DEFINITY® Communications System

Generic 3 Version 4, Issue 3.0
Change Description

555-230-465
Comcode 107754467
Issue 1
March 1996

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- 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

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RECYCLED PAPER

HIGHLIGHTS

This change description document describes the changes incorporated in AT&T DEFINITY® Communications System G3V4, Issue 3.0.

The following enhancements have been made:

- **Celerity — Digital Communications Protocol [DCP] Voice/Voice Supported (G3V4 only)**

  A new DCP terminal, Celerity, provides a break out of a tip/ring interface. This tip/ring interface utilizes the second I channel for communication. Presently, a DCP line may be administered to support voice-only (use of a single I-channel), data only (use of a single I-channel), or voice and data (use of both I-channels). The additional bearer channel arrangement to be supported is voice/voice (use of both I-channels). This second I-channel has basic voice communication.

  The Celerity terminal is natively administered as an 8411B/D DCP terminal and supports voice communication over DCP's second information (I2) channel. The 8411B/D DCP terminal can be used in conjunction with an external analog adjunct (for example, facsimile machine, answering machine, personal computer fax/modem plug-in card, etc.). The circuit packs that are required to support Celerity are the TN2181 Digital Line (2-wire DCP) or the TN754B Digital Line (4-wire DCP).

- **Faster Converse Step Data Passing Added to Voice Response Units [VRU] (pre-G3V4)**

  This enhancement provides a system option for the Call Vectoring converse step data (touch-tone) passing to the connected VRU to specify the on and off times for outpulsing tones. The defaults are set for optimum operation with CONVERSANT.

- **OPTREX Support for 8410D, 8411D, and 8434D Terminals (G3V4 only)**

  The G3V4 release supports the full Optrex character set available on 8410D, 8411D, and 8434D terminals. This allows the terminal displays to access characters used in other languages such as Katakana and characters with diacritical marks used in certain European languages. The system allows the entry of these characters on any of the system access terminal (SAT) screens that allow the user to enter information that will be displayed on the terminals. Examples of these include the user name on the station screen and the trunk group name on the trunk group screen.

  DEFINITY AUDIX R3.2, Issue 3 is required for OPTREX support. This issue is targeted for release in the first quarter of 1996.

- **Unisource Transit Counter (G3V4 only)**

  This enhancement supports the Transit Counter for the European network, which limits a call to a specific number of network tandem hops.

- **Unisource Calling Party ID (G3V4 only)**

  This enhancement for the Unisource European network provides the prepending of digits to the called party digit string, that facilitates the identification of the origination point as the call enters and leaves the network.

- **Adjunct Switch Application Interface [ASAI] Send Dual-Tone Multifrequency [DTMF] (G3V4 only)**

  This feature allows an adjunct application, communicating with DEFINITY G3V4 via the ASAI protocol, to cause DEFINITY to issue a sequence of DTMF tones. These tones are generated over an active call by the switch on behalf of a client application that has invoked the feature through an ASAI adjunct. The digit sequence (up to 32) is carried in the ASAI service request message. Any party on the call, including the sender, is able to hear the tones.

  The feature is also compatible with the Telephony Server (T-Server) CSTA implementation. ASAI Send DTMF signals has potential applications in the areas of the Voice-Mail System (VMS), banking, and basic telephony at the desktop.

- **Station Busy Indicator — Increased Limit (pre-G3V4)**

  The number of station busy indicators is expanded to 10000 from the current 5000 for G3r. There is no change in the number of station busy indicators for Intel.

- **Administerable Zip Tones (pre-G3V4)**

  An administerable field is added to the system-parameter features form that controls the playing of zip tone following a VDN of Origin Announcement (VOA). The field controls playing zip tone after the VOA announcement only. It will not control the volume, single/double zip, length of tone, or zip tone prior to VOA.

  Upgrades to this version will not see any difference in operation. This means that if the customer currently hears zip tone following the VOA upgrading to this version, they will have the "administration" field default to hear zip tone, so there is no change for the customer. This is also true if the customer does not hear zip following the VOA.

- **CallVisor ASAI over the DEFINITY LAN Gateway R1.0 [ASAI-LANG] (G3V4 only)**

  ASAI-LANG is an integrated product that adds a new transport mechanism to complement the existing CallVisor ASAI over the Basic Rate Interface (BRI) by providing a direct connection from the DEFINITY system to an Ethernet LAN. The product uses the ED-1E546-70 multifunction board (MFB) assembly with the TN2208 MFB and TN2170 alarm with Ethernet interface circuit packs, tape and disk drives, and generic software for the assembly. This release of DEFINITY G3V4 supports this product with native support, including recognition of the TN2208 circuit pack and its emulation of a TN556B BRI line circuit pack for the ASAI links. The same CallVisor ASAI software internal to G3V4 is used for both transport mechanisms.

