Lucent Technologies
Bell Labs Innovations

DEFINITY®
Enterprise Communications Server
Issue 3.7 [G3V2.03.7.1.093]
Change Description

Notice
Every effort was made to ensure that the information in this book was complete and accurate at the time of printing. However, information is subject to change.

Your Responsibility for Your System's Security
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Part 15: Class A Statement. This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference, in which case the user will be required to correct the interference at his own expense.

Part 68: Network Registration Number. This equipment is registered with the FCC in accordance with Part 68 of the FCC Rules. It is identified by FCC registration number AS593M-13283-MF-E.

Part 68: Answer-Supervision Signaling. Allowing this equipment to be operated in a manner that does not provide proper answer-supervision signaling is in violation of Part 68 rules. This equipment returns answer-supervision signals to the public switched network when:
- Answered by the called station
- Answered by the attendant
- Routed to a recorded announcement that can be administered by the CPE user

This equipment returns answer-supervision signals on all DID calls forwarded back to the public switched telephone network. Permissible exceptions are:
- A call is unanswered
- A busy tone is received
- A reorder tone is received

Canadian Department of Communications (DOC) Interference Information
This digital apparatus does not exceed the Class A limits for radio noise emissions set out in the radio interference regulations of the Canadian Department of Communications.

Le Présent Appareil Numérique n'émet pas de bruits radioélectriques dépassant les limites applicables aux appareils numériques de la class A préscrites dans le reglement sur le brouillage radioélectrique édicté par le ministére des Communications du Canada.

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The "CE" mark affixed to the DEFINITY equipment described in this document indicates that the equipment conforms to the following European Union (EU) Directives:
- Electromagnetic Compatibility (89/336/EEC)
- Low Voltage (73/23/EEC)
- Telecommunication Terminal Equipment (TTE) i-CTR3 BRI and i-CTR4 PRI

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Comments
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Highlights

This document briefly describes the modifications and enhancements that have been made since the DEFINITY® Communications System G3V2 Issue 3.7 software was initially released. These changes are incorporated into software vintage number G3V2.03.7.1.093.

An index of changes is in the next section, followed by the MR descriptions affected by this release.

Index of Changes

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Feature or category	See item numbers	Feature or category	See item numbers

Change Descriptions

1. Previously, when an attendant intruded upon a call and the intruded-upon party dropped the call, the attendant would have to press the release button to drop the trunk. Now, when an attendant intrudes upon a call and the intruded-upon party drops the call, the trunk gets dropped also.

2. Previously, if the system was a G3r switch and the SPE was duplicated, the **list configuration control** command could display the wrong type/suffix/vintage data if the SPE components in the two SPE carriers did not match. Also, the command did not display the standby SPE components when the standby SPE was unavailable. Now, the correct data will be displayed for the active SPE components and the standby SPE components will be displayed as if the standby SPE is unavailable.

3. Previously, the error logs were flooded with proc errors from the CDR process for ACD calls if the trunk group used had CDR turned off.

4. Previously, calls were queued to the wrong skill in the following case: Station 1 calls VDN1 which routes to Station 2 which forwards to VDN2.

5. Previously, ports 15 and 16 of the TN2181 board could not be used for linked data module mode [for example, a DTDM connection].

6. Previously, on G3i if the translation was saved on a duplicated system and then used on a simplex system, slots 17 and 18 of cabinet 1, carrier B were not displayed during a **list configuration all** report. Also, the carrier type for carrier 1B was labeled as in **display/change circuit-pack** when it should have been. Now, if the translation is saved on a duplicated G3i system, it can be used on a simplex system without causing problems.

7. Previously, adding atd-qcalls or atd-qtime buttons to a station could be done even if no attd dial code (group) was administered. Now, if a user tries to add an atd-qcalls or qtd-qtime button to a station and the attendant group does not exist, the following error message will be displayed to the SAT user.

8. Previously, if a call waiting call ringing into a station that had hung up on the previous call was answered, the flashing pickup lamps for the group might go out. Now, the flashing pickup lamps flash correctly for all types of calls.

9. Previously, when an administered connection went down for an unknown reason three times in two minutes, it was not recovered. Now, when this happens, the system keeps trying to bring up the connection.

10. Previously, when an agent was active on a bridged appearance and another call dropped, the agent was reported as to BCMS and CMS. Now, the agent will be reported in the correct on-call state.

11. Previously, a secondary data module (dual I-channel feature) could not be moved from one primary data module to another via the **change data-module** command.

12. Previously a trunk group with a value (on page 2) other than could not have a trunk member added at the same time that was changed to another non value.

13. Previously, you could not always park a call that was answered on bridged appearance of an AWOH extension.

14. Previously, if an integrated announcement was administered with the announcement it would become stuck in the state if the system was under heavy traffic. Callers to the announcement heard busy tone; or the announcement was used in a vector step, vector processing stopped at the announcement step, and the caller heard silence.

15. Previously, if you performed conversion on an AAR/ARS number and the conversion deleted all the digits and inserted a valid extension, you would receive intercept tone.

