                                              | R5vs | R5si 8/12 MB | R5r |
|---------------------------------------------------|------|--------------|-----|
| <b>Networking</b>                                 |      |              |     |
| CAS Nodes                                         | 99   | 99           | 99  |
| DCS Nodes <sup>1</sup>                            |      |              |     |
| BX.25                                             | 20   | 20           | 20  |
| ISDN PRI                                          | 20   | 20           | 20  |
| Hybrid                                            | 20   | 20           | 20  |
| EN Nodes <sup>2</sup>                             | 999  | 999          | 999 |
| <b>Paging</b>                                     |      |              |     |
| Code Calling IDs                                  | 125  | 125          | 125 |
| Loudspeaker Zones                                 | 9    | 9            | 9   |
| <b>Partitions</b>                                 |      |              |     |
| Attendant Groups                                  | 15   | 15           | 27  |
| Extension Partition Groups                        | 8    | 8            | 8   |
| Extension Partition                               | 8    | 8            | 8   |
| Tenant Partition                                  | 20   | 20           | 100 |
| Multiple Music On Hold Sources                    | 20   | 20           | 100 |
| <b>Personal CO Lines (PCOL)</b>                   |      |              |     |
| PCOL Appearances                                  | 4    | 4            | 16  |
| PCOL Lines (Trunk Groups)                         | 15   | 15/200       | 200 |
| PCOL Trunks Per Trunk Group                       | 1    | 1            | 1   |
| <b>Port Circuit Pack Slots<sup>3</sup></b>        |      |              |     |
| Per Expansion Port Network                        |      |              |     |
| Multi-Carrier Cabinet Standard Reliability        | NA   | NA/99        | 99  |
| Single-Carrier Cabinet Standard Reliability       | NA   | NA/71        | 71  |
| Small Cabinet Standard Reliability (Upgrade only) | NA   | NA/39        | 39  |

1. The actual software limit is 63, but due to performance considerations the recommended number of DCS Nodes is 20.
2. These are node number addresses.
3. Only port slots are included in this count. For example, there are 100 port slots per MCC EPN cabinet with 99 port slots and one slot dedicated to the Tone/Clock board. Other service circuits may be required that would further reduce the number of port slots available. In R5r and R5si carriers, the service slot may be equipped with service boards that do not require tip and ring connections.

**Table C-1. Maximum System Parameters for DEFINITY ECS Release 5— *continued***

| ITEM                                                        | R5vs | R5si 8/12 MB | R5r   |
|-------------------------------------------------------------|------|--------------|-------|
| <b>Port Circuit Pack Slots (Continued)</b>                  |      |              |       |
| Per Processor Port Network                                  |      |              |       |
| Multi-Carrier Cabinet Standard Reliability                  | NA   | NA/89        | 80    |
| Single-Carrier Cabinet Standard Reliability                 | NA   | NA/64        | NA    |
| Enhanced Single-Carrier Cabinet Standard Reliability        | 70   | 70           | NA    |
| Compact Single-Carrier Cabinet Standard Reliability         | 10   | NA/NA        | NA    |
| <b>Recorded Announcements/Audio Sources</b>                 |      |              |       |
| Analog and Auxiliary Trunk Announcements                    |      |              |       |
| Analog and Auxiliary Trunk Queue Slots per Announcement     | 150  | 150          | 1,000 |
| Analog and Auxiliary Trunk Queue Slots per System           | 150  | 150          | 1,000 |
| Trunk Calls Connected per Announcement                      | 50   | 50/150       | 1,000 |
| Integrated Announcements                                    |      |              |       |
| Integrated Announcement Circuit Packs                       | 1    | 1/5          | 10    |
| Channels Connected per Integrated Announcement Circuit Pack | 16   | 16           | 16    |
| Calls Connected per Integrated Announcement                 | 25   | 25/50        | 1,000 |
| Integrated Announcement Recording Time (Minutes:Seconds)    |      |              |       |
| 16 KB Recording                                             | 8:32 | 8:32         | 8:32  |
| 32 KB Recording                                             | 4:16 | 4:16         | 4:16  |
| 64 KB Recording                                             | 2:08 | 2:08         | 2:08  |
| Integrated Queue Slots per System                           | 25   | 25/200       | 4,000 |
| Total Recorded Announcements                                | 128  | 128          | 256   |
| <b>System Administration</b>                                |      |              |       |
| Number of Logins                                            | 15   | 15           | 15    |
| Administrable History File Entries                          | 50   | 50/500       | 1,250 |
| Simultaneous Administration Command                         | 1    | 1            | 5     |
| Simultaneous Maintenance Command                            | 1    | 1            | 5     |
| Simultaneous System Maintenance Sessions                    | 3    | 5            | 8     |
| Number of Scheduled Reports                                 | 50   | 50           | 50    |
| <b>Speech Synthesis Circuit Packs</b>                       | 6    | 6            | 40    |
| Channels per Speech Circuit Pack                            | 4    | 4            | 4     |

**Table C-1. Maximum System Parameters for DEFINITY ECS Release 5— *continued***

| ITEM                                                       | R5vs | R5si 8/12 MB | R5r    |
|------------------------------------------------------------|------|--------------|--------|
| <b>Terminating Extension Groups (TEG)</b>                  |      |              |        |
| TEGs                                                       | 32   | 32           | 32     |
| Users That May Share a TEG                                 | 4    | 4            | 4      |
| <b>Time Slots</b>                                          |      |              |        |
| Simultaneous Circuit-Switched Calls <sup>1</sup>           | 180  | 180/723      | 7,712  |
| Total Slots                                                | 512  | 512/1,536    | 22,528 |
| Time Slots for Voice and Data <sup>2</sup>                 | 483  | 483/1,449    | 21,208 |
| Time Slots per Port Network                                | 512  | 512          | 512    |
| <b>Tone Classifiers</b>                                    |      |              |        |
| Tone Receivers (General) <sup>3</sup>                      | 80   | 200          | 840    |
| Call Classifier Circuit Packs                              | NA   | NA           | NA     |
| Classifiers / Prompting TTRs                               | NA   | NA           | NA     |
| Tone Detector Circuit Packs                                | NA   | NA           | NA     |
| General Purpose Tone Detectors                             | NA   | NA           | NA     |
| Touch-Tone Receivers                                       | NA   | NA           | NA     |
| TTR Queue Size                                             | 4    | 4            | 4      |
| Prompting TTR Queue Size                                   | 80   | 80           | 80     |
| <b>Trunks</b>                                              |      |              |        |
| DS1 Circuit Packs                                          | 8    | 8/30         | 166    |
| Queue Slots for Trunks                                     | 64   | 64/198       | 1,332  |
| PRI Interfaces via Processor Interface <sup>4</sup>        | 4    | 4/8          | NA     |
| PRI Interfaces via PACCON <sup>5</sup> (Packet Controller) | NA   | 8/30         | NA     |

1. 241 Simultaneous Circuit-Switched Calls per port network, except for R5si with 180 Simultaneous Circuit Switched Calls and R5r with a total of 7,712 (limited by the number of call records supported).
2. 483 time slots for voice and data per port network.
3. G3V4 and DEFINITY ECS use TN744 Call Classifier for basic TTR usage as well as call prompting/call classification/MFC. Also, the TN2182 Tone/Clock/Detector is used for multiple tone detection functions. The number of TN748, TN420, or TN744 boards is limited only by the number of available slots. The number of TN2182 boards is limited. There is a single limit on the total number of tone receiver (classifier) ports for the system: TN748/TN420 have 4 ports for TTR use, TN748/TN420 have 2 ports for GPTD use, TN744 has 8 ports for call prompting/call classification/ MFC/TTR/GPTD use, and TN2182 has 8 ports for call prompting/call classification/MFC/ TTR/GPTD use.
4. Only one Processor Interface (PI) circuit pack is supported in R5vs (CSCC) and R5si (ESCC) configurations, therefore a total of four physical links (used for BX.25 or PRI) are available. PRI interface via the PI is not available in Germany. PRI interface via the Packet Controller is used. PRI is not available on R5vs in Germany.
5. PRI interface via the Packet Controller is not available on R5vs. Therefore, PRI is not available on R5vs in Germany. Other countries must use the PI when they have the R5vs configuration.

**Table C-1. Maximum System Parameters for DEFINITY ECS Release 5 — *continued***

| ITEM                                       | R5vs  | R5si 8/12 MB | R5r    |
|--------------------------------------------|-------|--------------|--------|
| <b>Trunks (Continued)</b>                  |       |              |        |
| PRI Interfaces via PKTINT                  | NA    | NA           | 166    |
| PRI Temporary Signaling Connections (TSCs) |       |              |        |
| TSCs in System                             | 164   | 164/656      | 4,256  |
| Call Associated TSCs                       | 100   | 100/400      | 4,000  |
| Non Call Associated TSCs                   | 64    | 64/256       | 256    |
| Administered TSCs                          | 32    | 32/128       | 128    |
| Ringback Queue Slots                       | 64    | 64/198       | 1,332  |
| Total PRI Interfaces                       | 4     | 8/30         | 166    |
| Trunk Groups Hourly Measurements           | 25    | 25           | 75     |
| Trunk Groups in the System                 | 32    | 32/99        | 666    |
| Trunk Members in a Trunk Group             | 99    | 99           | 255    |
| Trunks in System (Including Remote Access) | 100   | 100/400      | 4,000  |
| Measured Trunks in System                  | 100   | 100/400      | 4,000  |
| <b>Voice Terminals<sup>1</sup></b>         |       |              |        |
| Associated Data Modules (such as DTDMS)    | 75    | 75/800       | 7,500  |
| BRI Stations <sup>2</sup>                  | NA    | 50/1,000     | 7,000  |
| Digital Stations <sup>3</sup>              | 400   | 400/2,400    | 25,000 |
| Display Stations                           | 400   | 400/2,400    | 10,000 |
| Stations <sup>4</sup>                      | 400   | 400/2,400    | 25,000 |
| Station Button Capacity (K Units)          | 102.8 | 102.8/700.8  | 5,260  |

1. The following items detract from the total number of available "Stations" on a switch:

- Analog Music-On-Hold
- Attendants
- Modem Pool Conversion Resources
- TAASPort
- Stations (Digital, Display, BRI, and so forth)
- Analog Announcements
- Analog External Alarm Port
- Agent Login IDs
- ACD Agents

2. All BRI stations can be display stations (R5vs does not support BRI stations).

3. The software limit for digital stations in R5vs is 400 stations. Due to power limitations, the recommended limit is 120 digital stations.

4. Including extensions administered without associated hardware (for the R5si and R5r configurations). The Station Capacity for R5vs is a software limit. The physical capacity of the R5vs (10 port slots) limits the R5vs configuration from reaching the software limit.

**Table C-1. Maximum System Parameters for DEFINITY ECS Release 5 — *continued***

| ITEM                                        | R5vs | R5si 8/12 MB | R5r   |
|---------------------------------------------|------|--------------|-------|
| <b>VuStats</b>                              |      |              |       |
| Measured Agents or Login IDs                | 75   | 75/400       | 2,000 |
| Measured Splits                             | 24   | 24/99        | 600   |
| Measured Trunk Groups                       | 32   | 32           | 32    |
| Measured VDNs                               | 24   | 24/99        | 512   |
| Reporting Periods                           |      |              |       |
| Intervals                                   | 25   | 25           | 25    |
| Days                                        | 1    | 1            | 1     |
| Display Formats                             | 50   | 50           | 50    |
| Simultaneous Updating Displays              | 100  | 100          | 500   |
| <b>DEFINITY Wireless Business System</b>    |      |              |       |
| Display Terminals (9601)                    | 200  | 200/250      | 250   |
| Station Button Capacity (K Units)           | 68.4 | 68.4/700.8   | 5,260 |
| Radio Controller Circuit Packs <sup>1</sup> | 8    | 8/30         | 30    |
| Wireless Fixed Bases                        | 16   | 16/60        | 60    |
| Cell Antenna Units                          | 64   | 64/240       | 240   |
| Coverage Area (Million Square Feet)         | 1    | 1/3          | 3     |

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1. For R5r, Radio Controller circuit packs cannot be used in DS1 remoted Expansion Port Networks (EPN).
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## References

# D

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The following is a list of DEFINITY Enterprise Communications Server (ECS) Release 5 documents, including a brief description of each document.

To order these or other DEFINITY documents, contact the Lucent Technologies Publications Center at the address and phone number on the back of this document's title page. A complete list of Business Communications Systems (BCS) documents, including previous issues of the documents listed here, is provided in *BCS Publications Catalog*, 555-000-010.

### **Basic DEFINITY ECS Documents**

The following are basic documents for anyone using DEFINITY ECS.

***DEFINITY Enterprise Communications Server Release 5 — Pocket Reference, Issue 1, 555-230-207***

A compact reference containing hardware descriptions, system parameters, and listings of features and system configurations.

***DEFINITY Enterprise Communications Server Release 5 — Feature Description, Issue 1, 555-230-301***

Provides comprehensive technical descriptions of system features and parameters. Includes the applications and benefits, feature interactions, administration requirements, hardware and software requirements, and a brief discussion of data communications and private networking configurations.

***DEFINITY Enterprise Communications Server Release 5 — Implementation, Issue 1, 555-230-302***

Provides step-by-step procedures for preparing the hardcopy forms that correspond to the screens and are required to implement the features, functions, and services of the system. Includes procedures for completing a communications survey. Includes an initial set of blank forms (555-230-655B, 555-230-653B).