- **Seamless Integration [SI] (G3siV4)**

  G3siV4 replaces the existing G3sV4 (Advantage and Premier packages) and G3iV4 systems. G3si provides a seamless integration of the G3s and G3i systems. Enhancements include increased station capacity to 400 stations (previously, in the G3s systems, the capacity was 200 stations), as well as other feature capacity increases over what was available in the G3s systems. When growth is necessary beyond 500 total ports, capacity can be increased by simply adding a memory board. This allows the same capacity as what is presently available in the G3iV4 product. For more information, see *DEFINITY Communications System, Generic 3si (seamless integration) Version 4, Issue 3.0 Overview,* 555-230-705, for more information.

- **Simulated Bridged Appearances (pre-G3V4)**

  Last call appearances on stations are converted to simulated bridged appearances, if all other call appearances on the station are in use. This operation is provided for hybrid, DCP, and domestic BRI stations.

- **CMS 4.0 (pre-G3V4)**

  Previously, the Call Management System (CMS) could abort processing of a call if a measured trunk that was a part of the conference dropped off the call before the end of the call. Now, CMS does not abort tracking of this type of conference call. Customers with this type of call scenario who are running R3V4 CMS should upgrade to the R3V4ao.e load.

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The following problems are corrected and addressed in AT&T DEFINITY® Communications System G3V4, Issue 3.0.

1. Message Sequence Tracer (MST) did not log status messages sent to and received from a Property Management System (PMS).
2. If many adjunct switch application interface (ASAI) restart messages were received in a small time frame, the switch could warmstart.
3. Before G3V3, 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 to upgrade situations and in cases in which the software is used in a bugfix capacity. This means that whenever the EDI version of the software is installed, the init password automatically changes to the new password as a result of the software upgrade. In all cases, new installations, upgrades from previous versions/releases, and in bug fix situations, the new password supersedes any password stored on a translation storage device.
4. If the button space was maxed out, addition of new buttons might be blocked, even if stations were removed to make room.
5. Some conferencing scenarios involving stations with bridged appearances did not work correctly. Stations with bridged appearance might not have talk or listen paths when added to the conference.
6. A call placed to an attendant with "secondary alerting" set to `n` and "auto answer" set to `all` did not auto answer after being placed on hold, and the timed reminder expired when the attendant was idle. Also, if a call covered to an attendant with secondary alerting set to `n`, it auto answered when the timed reminder expired and the attendant was idle, but if it was placed on hold three times, it did not auto answer and the call dropped when the loop was selected. Now, in the first case the call auto answers, and in the second case, it can be placed on hold as many times as needed.
7. When the attendant extended a call to a station and the station transferred the call back to the attendant, the serial call lamp lit. Now, the lamp lights after the call is selected.
8. Some switch-classified calls were answered, but were not recorded by Call Detail Recording (CDR). This was particularly possible if the trunk had a high answer supervision timeout, and could also happen on Integrated Services Digital Network-Primary Rate Interface (ISDN-PRI) trunks when interworking is used.
9. Basic Rate Interface (BRI) sets that do not support XID could cause expansion interface (EI) board alarms if the set was administered incorrectly (that is, as supporting XID).
10. When cyclical hunting was done on Integrated Services Digital Network (ISDN) trunks that were out of service because of something other than the **busyout** command, the hunting algorithm chose trunks that were out of service, causing system performance problems.
11. Seven- and ten-digit calling/called numbers did not display properly on distributed communications system (DCS) calls over Integrated Services Digital Network-Primary Rate Interface (ISDN-PRI) facilities (the dashes were not properly inserted in the number).
12. When a large number of stations had queue-warning lamp buttons for a particular hunt group, the amount of messaging when the lamps were turned on could have been sufficient to cause adjunct switch application interface (ASAI) links to momentarily stop exchanging ASAI messages.
13. DS1 blue alarms were raised as WARNING and did not appear in "set options" (no MAJOR off-board DS1 alarm was possible). Now, DS1 blue alarms are raised as MAJOR, but are downgraded to WARNING by default with "set options." DS1 blue alarms can now be administered to stays as MAJOR, downgrade to MINOR, WARNING (default), or no alarm.

14. If a call originated from a bridged appearance of an administration without hardware (AWOH) station to an AWOH station with a remote coverage point, and terminal translation initialization (TTI) was turned on, the call failed.

15. Call transfers out of AUDIX on a centralized attendant service (CAS) main switch did not work for a calling station on a branch switch.