16. Previously when an incoming CO trunk call was answered by a VDN that routed to a busy station over a PRI trunk, the ASAI adjunct would get multiple drop messages as the trunk tried to reterm the call. Now, the adjunct only gets one drop message for the trunk and one for the originator of the call.

17. Previously, it was possible to replace the PGATE board with a different board in the same slot without administratively removing it. The new board may not have functioned properly, but there was no indication that something was wrong. Now, the new board shows conflict on list configuration forms and is alarmed with an on-board alarm.

18. Previously, when an audit report was generated for an attendant ID greater than nine, only the first digit was printed. Now, the entire attendant ID is printed.

19. Previously, the SAT commands **list station, list data-module, list groups-of-extensions, list extension-type, list set-data,** and **list abbreviated-dial personal** would spend a long time (up to several minutes) searching for an extension to list before finding one. Now, these commands begin their search at the extension given on the command line

and do not check extensions that appear before the given extension in the dial plan. This results in a significant improvement in response time for these commands.

20. Previously, if you booted the HOUND system, the defaults for ARS and AAR route patterns were 40. These defaults were out of the valid range of route patterns for the "Advantage Package." Now, the HOUND defaults to 20.

21. Previously, if you upgraded from G3i, the route pattern form might have had upgraded incorrect translation data. The incorrect data would cause the route pattern form to think that the wideband flag was set when in fact it could not have been since it wasn't available in G3i. Thus, users would be forced to turn wideband off even though they had never turned it on. Now the wideband flag is guaranteed to be set off on an upgrade from G3i.

22. Previously, if an incoming PCOL call was transferred to the attendant and the attendant hit RELEASE without extending the call, the PCOL trunk was not dropped and still appeared as active on the PCOL group member appearances, even though no group members were active on the call.

23. Previously, 0+ ARS calls would not use the short interdigit timer if there was a need for a timeout. They always did long interdigit timing.

24. Previously, timeslots could be exhausted if noisy trunk facilities were used. Now, protection has been added to prevent noisy facilities from using up resources.

25. Previously, if there was an attempt to remove a station extension that was administered as an AUDIX/AAS port on the agent login ID form, the action was not blocked, causing a possible data corruption. Now, for administrators, an attempt to remove a station extension administered as an AUDIX port in the agent login ID form is blocked until that extension is removed from the agent login ID form.

26. Previously, DCS, ISDN, and Lookahead Interflow could be enabled on all G3V2 loads. Now, with a SPECIAL, RESTRICTED load, these features do not appear on the system-parameters customer-options form and cannot be enabled. They do still appear (and can be enabled) on the standard G3V2 loads.

27. Previously, if you purchased the "Premier" package and administered hunt groups and/or routing patterns in the expanded range that is offered, these values would be lost on a reboot/upgrade of the system. There appears to be cases that trunk groups could also be lost but this is not as well-defined. Now, upon a system reboot, all previously saved values reappear and are not lost.

28. Previously, an attendant transfer was denied when it shouldn't have been.

29. Previously, with the EAS feature enabled, customers could only select the UCD type for a skill hunt group, which meant that incoming ACD calls to a skill hunt group were routed to available EAS agents strictly on the basis of which agent had been most idle the longest. Available EAS agents with a

skill administered as a secondary skill could therefore receive an incoming ACD call before an available EAS agent with the same skill administered as a primary skill.

30. Previously, on duplicated 386 systems, the second leg of the upgrade could fail (in other words, the original standby SPE would upgrade successfully and become active, but then the upgrade of the original active SPE could fail). Now, the upgrade succeeds on both SPEs.

31. Previously, the D92 CDR format "int-direct" and "int-process" would output only the first two digits of the 3-digit outgoing and incoming circuit ID.

32. Previously, Services might find it difficult to debug a problem if two different errors had the same number. Now, each different error has a different number.

33. Previously, the System-Parameters Feature form used the keyword R4 for one of the valid values.

34. Previously, agent login IDs were counted against the maximum allowed ports administered for Port Sensitive Pricing. Also, agent login IDs were tallied in the field on the display capacities form as well as in the field.

35. Previously, when you administered a data module without a port and then immediately administered an X.25 data module with a port, saved the translation, and then rebooted with the saved translation, the X.25 link might not come up because it would process the translation from tape correctly for it. Now, the presence of an AWOH data module in the translation will not affect subsequently administered data modules.

36. Previously, a station could not use TAAS to answer a DID call that went to TAAS because of DID intercept treatment.

37. Previously, the call control link to the board could be permanently lost without an alarm on the board. Now, the link is periodically tried and there is an alarm on the board.

38. Previously, if the system was initialized with no translation tape or card, all customer options were turned off. Now ARS/ AAR Partitioning, Emergency Access to Attendant, Hospitality, and Service Observing are defaulted on.