***DEFINITY Enterprise Communications Server Release 5 — Implementation Blank Forms, Issue 1, 555-230-303***

Provides additional blank hardcopy forms that correspond to the screens that are required to implement the features, functions, and services of the system.

Copies of these forms are automatically included with the *DEFINITY Enterprise Communications Server Release 5 Implementation, Issue 1, 555-230-302*. Use this order number to purchase additional forms.

***DEFINITY Enterprise Communications Server Release 5 — System Description and Specifications, Issue 1, 555-230-210***

Provides a technical description of the systems and is intended for service personnel, sales personnel, and customers who need a comprehensive overview of the system. Includes descriptions of hardware, software features, technical specifications, environment requirements, maintenance requirements, and illustration of components.

***DEFINITY Enterprise Communications Server Release 5 — System Monitoring and Reporting, Issue 3, 555-230-511***

Provides detailed descriptions of all the measurement, status, and security reports available in the system and is intended for administrators who validate traffic reports and evaluate system performance. This document was titled *Traffic Reports* for earlier systems. It includes corrective actions for potential problems.

***DEFINITY Communications System Generic 1 and Generic 3 — Installation and Test, Issue 5, 555-230-104***

Provides descriptions of the procedures for installing and testing the system's common equipment and adjuncts. Includes setup procedures for the system management terminal, power and grounding requirements, and testing steps. Includes complete details on system wiring. Provides both domestic and international information.

***DEFINITY Enterprise Communications Server Release 5 — Installation for Single-Carrier Cabinets, Issue 2, 555-230-894***

Provides procedures and information for hardware installation and initial testing of single-carrier cabinets. This document is available in the following languages: English, German (DE), Dutch (NL), Brazilian Portuguese (PTB), European French (FR), Castilian Spanish (SP), and Japanese (JA).

To order, append the language suffix to the document number; for example, 555-230-894DE for German. No suffix is needed for the English version.

***DEFINITY Enterprise Communications Server Release 5 — Installation for Multiple-Carrier Cabinets, 555-230-112***

Provides procedures and information for hardware installation and initial testing of multi-carrier cabinets.

***DEFINITY Communications System Generic 3 Version 1.1 - Version 4 Upgrades and Additions, Issue 2, 555-230-107***

Provides procedures for an installation technician to convert an existing DEFINITY Communications System earlier than Generic 3 Version 4 to Generic 3 Version 4.

***DEFINITY Enterprise Communications Server Release 5 — Upgrades and Additions for R5r, Issue 1, 555-230-121***

***DEFINITY Enterprise Communications Server Release 5 — Upgrades and Additions for R5vs/si, Issue 1, 555-230-120***

Provides procedures for an installation technician to convert an existing DEFINITY Communications System Generic 3 Version 4 to DEFINITY ECS.

Included are upgrade considerations, lists of required hardware, and step-by-step upgrade procedures. Also included are procedures to add control carriers, switch node carriers, port carriers, circuit packs, auxiliary cabinets, and other equipment.

***DEFINITY Enterprise Communications Server Release 5 — Maintenance for R5r, Issue 5, 555-230-105***

***DEFINITY Enterprise Communications Server Release 5 — Maintenance for R5vs/si, Issue 9, 555-204-105***

Provides detailed descriptions of the procedures for monitoring, testing, and maintaining the systems. Included are maintenance commands, step-by-step trouble-clearing procedures, the procedures for using all tests, and explanations of the system's error codes.

***DEFINITY Enterprise Communications Server Release 5 — Overview, Issue 2, 555-230-024***

Provides a detailed overview of the system including descriptions of many of the major features, applications, hardware, system capabilities, and the support provided with the system.

***DEFINITY Communications System Generic 3 Planning and Configuration, Issue 2, 555-230-601***

Provides step-by-step procedures for the account team in determining the customer's equipment and hardware requirements to configure a system according to the customer specifications. Includes detailed requirements and block diagrams. This document reflects Generic 3 Version 2 software, but still contains relevant information.

***BCS Products Security Handbook, Issue 5, 555-025-600***

Provides information about the risks of telecommunications fraud and measures for addressing those risks and preventing unauthorized use of BCS products. This document is intended for telecommunications managers, console operators, and security organizations within companies.

***DEFINITY Communications System and System 75 and System 85 Terminals and Adjuncts Reference, Issue 7, 555-015-201***

Provides descriptions of the peripheral equipment that can be used with System 75, System 85, DEFINITY Communications System, and DEFINITY ECS. This document is intended for customers and Lucent Technologies account teams for selecting the correct peripherals to accompany a system.

***DEFINITY Communications System Generic 1, Generic 3, and System 75 Voice Terminal Guide Builder, Issue 3, 555-230-755***

Provides capability to produce laser-printed documentation for specific voice terminals. The software is supported by a comprehensive user's guide and on-line help. This product requires a 386 PC, minimum of 6MB disk space, minimum of 4MB RAM, a printer supported by Microsoft GDI printer drive, and Microsoft Windows 3.1 or higher. A mouse is recommended.

## **Call Center**

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The following list of documents are Call-Center specific.

### **DEFINITY**

#### ***DEFINITY Enterprise Communications Server Release 5 — Call Vectoring/EAS Guide, Issue 1, 585-230-521***

Provides information on how to write, use, and troubleshoot vectors, which are command sequences that process telephone calls in an Automatic Call Distribution (ACD) environment. It is provided in two parts: tutorial and reference.

The tutorial provides step-by-step procedures for writing and implementing basic call vector scripts.

The reference includes detailed descriptions of the call vectoring features, vector management, vector administration, adjunct routing, troubleshooting, and interactions with management information systems (including the Call Management System).

#### ***DEFINITY Enterprise Communications Server Release 5 — Basic Call Management System (BCMS) Operations, Issue 1, 555-230-706***

Provides detailed instructions on how to generate reports and manage the system and is intended for telecommunications managers who wish to use Basic Call Management System (BCMS) reports and system managers responsible for maintaining the system.

### **CentreVu CMS**

#### ***CentreVu Call Management System Release 3 Version 5 — Administration, Issue 1, 585-215-820***

#### ***CentreVu Call Management System Release 3 Version 5 — Reports, Issue 1, 585-215-821***

#### ***CentreVu Call Management System Release 3 Version 5 — Custom Reports, Issue 1, 585-215-822***

#### ***CentreVu Call Management System Release 3 Version 5 — Upgrades and Migrations, Issue 1, 585-215-826***

#### ***CentreVu Call Management System Release 3 Version 5 — External Call History Reference, Issue 1, 585-215-824***

#### ***CentreVu Call Management System Release 3 Version 5 — Forecast, Issue 1, 585-215-825***

## Networks

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The following list of documents are network-specific.

***DEFINITY Communications System Generic 3 Wideband Technical Reference, Issue 1, 555-230-230***

Provides detailed information regarding the Wideband Switching feature for the system and is intended for users and technical support personnel involved with the installation, administration, and operation of this feature. This feature provides high speed end-to-end connectivity between customer endpoints where dedicated facilities are not economical or appropriate. The primary function is to support high speed video-conferencing and data applications.

***DEFINITY Communications System Generic 2.2 and Generic 3 Version 2 DS1/CEPT1/ISDN PRI Reference Manual, Issue 1, 555-025-107***

Provides a detailed technical description of digital trunks in the DEFINITY Communications Systems. This includes trunks conforming to the DS1 standard (1.544 Mbps) and the CEPT1 standard and all other methods of signalling, including bit-oriented signalling as well as ISDN-PRI signalling. This document includes background information on these topics, information on how digital trunk capabilities have been designed into the DEFINITY Communications System and information for field personnel and customers on how to provision and administer digital trunk capabilities and features. Provides both domestic and international information.

## **Application Specific Documents**

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The following list of documents are application-specific.

***DEFINITY Enterprise Communications Server Generic 2 to Release 5 —  
Transition Reference, Issue 1, 555-230-622***

Provides information on the differences in features and administration between the old and new systems when upgrading from a Generic 2 system to DEFINITY ECS.

### **ASAI**

***DEFINITY Enterprise Communications Server Release 5 — CallVisor ASAI  
Planning Guide, Issue 5, 555-230-222***

Provides procedures and directions for the account team and customer personnel for effectively planning and implementing the CallVisor Adjunct/Switch Application Interface (ASAI) PBX-Host environment. The CallVisor ASAI is a communications interface that allows adjunct processors to access switch features and to control switch calls. It is implemented using an Integrated Services Digital Network (ISDN) Basic Rate Interface (BRI). Included are hardware and software requirements.

***DEFINITY Enterprise Communications Server Release 5 — CallVisor ASAI  
Protocol Reference, Issue 5, 555-230-221***

Provides detailed layer 3 protocol information regarding the CallVisor Adjunct/Switch Application Interface (ASAI) for the systems and is intended for the library or driver programmer of an adjunct processor to create the library of commands used by the applications programmers. Describes the ISDN message, facility information elements, and information elements.

***DEFINITY Enterprise Communications Server Release 5 — CallVisor ASAI  
Technical Reference, Issue 5, 555-230-220***

Provides detailed information regarding the CallVisor Adjunct/Switch Application Interface (ASAI) for the systems and is intended for the application designer responsible for building and/or programming custom applications and features.

***DEFINITY Enterprise Communications Server Release 5 — Installation,  
Administration, and Maintenance of CallVisor ASAI Over the DEFINITY LAN  
Gateway, Issue 2, 555-230-223***

Provides procedures for installation, administration, and maintenance of the CallVisor Adjunct/Switch Application Interface (ASAI) Ethernet application over the DEFINITY LAN Gateway and is intended for system administrators, telecommunications managers, Management Information System (MIS) managers, LAN managers, and Lucent personnel. The ASAI-Ethernet application

provides ASAI functionality using 10Base-T Ethernet rather than BRI as a transport media.

***DEFINITY Enterprise Communications Server Release 5 — Overview, Issue 2, 555-230-225***

***DEFINITY Enterprise Communications Server Release 5 — CallVisor PC ASAI Installation and Reference, Issue 3, 555-246-205***

## ACD

***DEFINITY Enterprise Communications Server Release 5 — Automatic Call Distribution (ACD) Agent Instructions, Issue 5, 555-230-722***

Provides information for use by agents after they have completed ACD training. Includes descriptions of ACD features and the procedures for using them.

***DEFINITY Enterprise Communications Server Release 5 — Automatic Call Distribution (ACD) Supervisor Instructions, Issue 4, 555-230-724***

Provides information for use by supervisors after they have completed ACD training. Includes descriptions of ACD features and the procedures for using them.

## Console Operations

***DEFINITY Communications System Generic 1 and Generic 3 Console Operations, Issue 2, 555-230-700***

Provides operating instructions for the attendant console. Included are descriptions of the console control keys and functions, call-handling procedures, basic system troubleshooting information, and routine maintenance procedures.

***DEFINITY Enterprise Communications Server Release 5 — Console Operations Quick Reference, Issue 2, 555-230-890***

Provides operating instructions for the attendant console. Included are descriptions of the console control keys and functions, call handling, basic system-troubleshooting information, and routine maintenance procedures. This document is available in the following languages: English, German (DE), Dutch (NL), Brazilian Portuguese (PTB), European French (FR), Colombian Spanish (SPL), and Japanese (JA).

To order, append the language suffix to the document number; for example, 555-230-894DE for German. No suffix is needed for the English version.



## **Hospitality**

### ***An Introduction to DEFINITY Communications System Generic 3 Hospitality Services, Issue 1, 555-230-021***

Provides an overview of the features available for use by the lodging and health industries to improve their property management and to provide assistance to their employees and clients. Included are brief definitions of many of the system features, descriptions of the hardware, planning considerations, and list of the system capabilities.

### ***DEFINITY Communications System Generic 1 and Generic 3 Hospitality Operations, Issue 2, 555-230-723***

Provides step-by-step procedures for using the features available for use by the lodging and health industries to improve their property management and to provide assistance to their employees and clients. Includes detailed descriptions of reports.

