**Lucent Technologies**
Bell Labs Innovations

# DEFINITY® Communications System
## Generic 3 Version 3, Issue 4.0
## Change Description

555-230-461
Issue 1
Comcode 107723876
June 1995

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# HIGHLIGHTS

This change description document describes the changes incorporated in AT&T DEFINITY® Communications System G3V3, Issue 4.0 (04.0.058.1).

Some of the new enhancements and features are described next.

**TN786B Processor Board**

The TN786B processor board and FLMM firmware 1.16.0 was delivered to G3V3 Issue 4.0 software. If a customer has a TN786B processor board vintage 10 or later, the customer must upgrade to G3V3 Issue 4.0 software. This ensures that the switch feature enhanced patching continues to work effectively.

**Answer Supervision**

Fake Answer Supervision was disabled by software for all tie trunks on TN767 and TN464 boards even though administration made the user believe that fake Answer Supervision was enabled. Now, for tie trunks administered on TN767D (or later vintage) boards or TN464D (or later vintage) boards, fake Answer Supervision is based totally on administration, so that if the "Receive Answer Supervision?" field is set to `y`, fake Answer Supervision is disabled. If the field is set to `n`, fake Answer Supervision is enabled. Therefore, customers need to verify that their administration for tie trunks is correct so that fake Answer Supervision is enabled and disabled as appropriate. After upgrading to the software load that contains this fix, if any feature or display is different or causing a problem, the user should make sure the "Receive Answer Supervision" field is set to `y` for digital tie trunks and the "Receive Answer Supervision" field is set to `y` if the tie trunk is used for the distributed communications system (DCS). Otherwise, DCS features such as Automatic Callback and Leave Word Calling (LWC) may be impacted.

**Automatic Number Identification (ANI)**

The Russian ANI feature did not work correctly.

**Trunk Groups**

When administering a trunk group with a Group Type field of tie, tandem, access, aplt, rlt, or dmi-bos, the user had to manually change two fields, setting the "Receive Answer Supervision" field to `yes` and setting the "Answer Supervision Timeout" field to `0`. All six of these groups are considered to be tie groups, and tie groups generally always have real Answer Supervision. Now, when the user changes the Group Type field on a trunk group form to tie, tandem, access, aplt, rlt, or dmi-bos, the "Receive Answer Supervision" field is automatically set to `yes` and the "Answer Supervision Timeout" field is automatically set to `0`. If the user wishes to override these defaults, the user can manually set the fields. The manually administered values are kept until the user again changes the Group Type to one of the six tie trunk group types.

**ACD Agents**

If an agent was only partially logged in, for example, a limit such as the Call Management System (CMS) measured agents limit was reached, so only two out of four skills were logged in, the "agent sizing limit" (logged-in ACD agents) did not increment.

If an agent logged in, and at some point after entering the split number the login failed, and the agent dropped the call with the "drop" button, the "logged in agents" count incremented.

**"/" Character**

The "/" character could not be used within a name and be found by the directory command. Now, the "/" character can be used and is treated the same as the "-," "&," or "'" characters as far as searches and displays are concerned.

**Leave Word Calling (LWC)**

In load 056.1, a change was added to support Leave Word Calling (LWC) from a multi-appearance set while attempting a conference or transfer. This caused LWC to not work for analog sets when they had the party on soft hold. Now, analog sets can invoke LWC by placing the party to get the LWC message on soft hold and dialing the LWC-store feature access code (FAC).

**DS1 Boards**

For customers who had more that 140 DS1 boards, the system was unable to load translation on a reset system 3, 4, or 5. This caused escalating restarts until the switch was in the switch processing element (SPE) down mode.

The following table lists the item numbers of the features and categories that are affected by changes, modifications, and enhancements.

| FEATURES OR CATEGORIES | SEE ITEM NUMBER |
|---|---|
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| Agents | 3, 5, 7, 11, 18, 22, 34, 39, 44, 45, 46, 47, 49, 56, 61, 63, 74, 77, 97, 100, 101, 107, 108, 116, 118, 129, 132, 133, 134, 134, 136, 137, 138, 145 |

| FEATURES OR CATEGORIES | SEE ITEM NUMBER |
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| Auto-Answer | 7 |
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| Automatic Circuit Assurance (ACA) | 26 |
| Automatic Number Identification (ANI) | 17 |
| Automatic Route Selection (ARS) | 60, 86, 87, 90, 145 |
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The following problems are corrected and addressed in AT&T DEFINITY® Communications System G3V3, Issue 4.0 (04.0.058.1).