16. Selecting the **stn_sv** option for Message Sequence Tracer (MST) "Call Trace" logged no **stn_sv** information in the MST buffer.

17. Calls from a station to a data module or DMI trunk that were transferred to an analog adjunct (I2 of an 8411B/D) via the One Button Transfer feature or via a standard station transfer did not work because a conversion resource (modem pool) was not inserted. Also, calls from a station to an analog adjunct that were transferred to a data module or DMI trunk and calls from an analog adjunct to a station that were transferred to a data module or DMI trunk did not work for the same reason. Now, all these calls insert a conversion resource and the calls work. In the last case, when the analog adjunct is the originator, and the station dials a data module or DMI trunk, it must be preceded with the data origination access code.

18. Music on Hold ports could not be tested via facility test calls. Now, these ports can be tested via a facility test call using the feature access code (FAC). To do this, you enter the FAC of facility test calls followed by the music port.

19. The zip tone following the playing of a VDN of Origin Announcement (VOA) was not administrable to play or not play.

20. Calls randomly failed to go to coverage.

21. The pound sign (#) alone could not be used as a feature access code (FAC) or trunk access code (TAC) because of interference with the 7103A burned-in dial codes. In particular, the pound sign could not be used as the Automatic Route Selection (ARS) or Automatic Alternate Routing (AAR) FAC. Now, if the pound sign is defined as a TAC, or as the only FAC starting with #, burned-in dialing codes are ignored, allowing the pound sign to be used as the ARS (or AAR) FAC.

22. Changing a wide-band access-endpoint port to another port could result in corruption if the port chosen was within the range of the width of the previously selected port.

23. Authorization code violations displayed the notification on the Referral Destination in the wrong language.

24. If a user administered language translation information for the Expert Agent Selection (EAS) Add/Remove Skills display items on page 5 of the Language Translations form (accessed by entering `ch disp misc)`, text for one of these items could disappear if the user went to another page of this form and then saved the form information.

25. If the system's capacity of trunk members was reached, entering **list meas outage yest** at the system access terminal (SAT) did not work.

26. An adjunct switch application interface (ASAI) link was sometimes initialized with an incorrect link version.

27. The limit on a 386-based processor system for fixed (administered) temporary signaling connections (TSCs) was 32. Now, the limit is 64.

28. The Malicious Call Trace (MCT) recorder and an incoming trunk might not be released when they should be released.

29. When dialing the feature access code (FAC) for activating Service Observing (SO) from a bridged appearance of a station with an Expert Agent Selection (EAS) agent logged in, intercept tone was heard (SO activation denied). Now, under the same circumstances, redial tone is heard (SO activation approved), and the activation can be completed.

30. The outgoing disconnect timer for Italy loop-start trunks was fixed. Now, the outgoing disconnect timer for all Italy trunks is administerable.

31. The original procedure, **sum_seconds**(), could only sum up the number of seconds up to the year 1999 from the year 1970. Now, it can sum up the number of seconds up to the year 2069 from the year 1970.

32. Time stamp information was not with klog messages.

33. In a simplex center stage switch (CSS), the software and firmware concept of which SNC was active could go out of synchronization. This was possibly because of a message not getting to the active standby SNC on schedule. Now, the software sends the message several more times, as well as a new periodic routine.

34. When an attendant on a NODE 1 call forwarded a station on NODE 2 to another station on NODE 3 and NODE 1 to NODE 2 was distributed communications system (DCS), and NODE 2 to NODE 3 was uniform dialing plan (UDP), the call forward attempt failed.

35. When all the time slots were used up on a particular port network the connection manager got in an infinite loop looking for free time slots. Now, the code goes around the horn once looking for free timeslots. If it can't find a free time slot, it breaks out and returns a fail message.

36. When a call was transferred to a vector directory number (VDN) that had a route-to step to a trunk access code (TAC) and a number, a sanity timeout sometimes occurred.

37. When a uniform dialing plan (UDP) extension was used that was already assigned to remote AUDIX for stations, vector directory numbers (VDNs), data-modules, and Expert Agent Selection (EAS) agents led to the following error message: "UDP inconsistent with remote AUDIX."

38. Trunk group members were not read in after a translation load failure, leading to the loss of an undetermined number of trunk members. Now, the trunk members with problems are logged and those without problems successfully load.

39. Data modules could be assigned to multi-endpoint Basic Rate Interface (BRI) stations, sometimes leading to translation corruption. Now, data modules are not allowed on BRI stations sharing the same port.

40. A user could not add trunk-group members with the "Ans Delay" field set on tie and central office (CO) trunks because the software tried to update timers, causing an "Object in use; try again later message."