## References

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# Abbreviations

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## A

### AA

Archangel

### AAC

ATM Access Concentrator

### AAR

Automatic Alternate Routing

### AC

Alternating Current

### ACA

Automatic Circuit Assurance

### ACB

Automatic Callback

### ACD

Automatic Call Distribution

### ACU

Automatic Call Unit

### ACW

After Call Work

### AD

Abbreviated Dialing

### ADAP

AUDIX Data Acquisition Package

### ADM

Asynchronous Data Module

### ADU

Asynchronous Data Unit

### AE

Access Endpoint

### AG

ASAI Gateway

### AIM

Asynchronous Interface Module

### AIOD

Automatic Identification of Outward Dialing

### ALBO

Automatic Line Build Out

### ALM-ACK

Alarm Acknowledge

### AMW

Automatic Message Waiting

### AN

Analog

### ANI

Automatic Number Identification

### AOL

Attendant Offered Load

### AP

Applications Processor

### APLT

Advanced Private Line Termination

### ARS

Automatic Route Selection

### ASAI

Adjunct Switch Applications Interface

### ASCII

American Standard Code for Information Interchange

### ATB

All Trunks Busy

### ATD

Attention Dial

### ATM

Asynchronous Transfer Mode

### ATMS

Automatic Transmission Measurement System

### AUDIX

Audio Information Exchange

### AUX

Auxiliary

### AVD

Alternate Voice/Data

### AWOH

Administration Without Hardware

### AWT

Average Work Time

---

### B

**BCC**  
Bearer Capability Class

**BCMS**  
Basic Call Management System

**BCT**  
Business Communications Terminal

**BER**  
Bit Error Rate

**BHCC**  
Busy Hour Call Completions

**BLF**  
Busy Lamp Field

**BN**  
Billing Number

**BOS**  
Bit Oriented Signaling

**BPN**  
Billed Party Number

**bps**  
Bits Per Second

**BRI**  
Basic Rate Interface

**BTU**  
British Thermal Unit

**B8ZS**  
Bipolar Eight Zero Substitution

---

### C

**CA-TSC**  
Call-Associated Temporary Signaling Connection

**CACR**  
Cancellation of Authorization Code Request

**CAG**  
Coverage Answer Group

**CAMA**  
Centralized Automatic Message Accounting

**CARR-POW**  
Carrier Port and Power Unit for AC Powered Systems

**CAS**  
Centralized Attendant Service or Call Accounting System

**CBC**  
Coupled Bonding Conductor

**CC**  
Country Code

**CCIS**  
Common Channel Interoffice Signaling

**CCITT**  
Consultative Committee for International Telephone and Telegraph

**CCMS**  
Control Channel Message Set

**CCS**  
Centum (Hundred) Call Seconds

**CCSA**  
Common Control Switching Arrangement

**CDM**  
Channel Division Multiplexing

**CDOS**  
Customer-Dialed and Operator Serviced

**CDR**  
Call Detail Recording

**CDRP**  
Call Detail Record Poller

**CDRR**  
Call Detail Recording and Reporting

**CDRU**  
Call Detail Recording Utilities

**CEM**  
Channel Expansion Multiplexing

**CEPT**  
European Conference of Postal and Telecommunications Rate 1

**CI**  
Clock Input

**CISPR**  
International Special Committee on Radio Interference

## Abbreviations

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**cm**  
Centimeter

**CM**  
Connection Manager

**CMDR**  
Centralized Message Detail Recording

**CMS**  
Call Management System

**CO**  
Central Office

**COR**  
Class of Restriction

**COS**  
Class of Service

**CP**  
Circuit Pack

**CPE**  
Customer Premises Equipment

**CPN**  
Called-Party Number

**CPN/BN**  
Calling Party Number/Billing Number

**CPTR**  
Call Progress Tone Receiver

**CRC**  
Cyclical Redundancy Checking

**CSA**  
Canadian Safety Association

**CSCC**  
Compact Single Carrier Cabinet

**CSCN**  
Center Stage Control Network

**CSD**  
Customer Service Document

**CSM**  
Centralized System Management

**CSS**  
Center Stage Switch

**CSSO**  
Customer Services Support Organization

**CSU**  
Channel Service Unit

**CTS**  
Clear to Send

**CWC**  
Call Work Codes

---

## D

**DAC**  
Dial Access Code or Direct Agent Calling

**dB**  
Decibel

**dba**  
Decibels in reference to Amperes

**dBrnC**  
Decibels above reference noise with C filter

**DC**  
Direct Current

**DCE**  
Data Communications Equipment

**DCO**  
Digital Central Office

**DCP**  
Digital Communications Protocol

**DCS**  
Distributed Communications System

**DDC**  
Direct Department Calling

**DDD**  
Direct Distance Dialed

**DID**  
Direct Inward Dialed

**DIOD**  
Direct Inward and Outward Dialing

**DIVA**  
Data In/Voice Answer

**DLC**  
Data Line Circuit

**DLDM**

Data Line Data Module

**DMI**

Digital Multiplexed Interface

**DND**

Do Not Disturb

**DNIS**

Dialed Number Identification Service

**DOD**

Direct Outward Dialing

**DOSS**

Delivery Operations Support System

**DOT**

Duplication Option Terminal

**DPM**

Dial Plan Manager

**DPR**

Dual Port RAM

**DS1**

Digital Signal Level 1

**DS1C**

Digital Signal Level-1 protocol C

**DSI**

Digital Signal Interface

**DSU**

Data Service Unit

**DTDM**

Digital Terminal Data Module

**DTE**

Data Terminal Equipment

**DTGS**

Direct Trunk Group Select

**DTMF**

Dual-Tone Multi-Frequency

**DTS**

Disk Tape System

**DXS**

Direct Extension Selection

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**E****E & M**

Ear and Mouth (receive and transmit)

**EAA**

Expansion Archangel

**EAL**

Expansion Archangel Link

**EBCDIC**

Extended Binary-Coded Decimal Interexchange Code

**ECC**

Error Correct Code

**ECMA**

European Computer Manufacturers Association

**EPF**

Electronic Power Feed

**EI**

Expansion Interface

**EIA**

Electronic Industries Association

**EMI**

Electro-Magnetic Interference

**EPN**

Expansion Port Network

**EPROM**

Erasable Programmable Read Only Memory

**EPSCS**

Enhanced Private Switched Communications Services

**ERL**

Echo Return Loss

**ESF**

Extended Superframe Format

**ESPA**

European Standard Paging Access

**ETA**

Extended Trunk Access, also Enhanced Terminal Administration

**ETN**

Electronic Tandem Network

**ETSI**  
European Telecommunications Standards Institute

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### F

**FAC**  
Feature Access Code

**FAS**  
Facility-Associated Signaling

**FAT**  
Facility Access Trunk

**FAX**  
Facsimile

**FCC**  
Federal Communications Commission

**FEAC**  
Forced Entry of Account Codes

**FEP**  
Front End Processor

**FIC**  
Facility Interface Codes

**FNPA**  
Foreign Numbering-Plan Area

**FRL**  
Facilities Restriction Level

**FX**  
Foreign Exchange

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### G

**G3-MA**  
Generic 3 Management Applications

**G3-MT**  
Generic 3 Management Terminal

**GM**  
Group Manager

**GPTR**  
General-Purpose Tone Receiver

**GRS**  
Generalized Route Selection

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### H

**HNPA**  
Home Numbering Plan Area Code

**Hz**  
Hertz

---

### I

**IAS**  
Inter-PBX Attendant Service

**IC**  
Inter-Cabinet

**ICC**  
Intercarrier Cable

**ICD**  
Inbound Call Director

**ICDOS**  
International Customer Dialed Operator Serviced

**ICHT**  
Incoming Call-Handling Table

**ICI**  
Incoming Call Identifier

**ICM**  
Inbound Call Management

**IDDD**  
International Direct Distance Dialing

**IDF**  
Intermediate Distribution Frame

**IE**  
Information Element

**IMT**  
Intermachine Trunk

**INADS**  
Initialization and Administration System

## Abbreviations

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### **INS**

ISDN Network Service

### **INWATS**

Inward Wide Area Telephone Service

### **IO**

Information Outlet

### **ISDN**

Integrated Services Digital Network

### **IS/DTT**

Integrated Services/Digital Tie Trunk

### **ISN**

Information Systems Network

### **ISO**

International Standards Organization

### **ISV**

Independent Software Vendor

### **ITP**

Installation Test Procedures

### **ITU**

International Telecommunications Union

### **IXC**

Interexchange Carrier Code

---

## **K**

### **kB**

Kilobyte

### **kHz**

Kilohertz

### **kbps**

Kilobits Per Second

### **kbyte**

Kilobyte

### **kg**

Kilogram

---

## **L**

### **LAN**

Local Area Network

### **LAP-D**

Link Access Procedure on the D-channel

### **LAPD**

Link Access Procedure Data

### **LATA**

Local Access and Transport Area

### **lb**

Pound

### **LBO**

Line Build Out

### **LDN**

Listed Directory Number

### **LDS**

Long-Distance Service

### **LEC**

Local Exchange Carrier

### **LED**

Light Emitting Diode

### **LINL**

Local Indirect Neighbor Link

### **LMM**

Low Level Maintenance Monitor

### **LSU**

Local Storage Unit

### **LWC**

Leave Word Calling

---

## **M**

### **MAC**

Medium Access

### **M-Bus**

Memory Bus

### **MA-UUI**

Message Associated User-to-User Signaling



**MADU**

Modular Asynchronous Data Unit

**MAP**

Maintenance Action Process

**MAPD**

Multi-Application Platform for DEFINITY

**Mbps**

Megabits Per Second

**MCC**

Multi-Carrier Cabinet

**MCS**

Message Center Service

**MCT**

Malicious Call Trace

**MCU**

Multipoint Control Unit

**MDF**

Main Distribution Frame

**MDM**

Modular Data Module

**MDR**

Message Detail Record

**MEM**

Memory

**MET**

Multibutton Electronic Telephone

**MF**

Multi-Frequency

**MFB**

Multifunction Board

**MFC**

Multi-Frequency Compelled (Signaling)

**MHz**

Megahertz

**MIM**

Management Information Message

**MIPS**

Million Instructions Per Second

**MIS**

Management Information System

**MISCID**

Miscellaneous Identification

**MMCH**

Multimedia Call Handling

**MMCX**

Multimedia Communications Exchange

**MMI**

Multimedia Interface

**MMS**

Material Management Services

**MO**

Maintenance Object

**MOS**

Message-Oriented Signaling

**MPDM**

Modular Processor Data Module

**MS**

Message Server

**ms**

Millisecond

**MS/T**

Main Satellite/Tributary

**MSA**

Message Servicing Adjunct

**MSG**

Message Service

**MSM**

Modular System Management

**MSS**

Mass Storage System

**MSSNET**

Mass Storage/Network Control

**MT**

Management Terminal

**MTDM**

Modular Trunk Data Module

**MTP**

Maintenance Tape Processor

**MTT**

Multi-Tasking Terminal

## Abbreviations

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**MWL**  
Message Waiting Lamp

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## N

**NANP**  
North American Numbering Plan

**NAU**  
Network Access Unit

**NCA/TSC**  
Non-Call Associate/Temporary Signaling Connection

**NCOSS**  
Network Control Operations Support Center

**NCSO**  
National Customer Support Organization

**NEC**  
National Engineering Center

**NEMA**  
National Electrical Manufacturer's Association

**NETCON**  
Network Connection Circuit Pack

**NFAS**  
Non-Facility Associated Signaling

**NI**  
Network Interface

**NID**  
Network Inward Dialing

**NM**  
Network Management

**NN**  
National Number

**NPA**  
Numbering Plan Area

**NPE**  
Network Processing Element

**NQC**  
Number of Queued Calls

**NSE**  
Night Service Extension

**NSU**  
Network Sharing Unit

**NXX**  
Public Network Office Code

---

## O

**OA**  
Operator Assisted

**OCM**  
Outbound Call Management

**ONS**  
On-Premises Station

**OPS**  
Off-Premises Station

**OPX**  
Off Premises Extension

**OQT**  
Oldest Queued Time

**OSHA**  
Occupational Safety and Health Administration

**OSI**  
Open Systems Interconnect

**OSS**  
Operations Support System

**OSSI**  
Operational Support System Interface

**OTDR**  
Optical Time Domain Reflectometer

**OTQ**  
Outgoing Trunk Queuing

---

## P

**PACCON**  
Packet Control

**PAD**  
Packet Assembly/Disassembly

**PBX**

Private Branch Exchange

**PC**

Personal Computer

**PCM**

Pulse Code Modulation

**PCOL**

Personal Central Office Line

**PCOLG**

Personal Central Office Line Group

**PCS**

Permanent Switched Calls

**PDM**

Processor Data Module

**PDS**

Premises Distribution System

**PE**

Processing Element

**PEC**

Price Element Codes

**PEI**

Processor Element Interchange

**PGATE**

Packet Gateway

**PGN**

Partitioned Group Number

**PI**

Processor Interface

**PIB**

Processor Interface Board

**PIDB**

Product Image Database

**PKTINT**

Packet Interface

**PL**

Private Line

**PLS**

Premises Lightwave System

**PMS**

Property Management System

**PN**

Port Network

**PNA**

Private Network Access

**POE**

Processor Occupancy Evaluation

**POP**

Point Of Presence

**PPM**

Parts Per Million or Periodic Pulse Metering

**PPN**

Processor Port Network

**PRI**

Primary Rate Interface

**PROCR**

Processor

**PSC**

Premises Service Consultant

**PSDN**

Packet Switch Public Data Network

**PT**

Personal Terminal

**PTC**

Positive Temperature Coefficient

**PTT**

Postal Telephone and Telegraph

---

## R

**RAM**

Random Access Memory

**RBS**

Robbed-Bit Signaling

**RC**

Radio Controller

**RCL**

Restricted Call List

**REN**

Ringer Equivalency Number

## Abbreviations

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### **RFP**

Request For Proposal

### **RHNPA**

Remote Home Numbering Plan Area

### **RINL**

Remote Indirect Neighbor Link

### **RISC**

Reduced Instruction Set Computer

### **RLT**

Release Link Trunk

### **RMATS**

Remote Maintenance, Administration, and Traffic System

### **RNX**

Route Number Index (Private Network Office Code)