1. If terminal translation initialization (TTI) was enabled, the user could not enter an analog port for the Music on Hold feature.
2. A caller's display lost indication that the call was forwarded if the call forwarded to a station that was busy on an appearance.
3. If a coverage path existed for the station's physical extension but no coverage path existed for the Expert Agent Selection (EAS) agent's login ID, and Send All Calls (SAC) was active, calls to the login ID did not receive SAC treatment. Now, SAC treatment is given to calls to the agent's login ID and the calls follow the station's coverage path.
4. If a user was on certain station types (including 7406+ voice terminals) and the speakerphone and display were in use, and if an adjunct switch application interface (ASAI) drop was immediately followed by an ASAI unhold, the unheld call could drop.
5. An attendant agent could become locked up when the No Answer and Alerting timers were applied to a hunt group call that was delivered to the attendant agent.
6. Fake Answer Supervision was disabled by software for all tie trunks on TN767 and TN464 boards even though administration made the user believe that fake Answer Supervision was enabled. Now, for tie trunks administered on TN767D (or later vintage) boards or TN464D (or later vintage) boards, fake Answer Supervision is based totally on administration, so that if the "Receive Answer Supervision?" field is set to `y`, fake Answer Supervision is disabled. If the field is set to `n`, fake Answer Supervision is enabled. Therefore, customers need to verify that their administration for tie trunks is correct so that fake Answer Supervision is enabled and disabled as appropriate. After upgrading to the software load that contains this fix, if any feature or display is different or causing a problem, the user should make sure the "Receive Answer Supervision" field is set to `y` for digital tie trunks and the "Receive Answer Supervision" field is set to `y` if the tie trunk is used for the distributed communications system (DCS). Otherwise, DCS features such as Automatic Callback and Leave Word Calling (LWC) may be impacted.
7. When an auto-answer agent received an Automatic Call Distribution (ACD) call from a vector directory number (VDN) that was being service observed, only zip tone was heard. Now, the agent hears zip tone first, and then warning tone.
8. For customers who had more that 140 DS1 boards, the system was unable to load translation on a reset system 3, 4, or 5. This caused escalating restarts until the switch was in the switch processing element (SPE) down mode.
9. On G3r only, if an expansion port network (EPN) was remoted via DS1 converters and the EPN came down, the EPN did not recover. Now, the remoted EPN recovers and comes up automatically.
10. When observing a station remotely through a Direct Inward Dialing (DID) trunk, the observer heard busy/intercept tone between calls if busy/intercept tone was set as the DID trunk group's drop-treatment. Now, the observer hears silence.
11. If the switch generated an illegal agent login ID, the Call Management System (CMS) link came down.
12. The **list config ds1** command did not show DS1 names for TN464E and TN767D boards.
13. The validation for the "Starting Extension" and "Count" fields did not allow for a change to the "Count" field without deleting the starting extension first.

14. When there was no call classifier board present, the system access terminal (SAT) displayed the following message when `display event type 30` was entered, and the customer was using a converse step: "No TTR available." Now, the SAT displays the following message under the same conditions: "No CC-TTR available."

15. The **list mct-history** command displayed the time in AM/PM format, but lacked the AM/PM indicator. Now, the **list mct-history** command displays the time in the military time format which is a 24-hour clock.

16. The **list bridged-extensions** command did not show all the possible extensions and buttons associated with a bridged extension on the MIPS platform.

17. The Russian Automatic Number Identification (ANI) feature did not work correctly.

18. When an Automatic Call Distribution (ACD) agent became available, the attendant DXS lamp associated with the hunt group did not always go out.

19. The **display internal sta-port** or **bri-port** command showed incorrect information for Automatic Call Distribution (ACD) related parameters.

20. The **status audit** command sometimes showed a question mark for some audit names. Now, the correct audit names are shown.

21. If an analog station user dialed the demand print facility access code (FAC) for an AP and then did a flash followed by a drop [which was a transfer attempt], the next time a user did a demand print, intercept tone was given to the user.

22. An attendant agent could become locked up when the No Answer and Alerting timers were applied to a hunt group call that was delivered to the attendant agent. Now, these timers do not affect hunt group calls delivered to attendant agents.