39. Previously, if an EAS skill hunt group was administered from UCD-type to EAS-type with agents logged into that skill, the agents would still be processed in the most-idle-agent queue in a UCD fashion until they logged out and logged in again. Now, the agents are processed without having to log out and log in again. However, if there is a mixture of primary skill and secondary skill agents who are logged in when the UCD-to-EAS administration change is made, it is still recommended that the agents log out and log in again to ensure the most-idle-agent queue is sorted in the right EAS order (that is, agents who are primary-skill agents are placed at the top of the most-idle-agent queue ahead of secondary-skill agents).

40. Previously, the TN465B always failed test 33 with error code 7 (conference test failure). Now, the test works normally.

41. Previously, administering a large number (for example, 20 or more) of trunks on a single DS1 circuit pack could overwhelm the circuit pack with CCMS message traffic and cause trunks to be incorrectly alarmed and taken out-of-service. Now, switch software throttles the CCMS message traffic for DS1 circuit packs, so all trunks can be administered without causing any incorrect alarms or out-of-service trunks.

42. Previously, the Cut Through trunk feature was broken.

43. Previously, the conference circuit test (test #7) could fail on a DS1 CO trunk if the TN464 firmware could not conference the tones together before the Tone Detector tried to measure them. Now, the conference test has a delay to allow the TN464 firmware to catch up on its message processing and allow it to conference the tones together before the Tone Detector tries to measure them.

44. Previously, an EAS agent administered with a password who attempted to log in at a station where there was already another agent logged in did not receive intercept tone until the login ID password was entered. Now the EAS agent receives intercept tone after the "agent login" FAC is dialed. Also, this same operation is true even if the second agent who attempts to log in does not have a password (in other words, intercept tone is returned after the "agent login" FAC is dialed).

45. Previously, when callers on the Intel 386 platform were queued for an integrated, aux, or analog announcement, a maximum of five listeners could be simultaneously connected to the announcement when it became available. Now, when callers on the Intel 386 platform are queued for an integrated aux, or analog announcement, up to 25 listeners can be simultaneously connected to the announcement when it becomes available. This enhances the handling of incoming calls especially for call centers where announcement treatment is important; where callers are notified more quickly, for example, when the answering of calls is delayed due to a shortage of available agents.

46. Previously, calls would not queue to a split in which no agents were administered. Now, calls will be queued correctly.

47. Previously, if the dial plan was set up to have prefix extensions such as 7xxx and 7xxxx, the PMS would send over an extension of 7xxx and the switch would complain that the extension is bad.

48. Previously, Intel-platform EAS customers who administered AUDIX ports with 4-digit login IDs would not have AUDIX service since these ports were not successfully logged in. Now, Intel-platform EAS customers who administer AUDIX ports with 4-digit login IDs (or any other length login ID) will have AUDIX service since these ports will now be successfully logged in.

49. Previously, customers could not service observe a MCT.

50. Previously, a system with measured agent data could cause the switch to crash. Now, an audit cleans up the data and prevents a switch crash.

51. Previously, D-channel service messages appeared as empty messages in the MST trace. Now, these messages appear in their entirety.

52. Previously, agent states (as reported to CMS) could be wrong for EAS agents who are logged into multiple skills with the lowest-numbered skill not being the first one administered for the agent login ID. Now, the audit to CMS reports the correct value.

53. Previously, the audits (to CMS) that report the state of externally measured agents would skip every 42nd agent.

54. Previously, 1) it was possible to be blocked from externally measuring VDNs; 2) the agent state (reported to CMS) could be wrong if the agent's measured state changed (via DME) while the agent had a call on hold; and 3) EAS agents could be reported to CMS with the wrong logical ID if the measured state changed from internally to externally measured (or both). Now, all three of these situations function properly.

55. Previously, on BRI-type stations, the field did not appear. Now, on BRI-type stations, and all stations with a display module or display cartridge, the field appears.

56. Previously, if a user dialed a TAC for a trunk and then dialed fewer than the minimum number of digits needed to make it a valid number, the trunk was not disconnected from the TDM bus, causing noise on some talkpaths.

57. Previously, there was no DIOD capability for maintenance for the TN464 circuit pack.

58. Previously, the GOTO step automatically failed if no agents were administered for the hunt group referred to in the GOTO step.

59. Previously, an EAS agent logged in at an attendant console would see for personal call on the display (normally shown when a call is made to the console individual attendant access number) when an EAS Direct Agent call was made to the agent.

60. Previously, direct agent calls were tracked as hunt group calls.

61. Previously, when an EAS agent was logged in at an attendant console, an incoming EAS direct agent call placed in the agent's ACD queue did not cause fluttering of console work-mode buttons, nor was ring-ping heard.

62. Previously, CMS administrators would see the message when attempting to change an agent login ID that was not administered.

63. Previously, after entering the announcement Feature Access Code (FAC) and extension, the user would hear busy if the record port was in use. Also, after recording an announcement, the announcement would be immediately put back into service. Now, the system returns a confirmation tone if the recording resources are in use, and flags them to be reserved when they are available. When the user dials in again and the resources are available, the user will get dial tone. Also, after the announcement has

been recorded, the system will wait 15 seconds before putting the resources back into service (provided the user has not initiated a new recording session).