### **ROM**

Read-Only Memory

### **RPN**

Routing Plan Number

### **RS-232C**

Recommended Standard 232C

### **RS-449**

Recommended Standard 449

### **RSC**

Regional Support Center

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## **S**

### **SABM**

Set Asynchronous Balance Mode

### **SAC**

Send All Calls

### **SAKI**

Sanity and Control Interface

### **SAT**

System Access Terminal

### **SCC**

Single Carrier Cabinet or Serial Communications Controller

### **SCD**

Switch-Control Driver

### **SCI**

Switch Communications Interface

### **SCO**

System Control Office

### **SCOTCH**

Switch Conferencing for TDM Bus in Concentration Highway

### **SCSI**

Small Computer System Interface

### **SDDN**

Software Defined Data Network

### **SDI**

Switched Digital International

### **SDLC**

Synchronous Data Link Control

### **SDN**

Software Defined Network

### **SFRL**

Single-Frequency Return Loss

### **SID**

Station Identification Number

### **SIT**

Special Information Tones

### **SMDR**

Station Message Detail Recording

### **SMM**

Standby Maintenance Monitor

### **SN**

Switch Node

### **SNA**

Systems Network Architecture

### **SNC**

Switch Node Clock

### **SNI**

Switch Node Interface

### **SNMP**

Simple Network Management Protocol

### **SPE**

Switch Processing Element

### **SPID**

Service Profile Identifier

**SSI**  
Standard Serial Interface

**SSM**  
Single Site Management

**SSV**  
Station Service

**ST3**  
Stratum 3 Clock Board

**STARLAN**  
Star-Based Local Area Network

**SVN**  
Security Violation Notification

**SWG**  
Standard Wire Gauge

**SXS**  
Step-by-Step

**SYSAM**  
System Access and Administration

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## T

**TAAS**  
Trunk Answer from Any Station

**TABS**  
Telemetry Asynchronous Block Serial

**TAC**  
Trunk Access Code

**TC**  
Technical Consultant

**TCM**  
Traveling Class Mark

**TDM**  
Time Division Multiplex(ing)

**TDR**  
Time of Day Routing

**TEG**  
Terminating Extension Group

**TEI**  
Terminal Endpoint Identifier

**TGE**  
Incoming Tie Trunk (Italian)

**TGU**  
Outgoing Tie Trunk (Italian)

**TOD**  
Time of Day

**TOP**  
Task Oriented Protocol

**TSC**  
Technical Service Center

**TTR**  
Touch-Tone Receiver

**TTT**  
Terminating Trunk Transmission

**TTTN**  
Tandem Tie Trunk Network

**TTY**  
Teletypewriter

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## U

**UAP**  
Usage Allocation Plan

**UART**  
Universal Asynchronous Transmitter

**UCD**  
Uniform Call Distribution

**UCL**  
Unrestricted Call List

**UDP**  
Uniform Dial Plan

**UL**  
Underwriter Laboratories

**UM**  
User Manager

**UNMA**  
Unified Network Management Architecture

**UNP**  
Uniform Numbering Plan

## Abbreviations

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**UPS**  
Uninterruptible Power Supply

**USOP**  
User Service Order Profile

**UUCP**  
UNIX-to-UNIX Communications Protocol

**UUI**  
User-to-user information

**WSS**  
Wireless Subscriber System

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## Z

**ZCS**  
Zero Code Suppression

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## V

**VAR**  
Value Added Reseller

**VDN**  
Vector Directory Number

**VIS**  
Voice Information System

**VLSI**  
Very Large Scale Integration

**VM**  
Voltmeter

**VNI**  
Virtual Nodepoint Identifier

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## W

**WATS**  
Wide Area Telecommunications Service

**WCC**  
World Class Core

**WCR**  
World Class Routing

**WCTD**  
World Class Tone Detection

**WFB**  
Wireless Fixed Base

**WSA**  
Waiting Session Accept

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# Glossary

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## Numerics

### **3B2 Message Server**

A software application that combines voice and data messaging services for voice terminal users whose extensions are connected to a system.

### **800 service**

A service in the United States that allows incoming calls from a certain area or areas to an assigned number for a flat-rate charge based on usage.

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## A

### **abandoned call**

An incoming call, where the caller hangs up before being answered.

### **access code**

A 1-, 2-, or 3-digit dial code used to activate or cancel a feature, or access an outgoing trunk. The star (\*) and pound (#) can be used as the first digit of an access code.

### **access endpoint**

Either a nonsignaling channel on a DS1 interface or a nonsignaling port on an analog tie trunk circuit pack that is assigned a unique extension.

### **access tie trunk**

A trunk that connects a main communications system with a tandem communications system in an Electronic Tandem Network (ETN). An access tie trunk can also be used to connect a system or tandem to a serving office or service node. Also called "access trunk."

### **ACCUNET**

A trademarked name for a family of digital services offered by AT&T in the United States.

### **ACD**

See **Automatic Call Distribution**. ACD also refers to the "Work State" indicating the agent is on an ACD call.

### **ACD split (or split)**

A group of extensions that are staffed by agents trained to handle a certain type of incoming call. Valid split numbers range from 1 through 99. Each number identifies a unique grouping of ACD agent positions. ACD split is also referred to as an *ACD hunt group* or *hunt group*.

### **ACD work modes**

See **work modes**.

### **active-notification association**

A "link" that is initiated by the adjunct allowing it to receive Event Reports for a specific switch entity, for example, an outgoing call. This association is initiated by the adjunct via the *Event Notification Request* capability.

**active-notification call**

A call for which Event Reports are being sent over an active-notification association (communication channel) to the adjunct. Sometimes referred to as a monitored call.

**active notification domains**

Domains are VDNs and ACD split extensions for which Event Notification has been requested.

**adjunct-control association**

A relationship initiated by an application via the *Third Party Make Call*, the *Third Party Take Control* or *Domain (Station) Control* capabilities to set up calls and control calls already in progress.

**adjunct-controlled calls**

Include all the calls that can be controlled using an adjunct-control association. These calls must have been originated via the *Third Party Make Call* or *Domain (Station) Control* capabilities or must have been taken control of via the *Third Party Take Control* or *Domain (Station) Control* capabilities.

**adjunct-controlled splits**

ACD splits administered to be under adjunct control. Agents logged into such splits must do all telephony and ACD login and/or logout and change work mode functions through the adjunct (except for auto-available adjunct controlled splits, whose agents may not be logged in and/or logged out or have their work modes changed).

**adjunct-monitored calls**

Include all the adjunct-controlled calls and the active-notification calls. In addition it includes calls which provide event reporting over domain-control associations.

**ANSI**

The **American National Standards Institute**. This is a United States professional/technical association supporting a variety of standards.

**adjunct**

A processor that does one or more tasks for another processor and that is optional in the configuration of the other processor.

**adjunct-switch application interface (ASAI)**

A recommendation for interfacing adjuncts and communications systems, based on the CCITT Q.932 specification for layer 3.

**administer**

To access and change parameters associated with the services or features of a system.

**Administered Connection (AC)**

Administered Connection is a feature that allows the switch to automatically establish and maintain end-to-end connections between access endpoints (trunks) and/or data endpoints (data modules).

**administration terminal**

A terminal used to administer and maintain a system. See also **terminal**.

**Administration Without Hardware (AWOH)**

Provides the ability to administer ports without the need for the associated terminals or other hardware to be physically present.



**after call work (ACW) mode**

In this mode, agents are unavailable to receive ACD calls. Agents should enter the ACW mode to perform ACD-related activities such as filling out a form after an ACD call. If agents are in the Manual-In mode and disconnect from an ACD call, they automatically enter the ACW mode. Agents normally using Auto-In mode can enter the ACW state by pressing the ACW button during a call.

**agent (or ACD agent)**

An answering position who receives calls directed to a split. A member of an ACD hunt group (ACD split).

**agents in multiple splits**

An agent may be logged into more than one split (three maximum). If, while logged into more than one split, the agent (1) answers an ACD call, (2) is in ACW mode for any split, or (3) makes or receives a direct extension call, the switch will not distribute additional ACD calls to that agent.

**agent report**

Provides historical traffic information for internally measured agents.

**American National Standard Code for Information Interchange**

See **ASCII**.

**analog**

The representation of information by means of continuously variable physical quantities such as amplitude, frequency, and phase.

**analog data**

Data that is transmitted over a digital facility in analog (pulse code modulation) form. The data must pass through a modem either at both ends or at a modem pool at the distant end.

**analog telephone**

A telephone that receives acoustic voice signals and sends analog electrical signals along the telephone line. Analog telephones are usually served by a single wire pair (tip and ring). The model-2500 telephone set is a typical example of an analog telephone.

**analog-to-digital converter (ADC)**

A device that converts an analog signal to digital form. See also **digital-to-analog converter**.

**angel**

A microprocessor located on each port card in a processor port network (PPN). The angel uses the control-channel message set (CCMS) to manage communications between the port card and the archangel on the controlling switch processing element (SPE). The angel also monitors the status of other microprocessors on a port card and maintains error counters and thresholds. See also **archangel**.

**answerback code**

An assigned number used to respond to a page from a code-calling or loudspeaker-paging system, or to retrieve a parked call.

**appearance**

A software process that is associated with an extension and whose purpose is to supervise a call. Also called "call appearance," "line appearance," and "occurrence."

**application**

Refers to an adjunct entity that requests and receives ASAI services or capabilities. One or more applications can reside on a single adjunct. However, the switch cannot distinguish among several applications residing on the same adjunct and treats the adjunct, and all resident applications, as a single application. The terms application and adjunct are used interchangeably throughout this document.

**applications processor**

A micro-computer based, program controlled computer providing application services for the DEFINITY switch. The processor is used with several user-controlled applications such as traffic analysis and electronic documentation.

**architecture**

The organizational structure of a system, including hardware and/or software.

**ARS**

See **Automatic Route Selection**.

**ASCII (American National Standard Code for Information Interchange)**

The standard code, using a coded character set consisting of 7-bit coded characters (eight bits, including parity check), used for information interchange among data processing systems, data communications systems, and associated equipment. The ASCII set consists of control characters and graphic characters.

**asynchronous data transmission**

A method of transmitting data in which each character is preceded by a start bit and followed by a stop bit, thus permitting data characters to be transmitted at irregular intervals. This type transmission is advantageous when transmission is not regular (characters typed at a keyboard). Also called "asynchronous transmission." See also **synchronous data transmission**.

**association**

An association is a communication channel between the adjunct and switch for messaging purposes. An active association is one which applies to an existing call on the switch or to an extension on the call.

**asynchronous data unit (ADU)**

A data communications equipment (DCE) type device that allows direct connection between RS-232C equipment and a digital switch.

**asynchronous transfer mode**

The Asynchronous Transfer Mode (ATM) Interface is a high speed access concentrator for data networking in Local Area Network (LAN), campus, and Wide Area Network (WAN) environments. Data rates can be as high as 155 Mbps (Mega bits per second).

**attendant**

A person at a console on a customer's premises who provides personalized service for incoming callers and voice-services users by performing switching and signaling operations. See also attendant console.

**attendant console**

The workstation used by an attendant. The attendant console allows the attendant to originate a call, answer an incoming call, transfer a call to another extension or trunk, put a call on hold, and remove a call from hold. Attendants using the console can also manage and monitor some system operations. Also called "console." See also **attendant**.

**Audio Information Exchange (AUDIX)**

A fully integrated voice-mail system that can be used with a variety of communications systems to provide call-history data, such as subscriber identification and reason for redirection.

**auto-in trunk groups**

Those trunk groups where the CO processes all of the digits for the incoming call. Whenever the switch determines that the CO has seized a trunk from an Auto-In trunk group, it automatically (without processing any digits) connects the trunk to the destination. The destination will typically be an ACD split where (if there are no agents available) the call will go into a queue in which the callers wait to be answered in the order in which they arrived.

**auto-in work mode**

One of four agent work modes. The work mode where an agent indicates, to the system, that the agent is ready to process another call as soon as the current call is completed. Specifically, if an agent disconnects from an ACD call while in Auto-in Work Mode, then that agent immediately becomes available to receive another ACD call. See **Manual-In Work Mode** for a contrast.

**Automatic Call Distribution (ACD) split**

Calls of a similar type are distributed among agents.

**automatic trunk**

A trunk that does not require the sending or receiving of addressing information because the destination is predetermined. A request for service on the trunk, called a "seizure," is sufficient to route the call. The normal destination of an automatic trunk is the communications-system attendant group. Also called "automatic incoming trunk" and "automatic tie trunk."

**automatic restoration**

A service that restores disrupted connections between access endpoints (nonsignaling trunks) and data endpoints (devices that connect the switch to data terminal and/or communications equipment). This restoration is done within seconds of a service disruption so that critical data applications can remain operational.

**auxiliary equipment**

Equipment used for optional system features, such as Loudspeaker Paging and Music-on-Hold.

**auxiliary trunk**

A trunk used to connect auxiliary equipment, such as radio-paging equipment, to a communications system.

**aux-work mode**

In this mode, agents are unavailable to receive ACD calls. Agents should enter aux-work mode when involved in non-ACD activities such as taking a break, going to lunch, or placing an outgoing call.

When agents log in, they are automatically placed in the Aux-Work mode. They can then use the Auto-In or Manual-In feature to make themselves available to answer the first call.

Also, the last available agent in a split cannot enter the aux-work mode if any ACD calls are remaining in the queue. If the last available agent attempts to enter aux-work mode, the following occurs: (1) Calls in the queue are routed to the agent until the queue is empty (2) If the last available agent has an aux-work button, the light next to the button flashes until all calls in the queue are answered. When the last call is answered, the light next to the button goes on steadily, and the agent then enters aux-work mode.

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## B

### **bandwidth**

The difference, expressed in Hertz, between the defined highest and lowest frequencies in a frequency range.

### **barrier code**

A security code used with the Remote Access feature to prevent unauthorized access to the system.

### **baud**

In telecommunications applications, a unit of transmission speed equal to the number of signal events per second. See also **bit rate** and **bits per second**.