23. On an upgrade from V3 to the 53 load of V3, customers with more than 20 permission restricted objects lost those restrictions. Now, all permission restricted objects are retained.

24. The attendant could not release a call from the attendant console.

25. It was not possible to block rotary uplink digits from being processed by an analog set. Now, this can be done by setting the "Ignore Rotary Digits?" field to `y` on the analog station form.

26. If the Auto Hold feature was enabled and an Automatic Circuit Assurance (ACA), Security Violation Notification (SVN), or Automatic Wakeup call terminated to a station that was already active on a call, an attempt to access the ACA, SVN, or Automatic Wakeup call caused that call to be dropped. Now, these calls are not dropped if they arrive at a station that is already active on a call and the Auto Hold feature is enabled on the switch. Instead, the call access attempt is denied and the status lamp associated with the call appearance button flutters.

27. On an Intel platform, site data could be lost when moving a port from one set to another under various conditions.

28. The **list station** and **list set-data** commands showed misleading information about the site data when terminal translation initialization (TTI) was activated and station ports had been moved around.

29. If an analog station tried to do a forced transfer before dialing a complete address, the to-be-transferred party's station or trunk [Direct Inward Dialing (DID) or distributed communications system (DCS) tie] could become hung. Now, the call is ended and the party is dropped.

30. If a wakeup request was pending and the time was set back on the PBX, the wakeup request was deleted.

31. A system administration table could become corrupted in a way that prevented users from being able to log in to the system access terminal (SAT).

32. When using a modem pool to connect to a Netcon data port, the only speed supported was 1200 bits per second. Now, using combined modem pools with speeds set from 1200 bits per second to 19200 bits per second are supported to connect to the Netcon data port.

33. Customers who used aux-trunk announcement devices occasionally experienced double-connects of incoming callers to aux announcements when, for example, the call was routed through a vector using the "announcement" vector step.

34. For customers who use auto-answer agents for incoming calls that have a VDN-of-origin (VOA) announcement, the agents heard the start of the VOA announcement at the same time zip-tone was heard. Now, the agents hear the start of VOA announcement playback after zip-tone is completed.

35. A station tracking another station with a busy-indicator button got into a state in which the busy-indicator button was permanently lit. This happened if the set being tracked was merged to an extension different from the original extension it was associated with.

36. In a setup in which coverage point three was bridged to button six, coverage point two was bridged to button seven, and coverage point one was bridged to button eight on a bridge user's telephone set and a call was progressing through a coverage path for a principal, the wrong coverage point bridge appearance was being dropped. The coverage points were located on the bridge user's telephone set in the reverse order that they were assigned in the coverage path. Now, these types of coverage calls alert the correct button on the bridge user's telephone set and are not dropped.

37. If an attendant parked a call and released, and the attendant was busy on another call when the call park timeout occurred, the parked call entered the queue but when the attendant received the call, the display indicated that the call was to the attendant instead of the common shared extension number (where the call was parked). Now, the display indicates that the call is to the common shared extension number.

38. Changing the "MACH ID" field caused the AUDIX application to change to "gateway" after submittal and the customer's AUDIX did not work.

39. An agent with multiple splits active on an Automatic Call Distribution (ACD) call and pending for the AUX work mode dropped the call. If the agents other logged in split was in the AUX work mode, this was not reported to the Call Management System (CMS). Now, the AUX work mode is reported for the agents other splits in AUX.

40. On a duplicated system, the MSS got in a state in which it could not be opened (condition "MSS in use") by any client process, resulting in the inability to save translations or do a planned interchange.

41. When upgrading or loading translations on a switch with Malicious Call Trace (MCT) activated, the **save translation** command was blocked due to the detection of the error [G3V3 Release 3 (load53)].

42. The system did not support the DS1-FD and DS1-SA operations for voice response unit (VRU) answer/disconnect tone operations. Now, the system allows two new VRU set types: VRU-FD and VRU-SA, which support the DS1-FD and DS1-SA type of operations. The VRU set types are allowed only when the green feature CFF7402 is enabled.

43. If a TN464D (or later vintage) board or a TN767D (or later vintage) board was replaced with a TN464C (or earlier vintage) board or a TN767C (or earlier vintage) board, respectively, software did not change the internal representation of the board type. This sometimes caused hardware errors to be logged in addition to failed trunk transfer attempts if the DS1 trunks were administered as tie trunks.