64. Previously, with Terminal Translation Initialization (TTI) on, if an Administration Without Hardware (AWOH) station was added with an alias set type, then the station was removed, even though no other stations were using the set type, the alias station form for that set type could not be changed or removed. Now, if no stations are using the alias set type it can be changed or removed.

65. Previously, when a station that had coverage parked a call and the parked call timed out, if the parking station had send all calls pressed and the parked call tried to return, the call would go to the attendant group. Now, a parked call returning to a station with send all calls activated follows the coverage path and on the displays of all stations in the coverage path.

66. Previously, the CCMS port fields in the "change mst" System Access Terminal (SAT) form were visited in an awkward order.

67. Previously, a digital Direct Inward Outward Dialing (DIOD) was not available for Greece and The Netherlands.

68. Previously, the test MO and enable MO commands did not work with environmental MOs. Now, the test MO and enable MO commands work with environmental MOs.

69. Previously, digital Direct Inward Outward Dialing (DIOD) trunks could not be administered when the `Trunk Group` type was `diod`. Now, digital DIOD trunks can be administered when the `Trunk Group` type is `diod`.

`Country`	field has been added (page 1)
`CO Type`	field has been added (page 1) This field only appears when `Country` is 14 (Czechoslovakia)
`Protocol Type`	field has been added (page 1) This field only appears when `Country` is 15 (Commonwealth of Independent States).
`Trunk Flash`	field has been added (page 1)
`Sig Bit Inversion`	field has been added (page 1)
`Drop Treatment`	field has been added (page 1)
`Trunk Type`	used to only allow `loop-start` (page 1), which was (and is) for TN429 ports only; now `immed-start` and `wink-start` are available for digital DIOD ports.

Outgoing Dial Type	used to only allow `rotary` and `tone` (page 1); now `mf` is also available for digital DIOD ports.
Incoming Dial Type	used to only allow `tone` (page 1); now, `rotary` and `mf` are also available for digital DIOD ports.
Incoming Partial Dial	field has been added (administrable timer page). This field only appears when the `Incoming Dial Type` is `rotary`; if the `Incoming Dial Type` is `mf` or `tone`, the timer is forced to its maximum value (255 seconds) and sent to the board.
Incoming Dial Guard	field has been added (administrable timer page). This timer will only be sent to digital ports in a `diod` group; it will never be sent to TN429 ports.
Incoming Disconnect	fields (administrable timer page) used to only appear when the `Trunk Type` was `ground-start` or `loop-start`. Now, these fields will appear for diod groups regardless of the administered `Trunk Type` value, and will be sent to all ports in the group.
Outgoing Disconnect	fields (administrable timer page) used to only appear when the Trunk Type was `ground-start` or `loop-start`. Now, these fields will appear for `diod` groups regardless of the administered `Trunk Type` value, and will be sent to all ports in the group.
Flash Length	field has been added (administrable timer page). This timer will only be sent to digital ports in a `diod` group; it will never be sent to TN429 ports.
Incoming Incomplete Dial Alarm	field has been added (administrable timer page). This timer will only be sent to digital ports in a `diod` group; it will never be sent to TN429 ports.

The `port` field (trunk member pages) will allow a digital port to be entered when the Group Type is `diod` only if the following conditions are met:

- The port **must** be from a TC464D vintage 2 (or later release) board; if not, the following message will appear:

- The port **must** be from a TN464 administered with a `Signaling Mode` of `CAS`; is not, the following message will appear:

- The port **must** be from a TN464 administered with an "Interconnect" value of "CO"; if not, the following message will appear:

- The `Trunk Type` **must** be `immed-start` or `wink-start`; if not, the following message will appear:

- The port **must** be from a TN464 administered with a `Bit Rate of 2.048`; if not, the following message will appear:

- The `End to End Signaling Tone` and `End to End Signaling Pause` fields (administrable timer page) will now be sent to TN429 ports administered in a `did` group. Before this change, the two timers were not sent to TN429 ports in a `did` group; instead, the TN429 firmware defaults (60 milliseconds) were used for both these timers. Upgrades of existing `did` groups with TN429 ports will default these two timers to `60` milliseconds.

- The `Incoming Dial Guard timer` was (and still is) administrable for `did` groups (administrable timer page). Previously, the timer was sent to TM429 ports in a `did` group; now this timer will not be sent to TN429 ports in a `did` group. (Even though this timer was sent to TN429 ports, the firmware did not understand the timer and would produce an uplick message to that effect.)

- Previously, there was no field named `ANI Upon Seizure?.`. Now, this field will appear under the following conditions:

— The `Group type` is `co`, `fx`, or `wats`, `Direction` is `outgoing` or `two-way`, and `Country` is `15` (Commonwealth of Independent States).

— The `Group Type` is `diod` and `Country` is `15` (Commonwealth of Independent States).

70. Previously, a station's translation could become corrupted if a station was changed from a digital Administration Without Hardware (AWOH) station to an analog station with a port (or vice versa) with the Terminal Translation Initialization (TTI) feature on. The resulting translation corruption would also prevent removal of the station. Now, the station's port and set type can be changed at the same time with TTI on and not cause corruption.