### **BCC**

The Bearer Capability Class (BCC) identifies the type of a call, for example, voice and different types of data. Determination of BCC is based on the call originator's characteristics for non-ISDN endpoints and on the Bearer Capability and Low-Layer Compatibility Information Elements of an ISDN endpoint. Current BCCs are:

- a. 0: Voice-grade data and voice
- b. 1: DMI Mode 1, 56 kbps data transmission
- c. 2: DMI Mode 2, synchronous/asynchronous data transmission up to 19.2 kbps
- d. 3: DMI Mode 3, 64 kbps circuit/packet data transmission
- e. 4: DMI Mode 0, 64 kbps synchronous data
- f. 5: Temporary Signaling Connection
- g. 6: Wideband Call, 128 to 1984 kbps synchronous data

### **bit (binary digit)**

One unit of information in binary notation having two possible states or values, 0 or 1.

### **bits per second (bps)**

The number of binary units of information that are transmitted or received per second. See also **baud** and **bit rate**.

### **bit rate**

The speed at which bits are transmitted, usually expressed in bits per second. Also called "data rate." See also **baud** and **bits per second**.

### **bridge (bridging)**

The appearance of a voice terminal's extension at one or more other voice terminals.

### **BRI**

The ISDN Basic Rate Interface specification.

### **bridged appearance**

A call appearance on a voice terminal that matches a call appearance on another voice terminal for the duration of a call.

**buffer**

(1) In hardware, a circuit or component that isolates one electrical circuit from another. Typically, a buffer holds data from one circuit or process until another circuit or process is ready to accept the data. (2) In software, an area of memory used for temporary storage.

**bus**

A multiconductor electrical path used to transfer information over a common connection from any of several sources to any of several destinations.

**business communications terminal (BCT)**

An integrated digital data terminal used for business applications. A BCT can function via a data module as a special-purpose terminal for services provided by a processor or as a terminal for data entry and retrieval.

**BX.25**

A version of the CCITT X.25 protocol for data communications. BX.25 adds a fourth level to the standard X.25 interface. This uppermost level combines levels 4, 5, and 6 of the International Standards Organization (ISO) reference model.

**bypass tie trunks**

A one-way, outgoing tie trunk from a tandem switch to a main switch in an electronic tandem network (ETN). Bypass tie trunks, provided in limited quantities, are used as a "last-choice" route when all trunks to another tandem switch are busy. Bypass tie trunks are used only if all applicable intertandem trunks are busy.

**byte**

A sequence of (usually eight) bits processed together.

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**C**

**cabinet**

Housing for racks, shelves, or carriers that hold electronic equipment.

**cable**

The physical connection between two pieces of equipment (for example, cable from a data terminal to a modem (or between a piece of equipment and a termination field (for example, circuit pack I/O cables.

**cable connector**

A cable connector is either a jack (female) or plug (male) on the end of a cable. A cable connector connects wires on a cable to specific leads on telephone or data equipment.

**call appearance, attendant console**

Six buttons, labeled "a" through "f," and used to originate, receive, and hold calls. Each button has two lights to show the status of the call appearance.

**call appearance, voice terminal**

A button labeled with an extension number and used to place outgoing calls, receive incoming calls, or hold calls. Two lights next to the button show the status of the call appearance or the status of the call.

**call control capabilities**

Call control capabilities are all the capabilities (*Third Party Selective Hold*, *Third Party Reconnect*, *Third Party Merge*) that can be used in either of the Third Party Call Control ASE (cluster) subsets: Call Control and Domain Control.

**call detail recording**

A switch feature that uses software and hardware to record call data (same as CDRU).

**call detail recording utility (CDRU)**

Applications software that collects, stores, optionally filters, and outputs call detail records for direct or polled output to peripheral devices.

**call management system (CMS)**

An application, running on an adjunct processor, that collects information from an Automatic Call Distribution (ACD) unit. CMS enables customers to monitor and manage telemarketing centers by generating reports on the status of agents, splits, trunks, trunk groups, vectors, and vector directory numbers (VDNs), and enables customers to partially administer the ACD feature for a communications system.

**call reference value (CRV)**

An identifier present in ISDN messages that serves to associate a related sequence of messages. In ASAI, the CRVs distinguish between associations.

**call vector**

A set of up to 15 vector commands to be performed for an incoming or internal call.

**callback call**

A call that is automatically returned to a voice terminal user who activated the Automatic Callback or Ringback Queuing feature.

**call-waiting ringback tone**

A low-pitched tone identical to ringback tone except that the tone decreases in the last 0.2 seconds (in the United States). A call-waiting ringback tone notifies the attendant that the Attendant Call Waiting feature has been activated and that the called user is aware of the waiting call. Tones in international countries may sound different.

**call work code**

A number, up to 16 digits, entered by Automatic Call Distribution (ACD) agents to record the occurrence of customer-defined events (such as account codes, social security numbers, or phone numbers) on ACD calls.

**carrier**

An enclosed shelf containing vertical slots that hold circuit packs.

**carried load**

The amount of traffic actually served by traffic-sensitive facilities during a given interval.

**CCS or hundred call seconds**

A unit of traffic measure used to determine usage. To determine usage for a facility, it is scanned every 100 seconds. If the facility is found busy, then it is assumed to have been busy for the entire scan interval. There are 3600 seconds per hour. The Roman numeral for 100 is the capital letter "C." The abbreviation for call seconds is CS. Therefore, 100 call seconds is abbreviated as CCS. If a facility is busy for an entire hour, then it is said to have been busy for 36 CCS. *See also Erlang.*

**capability**

A capability is either a request or indication of an operation. For example, a *Third Party Make Call* is a request for setting-up a call and an *Event Report* is an indication that an event has occurred.

**capability groups**

Capability groups are sets of capabilities, provisioned through switch administration, that can be requested by an application. Each capability group may contain capabilities from several capability groups. Capability groups are also referred to, in other documentation, as administration

groups or Application Service Elements (ASEs). Capability groups denote association types. For example, *Call Control* is a type of association which allows certain functions (the ones in the capability group) to be performed over this type of association.

**cause value**

A Cause Value is returned in responses to requests or in event reports when a denial occurs or an unexpected condition is encountered. ASAI cause values fall into two "coding standards": Coding Standard 0 includes any cause values that are part of AT&T and CCITT ISDN specifications, and, Coding standard 3 includes any other ASAI cause values. This document uses a notation for cause value where the coding standard for the cause is given first, then a slash, then the cause value. For example, CS0/100 is coding standard 0, cause value 100.

**CCITT**

CCITT (Comit te Consultatif International Telephonique et Telegraphique) is now called *International Telecommunications Union* (ITU). See this name for information.

**center stage switch (CSS)**

The central interface between the processor port network (PPN) and expansion port networks (EPNs) in a CSS-connected system.

**central office (CO)**

The location housing telephone switching equipment that provides local telephone service and access to toll facilities for long-distance calling.

**central office (CO) codes**

The first three digits of a 7-digit public network telephone number in the USA. CO codes are numbered from 200 through 999.

**central office (CO) trunk**

A telecommunications channel that provides access from the system to the public network through the local CO.

**channel**

The term channel is nonspecific and must be taken in context. Channel can refer to a circuit-switched call or a communications path for transmitting voice and/or data.

In wideband, a channel refers to all of the time slots necessary to support a call. For example, an H0-channel uses six 64 kbps time slots. This definition of channel is the same whether the time slots necessary to support the call are contiguous or noncontiguous.

Channel can also refer to a DS0 on a T1 or E1 facility not specifically associated with a logical circuit-switched call. In this context, a channel is analogous to a single trunk.

**channel negotiation**

Channel negotiation is the process by which the channel offered in the Channel Identification Information Element (CIIE) in the SETUP message is "negotiated" to be another channel acceptable to the switch receiving the SETUP message and ultimately to the switch that sent the SETUP. Negotiation will only be attempted if the CIIE is encoded as *Preferred*. Channel negotiation will not be attempted for wideband calls.

**circuit**

(1) An arrangement of electrical elements through which electric current flows, providing one or more specific functions. (2) A channel or transmission path between two or more points.

**circuit pack**

A card on which electrical circuits are printed, and integrated circuit (IC) chips and electrical components are installed. A circuit pack is installed in a switch carrier.

**Class of Restriction (COR)**

A feature that allows up to 64 classes of call-origination and call-termination restrictions for voice terminals, voice terminal groups, data modules, and trunk groups. See also **Class of Service (COS)**.

**Class of Service (COS)**

A feature that uses a number (0 through 15) to specify if voice terminal users can activate the Automatic Callback, Call Forwarding All Calls, Data Privacy, or Priority Calling features.

**common control switching arrangement (CCSA)**

A private telecommunications network using dedicated trunks and a shared switching center for interconnecting company locations.

**communications system**

The software-controlled processor complex that interprets dialing pulses, tones, and/or keyboard characters and makes the proper interconnections both within the system and external to the system. The communications system itself consists of a digital computer, software, storage device, and carriers with special hardware to perform the actual connections. A communications system provides voice and/or data communications services, including access to public and private networks, for telephones and data terminals on a customer's premises. See also **switch**.

**confirmation tone**

A tone confirming that a feature activation, deactivation, or cancellation has been accepted.

**connectivity**

The connection of disparate devices within a single system.

**console**

See **attendant console**.

**contiguous**

Contiguous refers to adjacent DS0s within one T1 or E1 facility or adjacent TDM or fiber time slots. Note that the first and last TDM bus, DS0, or fiber time slots are not considered contiguous (no wraparound). For an E1 facility with a D-channel, DS0s 15 and 17 are considered contiguous.

**control cabinet**

See **control carrier**.

**control carrier**

A carrier in a Multi-Carrier Cabinet that contains the switch processing element (SPE) circuit packs and, unlike a R5r control carrier, port circuit packs. Also called "control cabinet" in a single-carrier cabinet. See also **switch processing element**.

**controlled station**

A station that is being monitored and controlled via a domain-control association.

**coverage answer group**

A group of up to eight voice terminals that ring simultaneously when a call is redirected to it by Call Coverage. Any one of the group can answer the call.

**coverage call**

A call that is automatically redirected from the called party's extension number to an alternate answering position when certain coverage criteria are met.

**coverage path**

The order in which calls are redirected to alternate answering positions.



**coverage point**

An extension or attendant group, vector directory number (VDN), or Automatic Call Distribution (ACD) split designated as an alternate answering position in a coverage path.

**covering user**

A person at a coverage point who answers a redirected call.

**critical reliability system**

A system that has the following duplicated items: control carriers, tone-clocks, expansion interface (EI) circuit packs, and cabling between port networks (PNs) and center stage switch (CSS) in a CSS-connected system. See also **duplicated common control**, **duplicate processor-only system**, and **duplication**.

---

## D

**data channel**

A communications path between two points used to transmit digital signals.

**data communications equipment (DCE)**

The equipment (usually a modem, data module, or packet assembler/disassembler) on the network side of a communications link that provides the functions to make the binary serial data from the source or transmitter compatible with the communications channel.

**data link**

The configuration of physical facilities enabling end terminals to communicate directly with each other.

**data module**

An interconnection device between a basic rate interface (BRI) or digital communications protocol (DCP) interface of the switch and data terminal equipment (DTE) or data communications equipment (DCE).

**data path**

The end-to-end connection used for a data communications link. A data path is the combination of all elements of an interprocessor communication in a distributed communications system (DCS).

**data port**

A point of access to a computer that uses trunks or lines for transmitting or receiving data.

**data rate**

See **bit rate**.

**data service unit (DSU)**

A device designed to transmit digital data on transmission facilities.

**data terminal**

An input/output (I/O) device that has either switched or direct access to a host computer or to a processor interface.

**data terminal equipment (DTE)**

Equipment consisting of the endpoints in a connection over a data circuit. In a connection between a data terminal and host, the terminal, the host, and their associated modems or data modules make up the DTE.

**D-channel backup**

D-channel backup is used with Non-Facility Associated Signaling (NFAS). With D-channel backup, a primary D-channel provides signaling for an NFAS D-channel group (two or more PRI facilities). A second D-channel, located on a separate PRI facility of the NFAS D-channel group is designated as backup for the D-channel. The failure of the primary D-channel causes an automatic transfer of call-control signaling to the backup D-channel. In this case, the backup becomes the primary D-channel, and when the previous primary is returned to service it becomes the backup D-channel.

**delay-dial trunk**

A trunk that allows dialing directly into a communications system (the digits are received as they are dialed).

**denying a request**

Denying a Request is the same as sending a negative acknowledgement (NAK), and is done by sending an Facility Information Element (FIE) with a *return error* component (a cause value is also provided). It should not be confused with the "denial" event report which applies to calls.

**designated voice terminal**

The specific voice terminal to which calls, originally directed to a certain extension number, are redirected. Commonly used to mean the "forwarded-to" terminal when Call Forwarding All Calls is active.

**dial-repeating tie trunk**

A tie trunk that transmits called-party addressing information between two communications systems.

**digit conversion**

A process used to convert specific dialed numbers into other dialed numbers.

**digital communications protocol (DCP)**

A proprietary protocol used to transmit both digitized voice and digitized data over the same communications link. A DCP link is made up of two 64 kbps information (I-) channels and one 8-kbps signaling (S-) channel. The I1 channel is the DCP channel assigned on the first page of the 8411 station form. The I2 channel is the DCP channel assigned on the analog adjunct page of the 8411 station or on the data module form.

**digital data endpoints**

In DEFINITY ECS, digital data endpoints include devices such as the 510D terminal or the 515-type business communications terminal (BCT).

**digital multiplexed interface (DMI)**

An interface that provides connectivity between a communications system and a host computer or between two communications systems using digital signal level-1 (DS1) 24th-channel signaling. DMI provides twenty three 64 kbps data channels and 1 common signaling channel over a twisted-pair connection. DMI is offered through two capabilities: bit-oriented signaling (DMI-BOS) and message-oriented signaling (DMI-MOS).