44. An Expert Agent Selection (EAS) remove skill operation or a reset system 2 could result in data corruption in the Basic Call Management System (BCMS) agent and split tables.

45. Changing the "BCMS Historical and Real-time Reports" field on the Hunt Group form from `n` to `y` could cause the maximum number of Basic Call Management System (BCMS) measured agents to be exceeded with the result that the Measurements Manager process trapped on subsequent BCMS measurement polls.

46. The display internal atd-port form did not contain Automatic Call Distribution (ACD) fields. Now, this form displays ACD fields for attendant agents.

47. Agents in non-Automatic Call Distribution (ACD) hunt groups could not use the AUX_WK button to control the arrival of hunt group calls.

48. If a user attempted to change a trunk group from unmeasured to measured and exceeded the Call Management System (CMS) limit for measured trunks, and some members of the trunk group were active on calls, switch data was corrupted and CMS measurements showed excessive abandons. Now, the switch still rejects this change, but corruption does not occur.

49. If Direct Agent Calling was set to `n`, a call was placed to an Expert Agent Selection (EAS) login ID (therefore being a personal agent call), the agent was logged in to an analog set, and the agent activated Send All Calls (SAC) for the login ID, the call did not receive SAC treatment. The call covered only after the coverage criteria was met. Now, the personal calls cover immediately.

50. If the switch attempted to drop a voice response unit (VRU) port while digits were being passed to it, the port was not disconnected.

51. Returned calls caused consoles to lock up.

52. Executing **monitor bcms system print** caused the system access terminal (SAT) to log out.

53. When the 7174 (AAP) 8082 error was logged, the uid was the first data element. This meant that there could be a large number of unique errors of this kind that filled up the log. Now, when a 7174 8082 procedure error is logged, the AUDIX index is logged first, so the error log sees a lower number of unique instances of this procedure error.

54. When a user tried to do a Leave Word Calling (LWC) store toward the called party during a conference or transfer operation (while the party to be conferenced or transferred was still on hold) the LWC message was incorrectly left for the wrong party.

55. When administering a trunk group with a Group Type of tie, tandem, access, aplt, rlt, or dmi-bos, the user had to manually change two fields, setting the "Receive Answer Supervision" field to `yes` and setting the "Answer Supervision Timeout" field to `0`. (All six of these groups are considered to be tie groups, and tie groups generally always have real Answer Supervision.) Now, when the user changes the Group Type field on a trunk group form to tie, tandem, access, aplt, rlt, or dmi-bos, the "Receive Answer Supervision" field is automatically set to `yes`, and the "Answer Supervision Timeout" field is automatically set to `0`. If the user wishes to override these defaults, the user can manually set the fields. The manually administered values are kept until the user again changes the Group Type to one of the six tie trunk group types.

56. If a station attempted to store a Leave Word Calling (LWC) message for an Expert Agent Selection (EAS) logical agent extension by dialing the LWC Store feature access code (FAC) followed by the EAS logical agent extension, the station attempting this action was denied.

57. A system with duplicated TN2182 tone/clock boards and TN750 announcement boards produced an ANN-BD 513, 17674 error whenever an interchange of the tone/clocks occurred.

58. On trunk or internal calls that covered to AUDIX, and for some reason the AUDIX did not answer and the "Wait Answer Supervision Timer (WAST)" field was set to `yes`, the WAST timer was not being set.

59. Abbreviated Dialing (AD) was limited in the number of digits that could be outpulsed over a trunk. Now, AD can outpulse a much larger number of digits. The limit is essentially infinite unless the hardware is overrun by the number of digits.

60. A hotline station with the Automatic Route Selection (ARS) dial access code (DAC) as the destination and administered with audible message waiting never heard stutter dial tone. Now, the station hears stutter dial tone in place of ARS dial tone.

61. If an agent was only partially logged in, for example, a limit such as the Call Management System (CMS) measured agents limit was reached, so only two out of four skills were logged in, the Agent Sizing limit (logged-in ACD agents) did not increment.

62. When using terminal translation initialization (TTI) with basic rate interface (BRI) sets in multi-port mode, unmerging sets from two ports with both enpoints administered per port and then physically swapping sets between the ports resulted in the sets coming up in Restricted Service.