71. Previously, when a user pressed the LWC-store button while a Central Office (CO) call was ringing, the user would hear intercept tone and the call would be dropped after five seconds. Now, the user will see the LWC-STORE lamp flutter and the call will continue ringing.

72. Previously, when an outgoing Central Office (CO) call was made in Russia, Automatic Numbering Identification (ANI) was not transmitted to the Central Office (CO). Now, ANI information will be transmitted to the CO on the outgoing CO calls.

73. Previously, when an analog station would flashook to merge a held call (which had hung up while on hold) into a conference call, it would hear nothing, but when it flashed again it would drop all parties. Now when this situation occurs, the call will fist hear nothing, and will still be up with the other party. The next flash will put the other party on hold and give the analog set dialtone.

74. Previously, on outgoing trunk calls when Malicious Call Trace (MCT) was activated, digits were outpulsed onto the call.

75. Previously, when removing a station, a pointer could be set invalid, which could cause an infinite loop and could drop the customer's SAT connection. Now, if this error happens, the SAT rings the bell on the invalid error condition and the SAT connection is not lost.

76. Previously, when removing an agent login ID, various checks were not executed to ensure that the agent login ID was not being accessed by other forms (for example, coverage). Therefore, the agent login ID could have been removed even though it was still being used by other forms, causing translation corruption to occur. Now, checks have been put in place in the software to check if the agent login ID is being used by other forms, and if so, it is automatically removed from those places. The administration forms that are affected are those that access group information. These are:

    ■ Pickup Groups

    ■ Malicious Call Trace (MCT) Groups

    ■ Terminating Extension Groups

    ■ Intercom Groups

    ■ Coverage Answer Groups

    ■ Coverage Paths

    ■ Hunt Groups

    ■ Last Dialed Numbers (LDNs)

77. Previously, the agent's login ID extension was allowed in the following:

    ■ ICOM group

    ■ TE group

    ■ CDR pri/sec

    ■ MCT

    ■ CA

    ■ CAS Back up Ext

    ■ Controlled Outward Rest.

    ■ Controlled Termination

    ■ Controlled Station To Station

- System Printer

- IAS Att. Access Code

- System LWC Ret.

78. Previously, if a principal received two simultaneous calls and the bridge picked up the first call then the second, the principal would continue to ring until the bridged party terminated the call.

79. Previously, Class of Restriction (COR) checks were not being done properly for a particular case. If a call is routed to a station via the **route-to-digits** command in a vector and the call eventually covers to an EAS agent, the call may not have the correct Expert Agent Selection (EAS) direct agent call handling, that is, the call may be treated as a direct agent call when it should be treated as a personal call (or vice versa).

80. Previously, after a RESET SYSTEM 1 in an EAS environment, it was possible that no EAS agents would be reported to CMS as being logged in, but CMS would still receive call-progress information for these agents.

81. Previously, when a measured agent transferred a measured trunk call to a measured Vector Directory Number (VDN), the switch and CMS would disagree on the resulting state of the call. This caused CMS to abort processing of the call.

82. Previously, when an attendant released from a call to a VDN while a vector announcement was playing, the call was not dropped if the attendant was the last party on the call. If the call was queued to a staffed split, the agent would receive a phantom call. If the call was queued to an unstaffed split, the call would remain in queue until an agent logged in and answered the phantom call.

83. Previously, on new systems, the default value for the "North American Area Code" field on the Dial Plan Screen was "200". Now, the default value is blank.

84. Previously, D92 Call Center customers who have some type of Adjunct Switch Application Interface (ASAI) could not upgrade to the EAS feature since the ASAI adjunct was restricted by switch software from launching calls from a VDN (that is, only from a split). Since the EAS feature requires that all Automatic Call Distribution (ACD) splits be vector-controlled, there is no first- or second-announcement capability for any splits when EAS is enabled. Therefore, ASAI OCM applications could not adapt to the EAS environment. Now, D92 Call Center customers who have some type of ASAI application can upgrade to the EAS feature since the ASAI adjunct is not restricted by switch software from launching calls from a VDN. The vectors used for launching OCM calls will be advised to use the adjunct-route, announcement, queue-to-main, and wait steps to achieve the equivalent non-EAS "launch calls from a split" functionality.

85. Previously, Vintage 14 TN754 circuit packs were not allowed to work in the A-LAW companding mode because maintenance kept them from receiving the companding mode message.

86. Previously, personal calls to EAS agents would cover to the coverage path of the physical station where they were logged in, not the coverage path of the agent. Also, direct agent calls to an EAS agent in a "busy" work mode would be queued at the agent's terminal instead of immediately going to coverage if Send All Calls (SAC) was activated at the agent's station.

87. Previously, when an observer attempted to observe a login ID, the observer would hear nothing. Now, an observer hears intercept tone when attempting to observe a login ID.