**digital signal level 0 (DS0)**

A single 64 kbps voice channel. A DS0 is a single 64 kbps channel in a T1 or E1 facility and consists of eight bits in a T1 or E1 frame every 125 micro-seconds.

**digital signal level 1 (DS1)**

A single 1.544 Mbps (United States) or 2.048 Mbps (outside the United States) digital signal carried on a T1 transmission facility. A DS1 converter complex consists of a pair, one at each end, of DS1 converter circuit packs and the associated T1/E1 facilities.

**digital terminal data module (DTDM)**

An integrated or adjunct data module that shares with a digital telephone the same physical port for connection to a communications system. The function of a DTDM is similar to that of a processor data module (PDM) and modular processor data module (MPDM) in that it converts RS-232C signals to DCP signals.

**digital-to-analog converter**

A device that converts data in digital form to the corresponding analog signals. See also **analog-to-digital converter**.

**digital transmission**

A mode of transmission in which the information to be transmitted is first converted to digital form and then transmitted as a serial stream of pulses.

**digital trunk**

A circuit in that carries digital voice and/or digital data in a telecommunications channel.

**dial-repeating trunks**

A PBX tie trunk that is capable of handling PBX station signaling information without attendant assistance.

**direct agent**

A switch feature accessed only via Adjunct Switch Applications Interface (ASAI) which allows a call to be placed in a split queue but routed only to a specific agent in that split. This allows a call to receive normal ACD call treatment (for example, announcements) and to be measured as an ACD call while ensuring that a particular agent answers.

**Direct Extension Selection (DXS)**

A feature on an attendant console that allows an attendant direct access to voice terminals by pressing a group select button and a DXS button.

**Direct Inward Dialing (DID)**

A feature that allows an incoming call from the public network (not FX or WATS) to reach a specific telephone without attendant assistance. DID calls to DID-restricted telephone lines are routed to an attendant or recorded announcement, depending on the option selected.

**direct inward dialing (DID) trunk**

An incoming trunk used for dialing directly from the public network into a communications system without help from the attendant.

**disk drive**

An electromechanical device that stores data on and retrieves data from one or more disks.

**distributed communications system (DCS)**

A network configuration linking two or more communications systems in such a way that selected features appear to operate as if the network were one system.

**domain**

Available domains are VDNs, ACD splits, and stations. The VDN domain is only used for active-notification associations, the station domain is only used for the domain-control associations. The ACD-split domain is for active-notification associations and domain-control associations.

**domain-control association**

A *Third Party Domain Control Request* capability initiates a unique "CRV/link number" combination, which is referred to as a domain-control association.

**domain-controlled split**

A split for which *Third Party Domain Control* request has been accepted. A domain-controlled split provides an event report for logout.

**domain-controlled station**

A station for which a *Third Party Domain Control* request has been accepted. A domain-controlled station provides event reports for calls that are alerting, connected, or held at the station.

**domain-controlled station on a call**

A station active on a call which provides event reports over one or two domain-control associations.

**duplicated common control**

Two processors ensuring continuous operation of a communications system. While one processor is on-line, the other functions as a backup. The backup processor goes on-line periodically or when a problem condition occurs.

**duplication**

The use of redundant components to improve availability. When a duplicated subsystem fails, its backup redundant system automatically takes over.

**duplication option**

A system option that duplicates the following:

- a. Control carrier containing the Switch Processing Element (SPE)
- b. Expansion interface (EI) circuit packs in carriers
- c. Fiber optic cabling between Port Networks (PNs)
- d. Center-Stage Switch (CSS) in a CSS-connected system

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## E

**E1**

A digital transmission standard that carries traffic at the rate of 2.048 Mbps. The E1 facility is divided into 32 channels (DS0s) of 64 kbps information numbered from 0 to 31. Channel 0 is reserved for framing and synchronization information. A D-channel occupies channel 16.

**ear and mouth (E & M) signaling**

Trunk supervisory signaling, used between two communications systems, whereby signaling information is transferred through two-state voltage conditions (on the E and M leads) for analog applications and through a single bit for digital applications.

**EIA-232**

A physical interface specified by the Electronic Industries Association (EIA). EIA-232 transmits and receives asynchronous data at speeds of up to 19.2 kbps over cable distances of up to 50 feet. EIA-232 replaces RS-232 protocol in some DEFINITY applications.

**electronic tandem network (ETN)**

A tandem tie trunk network that has automatic call routing capabilities based on the number dialed and the most preferred route available at the time the call is placed. Each switch in the network is assigned a unique private network office code (RNX), and each voice terminal is assigned a unique extension number.

**Electronics Industries Association (EIA)**

A trade association of the electronics industry that establishes electrical and functional standards.

**emergency transfer**

If a major system failure occurs, the automatic transfer is initiated to a group of telephones capable of making outgoing calls. The system operates in this mode until the failure is repaired and the system automatically returns to normal operation. Also called "power-failure transfer."

**end-to-end signaling**

The transmission of touch-tone signals generated by dialing from a voice terminal user to remote computer equipment. These digits are sent over the trunk as Touch-Tone DTMF digits whether the trunk signaling type is marked as tone or rotary and whether the originating station is tone or rotary. An example of the use of this capability is a call to a Voice Mail machine or Automated Attendant service. A connection must first be established over an outgoing trunk from the calling party to the computer equipment. Then additional digits can be dialed to transmit information to be processed by the computer equipment.

**enhanced private-switched communications service (EPSCS)**

An analog private telecommunications network based on the No. 5 Crossbar and 1A ESS that provides advanced voice and data telecommunications services to companies with many locations.

**Erlang**

A unit of traffic intensity, or load, used to express the amount of traffic it takes to keep one facility busy for one hour. One Erlang is equal to 36 CCS. See also **Hundred Call Seconds**.

**expansion archangel (EAA)**

A network-control microprocessor located on an expansion interface (EI) port circuit pack in an expansion port network (EPN). The EA provides an interface between the EPN and its controlling switch processing element (SPE).

**expansion-archangel link (EAL)**

A link-access function on the D-channel (LAPD) logical link that exists between a switch processing element (SPE) and an expansion archangel (EA). The EAL carries control messages from the SPE to the EA and to port circuit packs in an expansion port network (EPN).

**expansion control cabinet**

See **expansion control carrier**.

**expansion control carrier**

A carrier in a Multi-Carrier Cabinet that contains extra port circuit packs and a maintenance interface. Also called "expansion control cabinet" in a single-carrier cabinet.

**expansion interface (EI)**

A port circuit pack in a port network (PN) that provides the interface between a PN's time-division multiplex (TDM) bus and packet bus, and a fiber-optic link. The EI carries circuit-switched data, packet-switched data, network control, timing control, and DS1 control. In addition, an EI in an expansion port network (EPN) communicates with the master maintenance circuit pack to provide the EPN's environmental and alarm status to the switch processing element (SPE).

**expansion port network (EPN)**

A port network (PN) that is connected to the TDM bus and packet bus of a processor port network (PPN). Control is achieved by indirect connection of the EPN to the PPN via a port-network link (PNL). See also **port network**.

**extension-in**

Extension-In (ExtIn) is the work state agents go into when they answer (receive) a non-ACD call. If the agent is in Manual-In or Auto-In and receives an extension-in call, it is recorded by CMS as an AUX-In call.

**extension-out**

Extension-Out (ExtOut) is the work state agents go into when they place (originate) a non-ACD call. If the agent is in Manual-In or Auto-In and places an extension-out call, it is recorded by CMS as an AUX-Out call.

**external measurements**

Refers to those ACD measurements that are made by the External CMS adjunct.

**extension number**

A 1- to 5-digit number by which calls are routed through a communications system or, with a Uniform Dial Plan (UDP) or main-satellite dialing plan, through a private network. Extension numbers are primarily used for telephones and data terminals but can also be used with specific features.

**external call**

A connection between a communications system user and a party on the public network or on another communications system in a private network.

---

**F**

**facility**

A general term used for a telecommunications transmission pathway and associated equipment.

**facility associated signaling (FAS)**

When a D-channel carries the signaling only for those channels on the same physical interface.

**feature**

A specifically defined function or service provided by the system.

**feature button**

A labeled button on a telephone or attendant console used to access a specific feature.

**fiber optics**

A technology using materials that transmit ultrawideband electromagnetic light-frequency ranges for high-capacity carrier systems.

**fixed**

Fixed is a trunk allocation term. In the fixed allocation scheme, the time slots necessary to support a wideband call are contiguous, and the first time slot is constrained to certain starting points.

**flexible**

Flexible is a trunk allocation term. The flexible allocation scheme allows the time slots of a wideband call to occupy noncontiguous positions within a single T1 or E1 facility.

**floating**

Floating is a trunk allocation term. In the floating allocation scheme, the time slots necessary to support a wideband call are contiguous, but the position of the first time slot is not fixed.

**foreign exchange (FX)**

A central office (CO) other than the one providing local access to the public telephone network.

**foreign exchange trunk**

A telecommunications channel that directly connects the system to a CO other than its local CO.

**foreign numbering-plan area code (FNPAC)**

An area code other than the local area code and must be dialed to call outside the local geographical area.

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## G

### **generalized route selection (GRS)**

An enhancement to Automatic Alternate Routing/Automatic Route Selection (AAR/ARS) that performs routing based on call attributes, such as Bearer Capability Classes (BCCs), in addition to the address and facilities restriction level (FRL), thus facilitating a Uniform Dial Plan (UDP) that is independent of the type of call being placed.

### **glare**

The simultaneous seizure of a two-way trunk by two communications systems, resulting in a standoff.

### **grade of service**

The number of call attempts that fail to receive service immediately. Grade of service is also expressed as the quantity of all calls that are blocked or delayed.

### **ground-start trunk**

A trunk on which, for outgoing calls, the system transmits a request for services to a distant switching system by grounding the trunk ring lead. To receive the digits of the called number, that system grounds the trunk tip lead. When the system detects this ground, the digits are sent.

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## H

### **H0**

An ISDN information transfer rate for 384 kbps data defined by CCITT and ANSI standards.

### **H11**

An ISDN information transfer rate for 1536 kbps data defined by CCITT and ANSI standards.

### **H12**

An ISDN information transfer rate for 1920 kbps data defined by CCITT and ANSI standards.

### **handshaking logic**

A format used to initiate a data connection between two data module devices.

### **Hertz (Hz)**

A unit of frequency equal to one cycle per second.

### **high reliability system**

A system having the following: two control carriers, duplicate expansion interface (EI) circuit packs in the PPN (in R5r with CSS), and duplicate switch node clock circuit packs in the switch node (SN) carriers. See also **duplicated common control**, **duplication**, **duplication option**, and **critical reliability system**.

### **holding time**

The total length of time in minutes and seconds that a facility is used during a call.

### **home numbering-plan area code**

The local area code. The area code does not have to be dialed to call numbers within the local geographical area.

**hop**

Nondirect communication between two switch communications interfaces (SCI) where the SCI message passes automatically without intermediate processing through one or more intermediate SCIs.

**host computer**

A computer, connected to a network, that processes data from data-entry devices.

**hunt group**

A group of extensions that are assigned the Station Hunting feature so that a call to a busy extension will reroute to an idle extension in the group.

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**I**

**I1**

This term is used to denote the first information channel of DCP.

**I2**

This term is used to denote the second information channel of DCP.

**I2 Interface**

A proprietary interface used for the DEFINITY Wireless Business System for the radio controller circuit packs. Each interface provides communication between the radio controller circuit pack and up to two Wireless Fixed Bases.

**I3 Interface**

A proprietary interface used for the DEFINITY Wireless Business System for the Cell Antenna Units. Each Wireless Fixed Base can communicate to up to four Cell Antenna Units.

**immediate-start tie trunk**

A trunk on which, after making a connection with a distant switching system for an outgoing call, the system waits a nominal 65 ms before sending the digits of the called number. This allows time for the distant system to prepare to receive digits. On an incoming call, the system has less than 65 ms to prepare to receive the digits.

**incoming gateway**

A PBX that routes an incoming call on a trunk *not* administered for Supplementary Services Protocol B to a trunk *not* administered for Supplementary Services Protocol B.

**information exchange**

The exchange of data between users of two different systems, such as the switch and a host computer, over a local area network (LAN).

**information systems network (ISN)**

A wide area network (WAN) and local area network (LAN) with an open architecture combining host computers, minicomputers, word processors, storage devices, PCs, high-speed printers, and nonintelligent terminals into a single packet-switching system.

**inside call**

A call placed from one telephone to another within the local communications system.

**Integrated Services Digital Network (ISDN)**

A public or private network that provides end-to-end digital communications for all services to which users have access by a limited set of standard multipurpose user-network interfaces defined by the CCITT. Through internationally accepted standard interfaces, ISDN provides digi-



tal circuit-switched or packet-switched communications within the network and links to other ISDNs to provide national and international digital communications. See also **Integrated Services Digital Network Basic Rate Interface** and **Integrated Services Digital Network Primary Rate Interface**.

**Integrated Services Digital Network Basic Rate Interface (ISDN-BRI)**

The interface between a communications system and terminal that includes two 64 kbps B-channels for transmitting voice or data and one 16 kbps D-channel for transmitting associated B-channel call control and out-of-band signaling information. ISDN-BRI also includes 48 kbps for transmitting framing and D-channel contention information, for a total interface speed of 192 kbps. ISDN-BRI serves ISDN terminals and digital terminals fitted with ISDN terminal adapters. See also **Integrated Services Digital Network Primary Rate Interface**.