63. When logging in, if an agent pushed the last number dialed button to supply the login id digits, the agent received confirmation tone even if the login attempt failed. Now, the agent receives intercept tone.

64. If skill indirection (1st, 2nd, 3rd) was used in a vector step, the **list usage hunt** command incorrectly picked it up (for hunt group 1, 2, and 3, respectively).

65. The terminal translation initialization (TTI) merge of a station sometimes failed because of resource exhaustion.

66. Only the extension that held an exclusion call could unhold it. Now, any station with an appearance of that extension can unhold a held call.

67. An incoming R2-MFC call did not cover to a vector directory number (VDN) extension.

68. If a station used Abbreviated Dialing (AD) or Last Number Dialed to call out on a trunk, that trunk had cut-through operation set to `y`, and the trunk access code (TAC) was used to get the trunk, the call was torn down after about 20 seconds.

69. On a MIPS platform, the **change paging loudspeaker** command resulted in an "Error encountered; cannot complete request" message if the command was attempted simultaneously at different system access terminals (SATs). Also, two users could execute **change paging code-calling-ids** simultaneously resulting in the later user submitting the form, writing over the data the first user had just entered. Now, the above commands executed simultaneously result in a "data locked" message being displayed to the user.

70. The CP9530 cordless analog phone did not always work using the flash switchhook.
g3v3950150 Person Assigned = mdb

71. Invalid login attempts generated from a G3-MA connection to the switch were logged twice in the monitor security-violations report.

72. Customers who used Remote Service Observing over a primary rate interface (PRI) trunk sometimes saw cut-offs of a Service Observing session after an observer hung up while the observed call was still active.

73. The **monitor bcms system** command showed an extraneous second page if less than one page worth of splits was administered. Also, the potential for garbage being displayed for splits 83-99 existed.

74. If an agent logged in, and at some point after entering the split number the login failed, and the agent dropped the call with the drop button, the "logged in agents" count incremented.

75. Translation corruption sometimes occurred when alarm buttons were administered on stations. The problem showed up as an "Error Encountered; Cannot Complete Request" message when trying to change or remove a station with the corrupted data.

76. The command **display/change system-parameter cff** was the command for customer funded features. Now, the command is replaced with **display/change system-parameter special-applications.** All "CFF" title prefixes are replaced with "SA" prefixes.

77. When a "converse agent" [for example, a voice response unit (VRU)] passed data to the switch by using the Converse Data Return feature, the switch sent an invalid party_id value in the Drop event reported to the adjunct when the "converse agent" went on-hook.

78. Adjunct switch application interface (ASAI) and ADJLK stations could not be added even when the maximum number to be added was not reached. This happened because the removal of "X" port ASAI and ADJLK stations did not decrement the count of this type of station.

79. A measured trunk group could become corrupted, causing the message "Error encountered; cannot complete request" displayed to the user when retrieving the corrupted trunk-group at the system access terminal (SAT).

80. When terminal translation initialization (TTI) was in a suspended state, a user adding or changing a station received an "Error encountered; cannot complete request" message displayed at the system access terminal (SAT) after pressing the submit key. Now, the message "TTI suspended — cannot remove TTI port" is displayed when TTI is suspended.

81. If the attendant used the DXS to dial a number and pressed the release button before hearing ringback, the call was disconnected and failed.

82. Terminal translation initialization (TTI) could be enabled in the "suspend" state, leading to translation problems.

83. After a software upgrade was completed, shadowing was enabled in a duplicated system. Now, after a software upgrade is completed, shadowing is disabled in a duplicated system. This condition exists until the standby switch processing element (SPE) software vintage is identical to the active SPE's software version. The standby SPE has to be "reset spe-stan 4" to make the memory resident software identical during the upgrade process.

84. If a wakeup request was pending and the time was set back on the PBX, wakeup requests were deleted.

85. Audits were tearing down calls who tried to term to a primary rate interface (PRI) trunk during vectoring, and that term was unsuccessful because no trunk members were available.

86. If a data user dialed an Automatic Alternate Routing (AAR) or Automatic Route Selection (ARS) number, an authorization code was required, and the user entered the code at the second dial prompt, the call failed. Now, the authorization code is collected and, if the code is correct, the call is allowed.

87. When dialing some digit strings requiring 28 digits and those digits required digit conversion, only two conversions were allowed. Now, up to seven digit conversions are allowed.