88. Previously, customers lost records for outgoing Call Detail Recording (CDR) wideband calls.

89. Previously, procedure errors were generated for some Basic Rate Interface (BRI) display calls.

90. Previously, with EAS enabled, and a VDN/vector administered to cause an adjunct-route operation to an ASAI adjunct, incoming calls to this VDN over a Distributed Communications System (DCS) link would not be able to access the ASAI adjunct via the adjunct-route step. This would typically result in an error message from the ASAI adjunct

91. Previously, if an EAS agent entered the FAC, intercept tone would be received. Now an agent can enter this code, followed by a split number, to get supervisor assistance for that split if the agent is logged into the split.

92. Previously, when Call Detail Recording (CDR) was not administered, and both primary and secondary CDR ports were being used, CDR would continue to maintain a pointer to the CDR buffer area so that when CDR was readministered, incorrect CDR records would show as output. Now, when CDR is not administered, a pointer to the CDR buffer area is reset to its initial value, the beginning of the buffer area, so that incorrect CDR records are not output.

93. Previously, when EAS was enabled and AUDIX ports were administered as EAS agents, DCS and ISDN callers could bypass the COR restrictions intended to prevent toll fraud when the AUDIX transfer or redirection features were attempted.

94. Previously, the SAT would lock up for 15 seconds during Special Processing Element (SPE) refresh.

95. Previously, if an internal station dialed an attendant's personal number, the 'attendant's display would only show the name of the calling party, not his or her extension. Now the extension of the calling party is displayed instead of the name. A personal call looks just like an assistance call except it is at the far right of the display (just like it is in D92).

96. Previously, when EAS AAS agents were administered while EAS is optioned but not enabled, agents were not automatically logged in after EAS is enabled. Now, when EAS is enabled, all administered EAS AAS agents are logged in. Movement from ENABLED=y->n remains the same; that is, agents must be logged out prior to this action.

97. Previously, some "ISDNTRK" errors/alarms might not be logged.

98. Previously, in certain cases where the standby Special Processing Element (SPE) was unavailable (not full refreshed and handshake up), it was possible for the MSS to get in a state where no user had it open, yet anyone who tried to access it (save translation, for example) would get an error indicating the MSS was in use. Now, all error returns that come out of the MSS are checked to see if the error occurred during open processing. If so, the immediate and wait classes are reopened, guaranteeing the MSS will not be locked up erroneously.

99. Previously, an agent login ID extension was allowed in the following fields:

    ■ ACA Referral Destination

    ■ SMDR Output Device

    ■ Emergency Access Redirection

    ■ Routing On Voice Synth

    ■ Hunt Group Night Service

    ■ Coverage Measurements

100. Previously, when a call came from a client room through a hunt/VDN group and the display appeared as if the call came from a non client room through a hunt/VDN group, the display would have the same appearance.

101. Previously, authorization codes were always displayed. Now, if the Auth_ fix variable is set to 1 in the suser_m process, the authorization codes are not displayed (except on ISDN sets). If the Auth_fix variable is set to 0, the authorization codes are displayed.

102. Previously, when upgrading G3i, GD91, G3r and G3V2 loads prior to 070 R2, CMS did not pump up and the link did not come into data transfer.

103. Previously, EAS agents could not be logged in if COR had Direct Agent calling active logins.

104. Previously, when using the **status card-memory** command after a reset system 2, the percent translation used was blank. Now, the **status card-memory** command obtains the translation blocks that were used directly from the selected card on the active or standby Special Processing Element (SPE) to compute the percent translation used.

105. Previously, if the ASAI link dropped with more than 3000 stations domain-controlled, the switch would warm start.

106. Previously, long duration Call Detail Recording (CDR) records for NCA-TSC connections that did not get set up completely were output incorrectly.

107. Previously, there was a Class of Service (COS) for call forwarding all calls (both on and off network). Now, a new class of service is added that allows the user to restrict call forwarding off the network.

108. Previously, if you placed a call from other than the first administered call appearance button and then hung up, the lamps would go to the first idle call appearance for the next call. Now, if you set the *Select Last Used*

Appearance? station form field to yes when you hang up from a call on a digital, hybrid, or PRI station, the lamp stays at the last used appearance, making bridged-appearances the same priority as call appearances.

109. Previously, there was a COS of "Call Fwd-All Cls" which meant that you could forward any call to a location on- or off-net. Now, a new COS has been added that will allow the customer to restrict call forwarding off-net. If the restrict COS is set to then the user can only call forward calls on-net.

110. Previously, demand testing cleared alarms associated with processor sanity on a PGATE board. Now, the alarms only stay if the board has processor problems.

111. Previously, bouncing of the trunk caused switch software to discard low priority maintenance messages.

112. Previously, when a maid status code was entered on a prefix station, the switch did not give confirmation tone.

113. Previously, if an agent's login ID was in a coverage path with a subsequent coverage point going to the same skill, and the agent did not answer the call, the call did not successfully cover to the next coverage point if the call to the agent was measured (a Direct Agent call).