**Integrated Services Digital Network Primary Rate Interface (ISDN-PRI)**

The interface between multiple communications systems that in North America includes 24 64 kbps channels, corresponding to the North American digital signal level-1 (DS1) standard rate of 1.544 Mbytes per second.

The most common arrangement of channels in ISDN-PRI is twenty three 64 kbps B-channels for transmitting voice and data and one 64 kbps D-channel for transmitting associated B-channel call control and out-of-band signaling information. Although with non-facility-associated signaling (NFAS), ISDN-PRI can include 24 B-channels and no D-channel. See also **Integrated Services Digital Network** and **Integrated Services Digital Network Basic Rate Interface**.

**intercept tone**

A tone that indicates a dialing error or denial of the service requested.

**interface**

A common boundary between two systems or pieces of equipment.

**internal call**

A connection between two users within a system.

**International Tele-communications Union (ITU)**

Formerly known as International Telegraph and Telephone Consultative Committee (CCITT), ITU is an international organization that sets universal standards for data communications, including Integrated Services Digital Network (ISDN). ITU members are from telecommunications companies and organizations around the world. See also **BX.25**.

**International Telegraph and Telephone Consultative Committee**

See **International Telecommunications Union (ITU)**.

**interflow**

Allows calls to forward to other splits on the same PBX or a different PBX using the Call Forward All Calls switch feature.

**intraflow**

Allows calls to be redirected to other splits on the same PBX on a conditional or unconditional basis using call coverage "busy," "don't answer," or "all" criteria.

**internal measurements**

Refers to those BCMS measurements that are made by the system. ACD measurements that are made external to the system (via External CMS) are referred to as external measurements.

**in-use lamp**

A red light on a multiappearance voice terminal that is illuminated to show which call appearance will be selected when the handset is lifted or which call appearance is active when a user is off-hook.

**ISDN Gateway (IG)**

A feature allowing integration of the switch and a host-based telemarketing application via a link to a gateway adjunct. The gateway adjunct is a 3B-based product that notifies the host-based telemarketing application of call events.

**ISDN trunk**

A trunk administered for use with Integrated Services Digital Network primary rate interface (ISDN-PRI). Also called "ISDN facility."

**ISDN-PRI Terminal Adapter**

A terminal adapter acts as interface between endpoint applications and an ISDN PRI facility. ISDN-PRI terminal adapters are currently available from other vendors and are primarily designed for video conferencing applications. Accordingly, currently available terminal adapters adapt the two pairs of video codec data (V.35) and dialing (RS-366) ports to an ISDN PRI facility.

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## L

**light-emitting diode (LED)**

A semiconductor device that produces light when voltage is applied. LEDs provide a visual indication of the operational status of hardware components, the results of maintenance tests, and the alarm status of circuit packs, and the activation of telephone features.

**lightwave transceiver**

Hardware that provides an interface to fiber-optic cable from port circuit packs and digital signal level-1 (DS1) converter circuit packs. Lightwave transceivers convert electrical signals to light signals and vice versa.

**line**

A transmission path between a communications system or CO switching system and a voice terminal or other terminal.

**line port**

The hardware that provides the access point to a communications system for each circuit associated with a telephone and/or data terminal.

**link**

A transmitter-receiver channel that connects two systems.

**link-access procedure on the D-channel (LAPD)**

A link-layer protocol on the Integrated Services Digital Network basic rate interface (ISDN-BRI) and primary rate interface (ISDN-PRI) data-link layer (level 2). LAPD provides data transfer between two devices, and error and flow control on multiple logical links. LAPD is used for signaling and low-speed packet data (X.25 and mode 3) on the signaling (D-) channel and for mode-3 data communications on a bearer (B-) channel.

**local area network (LAN)**

A networking arrangement designed for a limited geographical area. Generally, a LAN is limited in range to a maximum of 6.2 miles and provides high-speed carrier service with low error rates. Common configurations include daisy chain, star (including circuit-switched), ring, and bus.

**logical link**

The communications path between a processor and a basic rate interface (BRI) terminal.

**loop-start trunk**

A trunk on which, after establishing a connection with a distant switching system for an outgoing call, the system waits for a signal on the loop formed by the trunk leads before sending the digits of the called number.

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**M**

**main distribution frame**

This device mounts to the wall inside the system equipment room. The main distribution frame (MDF) provides a connection point from the outside telephone lines, to the PBX switch, and to the inside telephone stations.

**main-satellite-tributary**

A private network configuration that can either stand alone or access an electronic tandem network (ETN). A "main" switch provides interconnection, via tie trunks, with one or more subtending switches, called "satellites"; all attendant positions for the main/satellite configuration; and access to and from the public network. To a user outside the complex, a main/satellite configuration appears as one switch, with one listed directory number (LDN). A "tributary" switch is connected to the main switch via tie trunks, but which has its own attendant positions and LDN.

**maintenance**

The activities involved in keeping a telecommunications system in proper working condition: the detection and isolation of software and hardware faults, and automatic and manual recovery from these faults.

**management terminal**

The terminal that is used by the system administrator to administer the switch. The terminal may also be used to access the BCMS feature.

**major alarm**

An indication of a failure that has caused critical degradation of service and requires immediate attention. Major alarms are automatically displayed on LEDs on the attendant console and maintenance or alarming circuit pack, logged to the alarm log, and reported to a remote maintenance facility, if applicable.

**manual-in work mode**

In this mode, agents automatically enter the ACW mode when they disconnect from an ACD call. However, in order to become available to receive another ACD call, they must then manually enter the Auto-In or Manual-In mode. See **Auto-In Work Mode** for a contrast.

**memory**

A device into which information can be copied and held, and from which the information can be obtained at a later time.

**message center**

An answering service that supplies agents to and stores messages for later retrieval.

**message center agent**

A member of a message center hunt group who takes and retrieves messages for voice terminal users.

**minor alarm**

An indication of a failure that could affect customer service. Minor alarms are automatically displayed on LEDs on the attendant console and maintenance or alarming circuit pack, sent to the alarm log, and reported to a remote maintenance facility, if applicable.

**modem**

A device that converts digital data signals to analog signals for transmission over telephone circuits. The analog signals are converted back to the original digital data signals by another modem at the other end of the circuit.

**modem pooling**

A capability that provides shared conversion resources (modems and data modules) for cost-effective access to analog facilities by data terminals. When needed, modem pooling inserts a conversion resource into the path of a data call. Modem pooling serves both outgoing and incoming calls.

**modular processor data module (MPDM)**

A processor data module (PDM) that can be configured to provide several kinds of interfaces (RS-232C, RS-449, and V.35) to customer-provided data terminal equipment (DTE). See also **processor data module**.

**modular trunk data module (MTDM)**

A trunk data module that can be configured to provide several kinds of interfaces (RS-232, RS-449, and V.35) to customer-provided data terminal equipment (DTE).

**modulator-demodulator**

See **modem**.

**multiappearance voice terminal**

A terminal equipped with several call appearance buttons for the same extension number, allowing the user to handle more than one call, on that same extension number, at the same time.

**Multi-Carrier Cabinet**

A structure that holds one to five carriers. See also **Single-Carrier Cabinet**.

**Multi-Frequency Compelled (MFC) Release 2 (R2) signaling**

A signal consisting of two frequency components, such that when a signal is transmitted from a switch, another signal acknowledging the transmitted signal is received by the switch. "R2" designates signaling used in the United States and in countries outside the United States.

**multiplexer**

A device used to combine a number of individual channels into a single common bit stream for transmission.

**multiplexing**

A process whereby a transmission facility is divided into two or more channels, either by splitting the frequency band into a number of narrower bands or by dividing the transmission channel into successive time slots. See also **time-division multiplexing**.

**multi-rate**

Multi-rate refers to the new N x DS0 service (see N x DS0).

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## N

**N+1**

The method of determining redundant backup requirements. For example, if four rectifier modules are required for a DC-powered Single-Carrier Cabinet, a fifth rectifier module is installed for backup.

**N x DS0**

N x DS0, equivalently referred to as N x 64 kbps, is an emerging standard for wideband calls separate from H0, H11, and H12 ISDN channels. The emerging N x DS0 ISDN multirate circuit mode bearer service will provide circuit-switched calls with data rate multiples of 64 kbps up to 1536 kbps on a T1 facility or up to 1920 kbps on an E1 facility. In the switch, N x DS0 channels will range up to 1984 kbps using NFAS E1 interfaces.

**narrowband**

A circuit-switched call at a data rate up to and including 64 kbps. All nonwideband switch calls are considered narrowband.

**native terminal support**

Native support means that a pre-defined terminal type exists in switch software. Thus no one needs to alias the terminal (i.e., manually map call appearances and feature buttons onto some other natively supported terminal type.) In addition, native support provides guidelines on proper feature assignment.

**Non-Facility Associated Signaling (NFAS)**

A method that allows multiple T1 and/or E1 facilities to share a single D-channel to form an Integrated Services Digital Network Primary Rate Interface (ISDN-PRI). If D-Channel Backup is not used, one facility is configured with a D-channel, while the other facilities that share the D-channel are configured without D-channels. If D-Channel Backup is used, two facilities are configured to have D-channels (one D-channel on each facility), while the other facilities that share the D-channels are configured without D-channels.

On every facility, all DS0s that are not D-channels are available as B-channels. Therefore, a T1 facility without a D-channel has 24 B-channels, and an E1 facility without a D-channel has 31 B-channels.

**network**

A series of points, nodes, or stations connected by communications channels.

**network-specific facility (NSF)**

An information element in an ISDN-PRI message that specifies which public-network service is used. NSF applies only when Call-by-Call Service Selection is used to access a public-network service.

**network interface**

A common boundary between two systems in an interconnected group of systems.

**node**

A switching or control point for a network. Nodes are either "tandem" (they receive signals and pass them on) or "terminal" (they originate or terminate a transmission path).

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**O**

**offered load**

The traffic that would be generated by all the requests for service occurring within a monitored interval, usually one hour.

**othersplit**

The Work State that indicates the agent is currently active on another split's call, or in ACW for another split.

**outgoing gateway**

A PBX that routes an incoming call on a trunk administered for Supplementary Services Protocol B to a trunk *not* administered for Supplementary Services Protocol B.

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**P**

**packet**

A group of bits (including a message element, which is the data, and a control information element (IE), which is the header) used in packet switching and transmitted as a discrete unit. In each packet, the message element and control IE are arranged in a specified format. See also **packet bus** and **packet switching**.

**packet bus**

A wide-bandwidth bus that transmits packets.

**packet switching**

A data-transmission technique whereby user information is segmented and routed in discrete data envelopes called "packets," each with its own appended control information, for routing, sequencing, and error checking. Packet switching allows a channel to be occupied only during the transmission of a packet; on completion of the transmission, the channel is made available for the transfer of other packets. See also **BX.25** and **packet**.

**paging trunk**

A telecommunications channel used to access an amplifier for loudspeaker paging.

**party/extension active on call**

A party is on the call if it is actually connected to the call (in active talk or in held state). An originator of a call is always a party on the call. Alerting parties, busy parties, and tones are not parties on the call.

**PCOL**

Personal Central Office Line.

**primary extension**

The main extension associated with the physical station set.

**principal**

A station that has its primary extension bridged on one or more other stations.

**personal computer (PC)**

A personally controllable microcomputer.

**pickup group**

A group of individuals authorized to answer any call directed to an extension number within the group.

**port**

A data- or voice-transmission access point on a device that is used for communicating with other devices.

**port carrier**

A carrier in a Multi-Carrier Cabinet or a single-carrier cabinet containing port circuit packs, power units, and service circuits. Also called a "port cabinet" in a single carrier cabinet.

**port network (PN)**

A cabinet containing a TDM bus and packet bus to which the following components are connected: port circuit packs, one or two tone-clock circuit packs, a maintenance circuit pack, service circuit packs, and (optionally) up to four expansion interface (EI) circuit packs in DEFINITY ECS. Each PN is controlled either locally or remotely by a switch processing element (SPE). See also **expansion port network** and **processor port network**.

**port-network connectivity**

The interconnection of port networks (PNs), regardless of whether the configuration uses direct or switched connectivity.

**Primary Rate Interface (PRI)**

A standard Integrated Services Digital Network (ISDN) frame format that specifies the protocol used between two or more communications systems. PRI runs at 1.544 Mbps and, as used in North America, provides 23 64 kbps B-channels (voice or data) and one 64 kbps D-channel (signaling). The D-channel is the 24th channel of the interface and contains multiplexed signaling information for the other 23 channels.

**PRI endpoint (PE)**

The wideband switching capability introduces PRI Endpoints on switch line-side interfaces. A PRI endpoint consists of one or more contiguous B-channels on a line-side T1 or E1 ISDN PRI facility and has an extension number. Endpoint applications have call control capabilities over PRI endpoints.

**principal (user)**

A person to whom a telephone is assigned and who has message center coverage.

**private network**

A network used exclusively for the telecommunications needs of a particular customer.

**private network office code (RNX)**

The first three digits of a 7-digit private network number. These codes are numbered 220 through 999, excluding any codes that have a 0 or 1 as the second digit.

**processor carrier**

A phrase used for "control carrier." See also **control carrier**.

**processor data module (PDM)**

A device that provides an RS-232C data communications equipment (DCE) interface for connecting to data terminals, applications processors (APs), and host computers and provides a digital communications protocol (DCP) interface for connection to a communications system. See also **modular processor data module**.