88. On MIPS systems, if the 15th member of a bridge group attempted to transfer a call, the completion of the transfer was unsuccessful

89. The X.25 data module could be changed to another data module type, which sometimes led to corruption. Also, other data module types could be changed to X.25 data modules, which sometimes led to translation corruption. Now, the user has to remove and re-add the data module. If the user either tries to change the data module type to or from an X.25, the following error message is displayed:
    `"Data Module must be removed and re-added to change type to or from X.25."`

90. If a dialed Automatic Route Selection (ARS) or Automatic Alternate Routing (AAR) number was converted into a number that could match on a range of numbers after conversion, an extra pound sign (#) sign could be outpulsed out as part of the final number. Now, the only one pound sign is outpulsed, if a pound sign is required.

91. Performing a change station on an analog, hybrid, or digital station with an "X" in the port field and making them a basic rate interface (BRI) set with a port led to translation corruption.

92. The "/" character could not be used within a name and be found by the directory command. Now, the "/" character can be used and is treated the same as the "-," "&," or "'" characters as far as searches and displays are concerned.

93. A basic rate interface (BRI) set that picked up a call on a bridged appearance sometimes did not have the correct information displayed.

94. On duplicated MIPS systems, with Integrated Services Digital Network (ISDN) / primary rate interface (PRI) using non-facility associated signaling (NFAS) and using TN767 boards for B-channels, a software upgrade could put the B-channels on the TN767 boards out of service for an indeterminate amount of time.

95. Using pause or mark characters for on-switch dialing had unpredictable results. Now, either pause or mark characters can be used to wait for the call to be answered (mark is more correct).

96. The "disconnect info in FRL field" feature for Call Detail Recording (CDR) incorrectly reported far-end drops as local drops for non-Integrated Services Digital Network (ISDN) trunks.

97. When the last conferenced party covered to a measured split and was dropped from the call before an agent answered, the Call Management System (CMS) and the Basic CMS (BCMS) showed calls in queue and agents available. Now, the calls waiting count is decremented when the last added party is dropped.

98. Using scheduled bulk station administration of G3-MA sometimes led to basic rate interface (BRI) stations losing their buttons. This happened if G3-MA were used to change set types to and from the BRI.

99. Defective DS1 trunks were causing system crashes.

100. The MIS_AP process could trap with a possible escalation to a warm start when Basic Call Management System (BCMS)-measured agents entered the AUX mode.

101. If the alerting q-calls or q-time warning port answered and then the agent answered an Automatic Call Distribution (ACD) call, the agent could see "CONFERENCE" on the display instead of the expected split or vector directory number (VDN) display.

102. There was a remote possibility of creating a warm start if the primary rate interface (PRI) was traced by MST and either level 2 activity occurred or unrecognized PRI messages were received.

103. When either enabling terminal translation initialization (TTI) in the "data" mode or exceeding the maximum number of data-modules supported by the switch, the message "Error Encountered, can't complete request" was displayed to the user or the system restarted.

104. G3MA in scheduled transaction mode allowed certain transactions to complete during the validation phase. These transactions were as follows: 1. Adding/changing a station with "atd-qcall" atd-qtime" "q-call" q-time" buttons and the system maximum exceeded. 2. Backing out of a **remove vdn** command.

105. When terminal translation initialization (TTI) was in the "suspended" mode, attempting to change a station from a port to "X" resulted in the message "Error Encountered, cannot complete request" being displayed. Now, the message "TTI suspended - cannot remove TTI port" is displayed.

106. A user could not remove a data extension that was associated with a modem pool. The user received the message "Object in use." The user received this error even after busying out the data module.

107. Agents could not add a skill using an analog station set.

108. When a supervisor added a skill to an auto-in or manual-in agent, the Call Management System (CMS) and the Basic CMS (BCMS) reported the agent in the AUX work state until the state of some call on the agent station changed. Now, the agent is reported as auto-in or manual-in, as appropriate.

109. In load 056.1, a change was added to support Leave Word Calling (LWC) from a multi-appearance set while attempting a conference or transfer. This caused LWC to not work for analog sets when they had the party on soft hold. Now, analog sets can invoke LWC by placing the party to get the LWC message on soft hold and dialing the LWC-store feature access code.