114. Previously, customers could not have a call cover off-premises. Now, an off-premises call coverage point can be assigned via the remote call coverage form and the coverage path form.

115. Previously, maintenance was unable to test boards, ports, or stations due to a full control block. Now, the control block does not fill up due to faulty cleanup, and maintenance gets access to the control block resources.

116. Previously, if an agent was active on a bridged appearance, an Automatic Call Distribution (ACD) call would not be routed to the agent. Now, with the "Forced ACD Calls" customer option, an ACD call will be routed to an agent who is active on a bridged appearance.

117. Previously, when the **monitor** command was entered, OSSI users would be logged off upon completion of the command.

118. Previously, DIOD trunks did not provide the Direct Inward Dialing (DID) unanswered timer capability.

119. Previously, the account code length was incorrect on the system-parameters cdr form for an upgrade to d92 mips.

120. Previously, the system-parameters cdr form would allow an unadministered extension for the primary or secondary output extension. Now, the extension must be an administered data extension, or for the Intel "eia".

121. Previously, a TN2199 Russian analog CO and DID board could not be administered in the system.

122. Previously, the **wp angel** (write physical angel) command failed with an error message. Now, the command will succeed.

123. Previously, when using R2 CMS and multiple split queueing, the switch would continuously restart. Now, the switch does not restart with this configuration.

124. Previously, a user could not use a Trunk Access Code (TAC) to connect an ISDN trunk to an SDN network. Now, a capability has been provided to allow a user to administer an ISDN-PRI FAC.

125. Previously, the customer received a corruption message when attempting to remove a station or remove a station from a coverage answer group because the system thought that the station was active on a coverage answer group call when it was not.

126. Previously, DEFINITY denied ISDN calls encoded as Unrestricted 64, Rate Adapted to 56 (Mode 1) if only restricted facilities were available.

127. Previously, if a user busied out and released a UDSI board that carried an ISDN-PRI link, the link might not recover for an hour.

128. Previously, if a user tried to remove atd-q* buttons when the attendant DAC had been removed, the user would get an EECCR message on the SAT.

129. Previously, all Basic Rate Interface (BRI) sets were assumed to be mu-law companding, so the TN556 board automatically converted between the switch companding mode and mu-law (if necessary).

130. Previously, port-related site data (building, room, jack, cable, floor) might get stuck in memory and the customer could not have as many stations with site data as they should be able to have.

131. Previously, two BRI stations would incorrectly share the site data in certain passive bus (multipoint) configurations.

132. Previously, if an EAS agent was logged in to a station with send-all-calls set and the agent was in AUX-WORK mode when either a call was forwarded or a "route-to-number" step was routed to the agent login ID extension as a Direct Agent call, the phone rang at the agent's station, but the call continued to follow subsequent vector steps. Now, in this situation, the station that the agent is logged in to will "ring-ping" and the call queues for the agent.

133. Previously, EAS direct agent calls were not reflected correctly by BCMS. Now, BCMS will show these calls as split calls.

134. Previously, when more than two coverage paths were linked together and had coverage path numbers greater than 999, only the first three digits were displayed in the Linkage fields on the coverage path form. Now, all four digits are displayed.

135. Previously, a failure of the processor board might not cause a Special Processing Element (SPE) interchange in a duplicated system or might not generate an alarm on a processor board on a standby processor. Under certain circumstances, a failure of the cache circuit on an active Processor board may halt call processing. Now, an SPE interchange occurs and an alarm is generated.

136. Previously, a customer occasionally was not able to display a station via the SAT and that station's port did not behave correctly.

137. Previously, the SYS-LINK errors for a PRI D-channel did not show up when the port option was specified on the "disp error" form on a G3m switch.

138. Previously, BCMS occasionally showed an agent that was logged into a split twice on the monitor split screen. Now, the agent appears only once.

139. Previously, if a caller received busy tone when making an EAS Direct Agent call (where there are no open queue slots to queue the DAC), and the caller pushed the "auto_cback" button to activate the Auto-Callback (ACB) feature, the ACB call originated when the target agent became idle would terminate as a personal call rather than an EAS Direct Agent call.

140. Previously, service-affecting conditions causing a PNC interchange generated only warning alarms in some situations. Now, a minor alarm is generated.

141. Previously, when enabling EAS on a G3vs PBP and a G3s PBP, the system trapped.

142. Previously, if a measured agent called a split with a forced first announcement, or if a measured agent placed a direct agent call with a direct agent announcement with a delay of zero, then an extension out call was not pegged on CMS. In addition, if a measured agent answered a personal call or a split/skill call and then transferred that call to a split with a forced announcement, or transferred the call as a direct agent call with a direct agent announcement with delay zero, the transfer would not be pegged on CMS. Now, both the extension out and transfer will be pegged on CMS for these calls.

143. Previously, after dialing an EAS agent login ID that resulted in a Direct Agent call, if the call did not terminate to the agent's station because the agent was busy, pressing the LWC-STORE button resulted in intercept tone. In other words, if the agent is in AUX-WORK, AFTER-CALL-WORK, or on a call, and another user calls their agent login ID (and both the caller and the agent login ID had Class of Restriction (COR) permissions for Direct Agent calling) the caller could not leave a Leave Word Calling (LWC) message by pressing the LWC-STORE button.