**processor port network (PPN)**

A port network (PN) controlled by a switch processing element (SPE) that is directly connected to that PN's time-division multiplex (TDM) bus and local area network (LAN) bus. See also **port network**.

**processor port network (PPN) control carrier**

A carrier containing the maintenance circuit pack, tone/clock circuit pack, and switch processing element (SPE) circuit packs for a processor port network (PPN) and, optionally, port circuit packs.

**Property Management System (PMS)**

A stand-alone computer used by lodging and health services organizations use for services such as reservations, housekeeping, and billing.

**protocol**

A set of conventions or rules governing the format and timing of message exchanges to control data movement and correction of errors.

**public network**

The network that can be openly accessed by all customers for local or long-distance calling.

**pulse-code modulation (PCM)**

An extension of pulse-amplitude modulation (PAM) in which carrier-signal pulses modulated by an analog signal, such as speech, are quantized and encoded to a digital, usually binary, format.

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## Q

**quadrant**

A quadrant is a group of six contiguous DS0s in fixed locations on an ISDN-PRI facility. Note that this term comes from T1 terminology (one-fourth of a T1), but there are five quadrants on an E1 ISDN-PRI facility (30B + D).

A quadrant is considered available or idle when all six contiguous DS0s are idle. Otherwise, the quadrant is considered contaminated or partially contaminated. This is a dynamic condition; quadrants become idle and contaminated as calls are placed and dropped. Note that a T1 facility containing the primary or backup D-channel (23B + D) has a maximum of three idle quadrants. The fourth quadrant (DS0s 19-24) never has six contiguous idle DS0s because one is always allocated to the D-channel. On an E1 facility, channel 0 is reserved for framing and synchronization, and channel 16 contains the D-channel when present, but five quadrants are potentially available.

**queue**

An ordered sequence of calls waiting to be processed.

**queuing**

The process of holding calls in order of their arrival to await connection to an attendant, to an answering group, or to an idle trunk. Calls are automatically connected in first-in, first-out sequence.

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## R

**random access memory (RAM)**

A storage arrangement whereby information can be retrieved at a speed independent of the location of the stored information.

**read-only memory (ROM)**

A storage arrangement primarily for information retrieval applications.

**recall dial tone**

Tones signalling that the system has completed a function (such as holding a call) and is ready to accept dialing.

**redirection criteria**

The information administered for each voice terminal's coverage path that determines when an incoming call is redirected to coverage.



**redirection on no answer**

An optional feature that redirects an unanswered ringing ACD call after an administered number of rings. The call is then redirected back to the agent.

**remote home numbering-plan area code (RHNPAC)**

A foreign numbering-plan area code that is treated as a home area code by the Automatic Route Selection (ARS) feature. Calls can be allowed or denied based on the area code and the dialed central office (CO) code rather than just the area code. If the call is allowed, the ARS pattern used for the call is determined by these six digits.

**reorder tone**

A tone to signal that at least one of the facilities, such as a trunk or a digit transmitter, needed for the call was not available at the time the call was placed.

**report scheduler**

Software that is used in conjunction with the system printer for the purpose of scheduling the days of the week and time of day that the desired reports are to be printed.

**RS-232C**

A physical interface specified by the Electronic Industries Association (EIA). RS-232C transmits and receives asynchronous data at speeds of up to 19.2 kbps over cable distances of up to 50 feet.

**ROSE**

Remote Operations Service Element is a CCITT and ISO standard that defines a notation and services that support interactions between the various entities that make up a distributed application.

---

**S**

**S1**

This term denotes the first logical signalling channel of DCP. The channel is used to provide signaling information for DCP's I1 channel.

**S2**

This term is used to denote the second logical signaling channel of DCP. The channel is used to provide signaling information for DCP's I2 channel.

**sanity and control interface (SAKI)**

A custom, very-large-scale-integration (VLSI) microchip located on each port circuit pack. The SAKI provides address recognition, buffering, and synchronization between the angel and the five control time slots that make up the control channel. The SAKI also scans and collects status information for the angel on its port circuit pack and, when polled, transmits this information to the archangel.

**simplex system**

A system that has no redundant hardware.

**simulated bridged appearance**

The same as a **temporary bridged appearance**, allows the station user (usually the principal) the ability to bridge onto a call which had been answered by another party on its behalf.

**single-carrier cabinet**

A combined cabinet and carrier unit that contains one carrier. See also **Multi-Carrier Cabinet**.

**single-line voice terminal**

A voice terminal served by a single-line tip and ring circuit (models 500, 2500, 7101A, 7103A).

**small computer system interface (SCSI)**

An ANSI bus standard that provides a high-level command interface between host computers and peripheral devices.

**software**

A set of computer programs that perform one or more tasks.

**split**

A condition whereby a caller is temporarily separated from a connection with an attendant. A split condition automatically occurs when the attendant, active on a call, presses the start button.

**split number**

The split's identity to the switch and BCMS.

**split report**

Provides historical traffic information for internally measured splits.

**split (agent) status report**

Provides the real-time status and measurement data for internally measured agents and the split to which they are assigned.

**staffed**

Indicates an agent position is logged-in. A staffed agent will be functioning in one of four work modes: Auto-In, Manual-In, ACW, or AUX-work.

**Station Message Detail Recording (SMDR)**

An obsolete term now called "CDR" (see call detail recording), which is a switch feature that utilizes software and hardware to record call data.

**standard serial interface (SSI)**

A communications protocol developed for use with the 500-type business communications terminals (BCTs) and the 400-series printers.

**status lamp**

A green light that shows the status of a call appearance or a feature button by the state of the light (lit, flashing, fluttering, broken flutter, or unlit).

**stroke counts**

A method used by Automatic Call Distribution (ACD) agents to record up to nine customer-defined events per call when the Call Management System (CMS) is active.

**switch**

Any kind of telephone switching system. See also **communications system**.

**switchhook**

The buttons located under the receiver on a voice terminal.

**switch node (SN) carrier**

A carrier containing a single switch node, power units, and, optionally, one or two digital signal level-1 (DS1) converter circuit packs. An SN carrier is located in a center stage switch (CSS).

**switch node (SN) clock**

The circuit pack in a switch node (SN) carrier that provides clock and maintenance alarm functions and environmental monitors for an SN.

**switch node interface (SNI)**

The basic building block of a switch node. An SNI circuit pack controls the routing of circuit, packet, and control messages.

**switch node link (SNL)**

The hardware that provides a bridge between two or more switch nodes. The SNL consists of the two switch node interface (SNI) circuit packs residing on the switch nodes and the hardware connecting the SNIs. This hardware can include lightwave transceivers that convert the SNI's electrical signals to light signals, the copper wire that connects the SNIs to the lightwave transceivers, a full-duplex fiber-optic cable, digital signal level-1 (DS1) converter circuit cards and DS1 facilities if a company does not have rights to lay cable, and appropriate connectors.

**switch processing element (SPE)**

A complex of circuit packs (processor, memory, disk controller, and bus-interface cards) mounted in a processor-port-network (PPN) control carrier. The SPE serves as the control element for that PPN and, optionally, for one or more expansion port networks (EPNs).

**synchronous data transmission**

A method of sending data in which discrete signal elements are sent at a fixed and continuous rate and specified times.

**system administrator**

The person who maintains overall customer responsibility for system administration. Generally, all administration functions are performed from the Management Terminal. The switch requires a special login, referred to as the system administrator login, in order to gain access to the system administration capabilities.

**system printer**

An optional printer that may be used to print scheduled reports via the report scheduler.

**system report**

Provides historical traffic information for all internally measured splits.

**system status report**

Provide real-time status information for internally measured splits.

**system manager**

A person responsible for specifying and administering features and services for a system.

**system reload**

A process that allows stored data to be written from a tape into the system memory (normally after a power outage).

---

## T

**T1**

A digital transmission standard that in North America carries traffic at the digital signal level-1 (DS1) rate of 1.544 Mbps. A T1 facility is divided into 24 channels (DS0s) of 64 kbps information numbered from 1 to 24. These 24 channels, with an overall digital rate of 1.536 Mbps, and an 8 kbps framing and synchronization channel make up the 1.544 Mbps transmission. When a D-channel is present, it occupies channel 24.

T1 facilities are also used in Japan and some Middle-Eastern countries.

**TAC**

Trunk Access Code.

**tandem switch**

A switch within an electronic tandem network (ETN) that provides the logic to determine the best route for a network call, possibly modifies the digits outpulsed, and allows or denies certain calls to certain users.

**tandem through**

The switched connection of an incoming trunk to an outgoing trunk without human intervention.

**tandem tie-trunk network**

A private network that interconnects several customer switching systems by dial-

**TEG**

Terminating Extension Group.

**terminal**

A device that sends and receives data within a system. See also **administration terminal**.

**tie trunk**

A telecommunications channel that directly connects two private switching systems.

**time-division multiplex (TDM) bus**

A bus that is time-shared regularly by preallocating short time slots to each transmitter. In a PBX, all port circuits are connected to the TDM bus, permitting any port to send a signal to any other port.

**time-division multiplexing (TDM)**

Multiplexing that divides a transmission channel into successive time slots. See also **multiplexing**.

**time interval**

The period of time, either one hour or one-half hour, that BCMS measurements are collected for a report(s).

**time slice**

See **time interval**.

**time slot**

A time slot refers to 64 kbps of digital information structured as eight bits every 125 micro-seconds. In the switch, a time slot refers to either a DS0 on a T1 or E1 facility or a 64 kbps unit on the TDM bus or fiber connection between port networks.

**time slot sequence integrity**

Time slot sequence integrity means that the "N" octets of a wideband call that are transmitted in one T1 or E1 frame arrive at the output in the same order that they were introduced.

**to control**

To control means that an application can invoke Third Party Call Control capabilities using either an adjunct-control or a domain-control association.

**to monitor**

To monitor means that an application can receive *Event\_Reports* on either an active-notification, adjunct-control, or a domain-control association.

**tone ringer**

A device with a speaker, used in electronic voice terminals to alert the user.

**trunk**

A dedicated telecommunications channel between two communications systems or central offices (COs).

**trunk allocation**

The manner in which trunks are selected to form wideband channels.

**trunk data module**

A device that provides the interface for connection between off-premises private-line trunk facilities and DEFINITY ECS. The trunk data module provides conversion between the RS-232C and the Digital Communications Protocol (DCP), and can connect to direct distance dialing (DDD) modems as the DCP member of a modem pool.

**trunk group**

Telecommunications channels assigned as a group for certain functions that can be used interchangeably between two communications systems or central offices (COs).

---

**U**

**uniform dial plan**

A feature that allows a unique 4- or 5-digit number assignment for each terminal in a multiswitch configuration such as a distributed communications system (DCS) or main-satellite-tributary system.

---

**V**

**vector directory number (VDN)**

An extension that provides access to the Vectoring feature on the switch. Vectoring allows a customer to specify the treatment of incoming calls based on the dialed number.

**vector-controlled split**

A hunt group or ACD split administered with the "vector" field enabled. Access to such split is only possible by dialing a VDN extension. Vector-Controlled Splits cannot be Active Notification Domains.

**voice terminal**

A single-line or multiappearance telephone.

---

**W**

**wide area telecommunications service (WATS)**

A service in the USA that allows calls to a certain area or areas for a flat-rate charge based on expected usage.

**wideband**

A circuit-switched call at a data rate greater than 64 kbps. A circuit-switched call on a single T1 or E1 facility with a bandwidth between 128 and 1536 (T1) or 1984 (E1) kbps in multiples of 64 kbps. H0, H11, H12, and N x DS0 calls are all wideband.

**wideband access endpoint**

The wideband switching capability extends Access Endpoints to include wideband access endpoints. A wideband access endpoint consists of one or more contiguous DS0s on a line-side T1 or E1 facility and has an extension number. The Administered Connections feature provides call control for calls originating from wideband access endpoints.

**wink-start tie trunk**

A trunk with which, after making a connection with a distant switching system for an outgoing call, the system waits for a momentary signal (wink) before sending the digits of the called number. Similarly, on an incoming call, the system sends the wink signal when ready to receive digits.

**work modes (or ACD work modes)**

A work mode is one of four states (Auto-In, Manual-In, ACW, AUX-work) that an ACD agent enters after logging in. Immediately upon logging in, an agent enters the AUX-work mode. To become available to receive ACD calls, the agent enters either the Auto-In or Manual-In work modes. To do work associated with an ACD call, at the conclusion of the call, an agent enters the ACW mode. If an agent changes work modes while handling a call, the change becomes effective when the agent finishes the call. The system does not recognize the change until the call is completed.

To answer an ACD call, the ACD agent must specify a work mode. Generally, two methods are available: (1) by pressing the appropriate button on their voice terminal, and (2) by dialing an access code. An agent can change work modes while handling a call, but the system will not recognize the change until the call is completed. It is important that the ACD agents always accurately indicate their correct work mode, otherwise the BCMS measurements will not be accurate.

**work state**

An ACD agent may be a member of up to three different splits. Each ACD agent continuously exhibits a work state for every split that it is a member of. Valid work states are Avail, Unstaffed, AUX-work, ACW, ACD (answering an ACD call), ExtIn, ExtOut, and OtherSpl. An agent's work state for a particular split may change for a variety of reasons (for example, whenever a call is answered, abandoned, the agent changes work modes, and so forth). The BCMS feature monitors the work states and uses this information to provide the BCMS reports.

**write operation**

The process of putting information onto a storage medium, such as a hard disk.

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