110. If a DS1 converter was incorrectly added via the circuit-pack form to a port slot and then a different port board was physically inserted in that slot, a conflict existed which could not be undone, even if the port board were physically removed. Now, the conflict can be undone by physically removing the inserted port board, undoing the circuit pack administration of the DS1C.

111. If a basic rate interface (BRI) set had two appearances bridged to two other sets, the BRI received calls on those two appearances, the first appearance was answered by the bridge and that bridge hung up, the display on the BRI went blank. Now, the display on the BRI continues to show the call on the second appearance.

112. If a **save announcement** command was executing, and the user dialed the announcement feature access code (FAC) and the announcement extension, busy tone was returned and subsequent calls to the announcement received busy tone until the announcement FAC and the announcement extension were dialed again.

113. When a converse call was put on hold, the digits were not outpulsed to the voice response unit (VRU).

114. When a digital set (with local power) was disconnected and a short occurred, the port electronic power feed (EPF) tripped. Since the maintenance script was in a suspended state, error messages were not serviced. The set did not come into service when plugged back in because there was no power to allow the link reset message. The only way to bring the set back to service was to do a busy/release operation on the port. Now, maintenance software responds to the EPF overcurrent message and the set returns to service when plugged in.

115. If a party called the attendant and the attendant split the call off to a X-port station that covered via remote call coverage the call was dropped. Now, the call routes to the remote call coverage point.

116. If a call was made to a vector with a collect digits step and the agent pushed the q-calls button just before pressing auto-in and answering the call, the collected digits sometimes disappeared from the display.

117. A user could change the "Group Extension:" field of a hunt-group or term-ext-group while the extension was present on the Intra-Switch-CDR form causing corruption. Now, the user is blocked from making the hunt-group or term-ext-group change and the following error message is displayed: "Extension must be removed from Intra-switch CDR before change or removal."

118. If Expert Agent Selection (EAS) agents were doing an "add skill" operation it was possible for the switch to reach a condition in which agents could not log in.

119. Customers who used an aux trunk announcement with the queuing option set to "barge-in" only heard silence when the barge-in operation took place. Also, for the GAZ environment, a software trap occurred after the barge-in attempt. Now, customers who use an aux trunk announcement with the queuing option set to "barge-in" hear the aux trunk announcement when the barge-in operation takes place. For the GAZ environment, a software trap no longer occurs after the barge-in attempt.

120. If the dial plan form was submitted with the "Local Node Number" field set to blank, the system displayed 1 in that field upon reentry of the form. Now, if the Local Node Number field is set to blank, the form displays a blank in that field whenever the form is displayed.

121. After 16 maximum Malicious Call Trace (MCT) traced calls, the 17th call to be traced resulted in the call being dropped.

122. A reset system 3 was required to clear up Malicious Call Trace (MCT) records in the system. Also, the 100th extension in mct-extension-group form could not be deleted. Now, a reset system 2 is sufficient to free up the old MCT records for future MCT calls. Also, the 100th extension in the mct-extension-group form can be deleted correctly.

123. A Call Detail Recording (CDR) record was not generated if a local fax connected to an analog board called a remote fax.

124. An off-premise station could enter the terminal translation initialization (TTI) merge/unmerge feature access codes (FACS), resulting in translation corruption. Now, the user receives intercept tone if the TTI merge/unmerge FACs are entered because TTI does not support off-premise stations administered through DS1 connectivity.

125. If 100 or more stations were tracking hunt group status, the switch sometimes warm started.

126. If the meas-selection coverage table of measured coverage paths was changed so that the 99th entry was deleted or changed when 100 coverage paths were measured, switch performance was affected in a significant way and eventually the measurement process restarted.

127. In load 056.1, a change was added to support Leave Word Calling (LWC) from a multi-appearance set while attempting a conference or transfer. This caused LWC to not work for analog sets when they have the party on soft hold. Now, analog sets can invoke LWC by placing the party to get the LWC message on soft hold and dialing the LWC-store feature access code (FAC).

128. If a G3r machine was installed with no DS1 circuit packs and no DS1 translation, synchronization was not set up correctly. Executing status sync resulted in the error message "still switching synchronization source; please try later." This was worked around by adding a DS1 and then removing it. Now, a plain vanilla G3r with no DS1s establishes synchronization between cabinets correctly and show a PPN clock board as the on-line reference.

129. Average speed of answer and percent in service level could be incorrect on the Basic Call Management System (BCMS) split/skill and vector directory number (VDN) reports if calls were answered by an agent who was being service observed.