144. Previously, the defaults for ARS and Toll analysis were a subset of what was needed. Additionally, there were no default Faulty Restriction Levels (FRLs) for CORs that covered all possible values. Now, the defaults have been changed for Toll analysis and ARS analysis to be a superset of what formerly existed. For FRLs, CORs 10 to 17 now get a default FRL value of 0 to 7.

145. Previously, if a port network ran out of time slots while trying to complete a trunk-related call, a message overflow condition caused Expansion Port Network (EPN) outage.

146. Previously, the messaging vector step administered with "none" as the subscriber went to the physical station's AUDIX when a call to an EAS agent was made. Now, the step terminates to the EAS agent's AUDIX instead of the audix of the physical station in which the EAS agent is logged in.

147. Previously, when a hunt group extension was dialed with Deluxe Paging and returned to originator administered, and the hunt group member parked the call using a call park button, the call returned to the attendant. Now, the call returns to the parking station.

148. Previously, DCS users who made an EAS Direct Agent call to a logged in agent on a remote switch would see the name for the target agent's first skill hunt group rather than the name associated with the called EAS agent's login ID.

149. Previously, the Expansion Interface (EI) board was too sensitive to timing slips and could cause alarms when timing was marginally within specifications. The alarm resulted in a port network being isolated from other port networks. Now, marginal timing should cause occasional errors to be logged, but should not alarm the board, preventing the port network from being isolated.

150. Previously, if a user saved a translation when there was station port administration translation corruption, that translation could not be reloaded without causing much more massive corruption. Now the save translation and reload works correctly and the original translation corruption will be detected and reported.

151. Previously, the new feature, Prime Line Selection, and the drop button on BRI sets did not work correctly together. Now, if the Prime Line Selection feature is activated for a particular BRI station and the drop button is used to drop a call in progress, the lamp will remain on for the last used call appearance.

152. Previously, certain incoming PRI calls to an 8510 BRI set did not ring at the 8510 set, and the call was given busy path treatment (that is, the calls either heard busy tone or followed the 8510 set's administered coverage path). This occurred only if the PRI call originated from a non-ISDN endpoint (for example, a non-PRI trunk or a Digital Communications Protocol (DCP) station).

153. Previously, user-defined displays could use up to 15 characters to represent the word "Skills" on the display that EAS agents receive upon login. Now, user-defined displays can use up to 11 characters to represent the word "Skills" on the display that EAS agents receive upon login.

154. Previously, when an incoming trunk call to a VDN (which routed that call out on an outgoing trunk) had CDR turned off, and the outgoing trunk had CDR turned on, the outgoing CDR would not be output.

155. Previously G3MA running on the latest UNIX release would not work due to a change in the handshake method with XT.

156. Previously, a call for a wideband connection may have had a "W" for bcc and an incorrect value of "1" for the bandwidth that should have had a higher value. Now, a call for a wideband connection that reports a "W" for bcc will have the correct bandwidth output.

157. Previously, for vector tracing, the data passed to or from the switch in a converse step was not logged in MST's buffer. Now, the digits sent to a Virtual Response Unit (VRU) from the switch will be logged. Also, any digits returned from the VRU (to the switch) will be logged. This logging only takes place when MST is enabled and vector tracing is specified for tracing. Also, this tracing only applies to a converse vector step.

158. Previously, test hardware-group execution was slower than or equal to that of XRAY, and coverage wasn't as good for gaz target. Now, test hardware-group executes faster than XRAY on all targets and machine configurations, and coverage has been improved on gaz targets.

159. Previously, the TN747 Version 12 (or greater) did not get the Disconnect Timing message for loop-start trunks.

160. Previously, whenever a user with a display entered an authorization code, it would show up on the display. Now, if the new "Display Authorization Codes" field on page 3 of the system-parameters features form is set to "n", the authorization codes do not appear on the display. If the field is set to "y", the codes are displayed.

161. Previously, when the MGC timer expired, the trunk was dropped and when the ANI was retransmitted, it started from where it left off during the previous transmission. Now, when the MFC timer expires in Czechoslovakia, the trunk is not dropped and when the ANI is retransmitted, it starts from the beginning.

162. Previously, non-AT&T BRI data modules could not make calls over 15 digits. Now, they can make 20-digit calls.

163. Previously, vector calls that queued for an attendant would not include the VDN name in the attendant's display. Now, the correct display (including the VDN name) is displayed after a vector call is queued for an attendant.

164. Previously, only one ASAI switch-classified call was properly handled by the switch. Subsequent calls appear to have been handled correctly, but there was no actual voice connection made, and 3rd party operations failed in some way or another.

165. Previously if an outgoing Release Line Trunk (RLT) trunk was seized, then the system entered but did not stay in Centralized Attendant Service (CAS) backup. Now, it should stay in CAS backup.