130. Central offices (COs) outside the United States can notify the DEFINITY® Communications System that an outgoing public-network Integrated Services Digital Network (ISDN) / primary rate interface (PRI) call is being routed over a non-ISDN facility at several points during call establishment. Previously, DEFINITY rejected this interworking notification if it arrived after the alerting message was received. This caused errors to be logged by the CO, and ultimately caused the ISDN / PRI link to be reset. Now, DEFINITY allows interworking notification to occur any time before the call is answered, eliminating this as a reason for a link reset.

131. The trunk identification information element (IE) carried within the Call Offered, Alerting, and Connected Event reports, as well as in the Route requests, when no Calling Party information was available, reported only the trunk group over which an inbound call was received. Now, the trunk identification IE provides the trunk member number and the trunk group number.

132. When a service observer was observing a simple user (a station, an agent, etc.) remotely via a primary rate interface (PRI) trunk, if the observed call lasted long enough so that periodic maintenance ran, the observer was cut off.

133. Assume the following scenario. A service observer was observing a simple user (a station, an agent, etc.) on a call who had Service Observing permissions. The user conferenced in another user to join in on the call who did not have Service Observing permissions. Previously, if the first user hung up, the service observer could still observe the second user who did not have Service Observing permissions. Now, the service observer receives intelligible tone.

134. When a service observer was observing a simple user (a station, an agent, etc.), a call came in, and the user did not answer the call, it did not go to coverage.

135. When a call was active on a measured trunk, and another trunk was added to be measured, the "oldest call waiting" data was erroneously copied into the newly added trunk data. Now, the "oldest call waiting" data displays correctly.

136. If Expert Agent Selection (EAS) agents were logged in to analog stations, and they activated Send All Calls (SAC), but the coverage path said that SAC was not allowed, and if Direct Agent Calling was set to `no`, a personal agent call went to coverage. The call should not have gone to coverage because SAC was not allowed by the coverage path.

137. A move agent from the Call Management System (CMS) caused data corruption if the from and to splits did not have the same value in the "measured" field.

138. Some Automatic Call Distribution (ACD) calls were not measured correctly by the Basic Call Management System (BCMS) if the Call Center had splits and skills measured externally and both internally and externally. The first measured split or skill had to be measured both internally and externally and the Call Center had to use BCMS/VuStats login IDs or Expert Agent Selection (EAS). In addition, a call to an externally measured split or skill had to be placed on hold while the first agent in the first measured split or skill was active on an ACD call, and that call had to be terminated before the call to the first agent in the first measured split or skill was terminated.

139. If a trunk group was administered in the 18th position of the meas-selection trunk group form, the trunk group type value that appeared on the trunk group hourly measurements output was corrupted (a question mark appeared as the trunk group type).

140. Changing basic rate interface (BRI) stations with "X" in the port field to non-BRI stations resulted in the message "Error encountered; cannot complete request."

141. With the Automatic Exclusion feature (SA7448) active, when an Exclusion call went to coverage, the principal could not bridge onto the call when it was answered by coverage. Now, a Cvg/hold option appears on the system-parameters special-applications form. If this option is active, a principal is allowed to bridge onto an Exclusion call that has been answered by a coverage point or a call pickup group member.

142. If a direct inward dialing (DID) trunk routed to the attendant and the attendant extended the trunk to a station (who did not answer and did not have coverage) and all the attendants were active on calls when the return call timer expired, the DID trunk was eventually lost and never routed to anyone. Now, the DID trunk stays in the attendant queue until an attendant becomes available.

143. A Call Detail Recording (CDR) record was not generated on the second transfer of a station on a trunk call.

144. The init password had a common default value across all releases of DEFINITY software. Now, the init password is changed for each EDI release of DEFINITY software. This change applies not only to new installations of the software, but also applies in upgrade situations, and in cases in which the software is used in a bugfix capacity.

145. It was possible to hold an Automatic Route Selection (ARS) call in the middle of dialing. This caused Touch Tone receivers to lock up and allowed Automatic Call Distribution (ACD) agents to get out of working.

146. When large numbers of domain control associations were active for an adjunct switch application interface (ASAI) link, and the link came down, the switch warm started.

147. A timing glitch could put 8410 sets out of service due to a problem with the TN2181 V2 and V3 boards.