41. When changing or removing a processor-interface data module on a G3vs/si switch, the extension was still associated with the communications interface link, resulting in a situation in which the data module could not be changed because it was in the busy state. Now, the associated communications interface link has both the associated links "Enable" and "Est Conn" fields set to n before allowing change or removal of the data module.

42. The "DATE AND TIME" form accessed by the **set time** or **display time** command did not display a warning message. Now, the "DATE AND TIME" form displays the following warning: `WARNING: Changing the date or time will impact BCMS, CDR, and MEASUREMENTS.`

43. Entering a 7-digit number into the ninth entry of the Call-Screening form caused corruption and warmstarts.

44. Duplicating a station with an "Mst debug" button resulted in an "Error Encountered cannot complete request" message. Now, a station cannot be duplicated with an "Mst debug" button.

45. The switch gave external coverage treatment for transferred trunk calls that caused problems with AUDIX. Now, a new field is added to page 2 of the system-parameters features form to give the user the choice as to how the incoming transferred trunk call should be treated. This field is "External Coverage Treatment for Transferred Trunk Calls?" and is defaulted to `n`. Note that in distributed communications system (DCS) configurations between G2 and G3 with a remote AUDIX connected to the G2, this field should to be set to `yes` for the G2 to pass the external nature of the call to the remote AUDIX. For other DCS configurations between G2 and G3 without a remote AUDIX connected to the G2, the default value is acceptable.

46. The **craft** login did not have access to the **display disabled-tests** and **list disabled-mos** commands.

47. On the Login Administration form, the cursor would not be put on the "Login Type" field if a login type's maximum were exceeded.

48. The Tandem Hop feature was available only on tandem and Integrated Services Digital Network-Primary Rate Interface (ISDN-PRI) with tandem service type trunks. This feature limits the number of nodes based on the hop limit administered on the routing pattern form. Now, the QSIG Transit Counter feature, similar to tandem hop feature, allows this functionality on a number of different type PRI trunks with Supplementary Service Option B set. This means calls are blocked if this feature is enabled and the number of hops exceeds the administered hop limit before the call reaches to its destination.

49. If terminal translation initialization (TTI) was enabled, an adjunct switch application interface (ASAI) set with a port could not be added.

50. An attendant could transfer a trunk-to-trunk restricted trunk to central office (CO) or Automatic Route Selection (ARS) dial tone. The transferred trunk could then dial any number. Now, in the above instance the release key is ignored.

51. A TN2182 plugged into the "PROC INTF" slot on a "wall mount" system recorded errors and alarms against the "RING-GEN" object. Testing this board showed Test 118 failures. Now, "RING-GEN" in not tested for TN2182 boards plugged into the "PROC INTF" slot.

52. If a switch-classified call with Answering Machine Detection (AMD) was requested, and if the only available call classifiers were on either TN744C or TN2182 boards, the request was rejected. Now, call classifiers on these boards are recognized as supporting AMD. The above request completes successfully.

53. A Security Violations Notification (SVN) referral call goes to coverage if the referral call was not accompanied by an announcement.

54. Changing an administered announcement data module to administration without hardware (AWOH) by entering `x` in the "Board" field was not accepted by administration.

55. The called, connected, and calling IE numbering plan and type of number were defaulted to National/ISDN telephony. Now, the called, connected and calling IE numbering plan and type of number are defaulted to Unknown/Unknown.

56. Following a **restore announcements** using a TN750C board, an additional five minutes passed after the **restore** command completed before the announcements were available. Now, that time following the **restore** command completion is reduced to, at the most, about 15 seconds.

57. Changing a hunt group from nonvector-controlled to vector-controlled allowed the "Coverage" field to be blanked out even when the hunt group was administered on the "meas-selection principal" form, sometimes causing an EECCR.

58. Automatic Circuit Assurance (ACA) referral call displays did not display or voice 4-digit trunk access codes (TACs) on short or long holding trunk calls.

59. A trunk access code (TAC) of an Integrated Services Digital Network-Primary Rate Interface (ISDN-PRI) trunk group could not be used to place a call to the public network in Australia. The call was rejected by the network and the caller heard intercept tone. Now, the Australian network accepts the call, and the call routes to its intended destination. This permits customers to use trunk access code (TAC) dialing to place calls that require more than 21 dialed digits to route correctly. The Australian network rejects Automatic Route Selection (ARS)/Automatic Alternate Routing (AAR) calls that, after digit insertion on the Route Pattern, contain more than 21 dialed digits.

60. Expert Agent Selection (EAS) agents who answered incoming Automatic Call Distribution (ACD) calls with VDN of Origin Announcement (VOA) treatment could not successfully transfer the call to another vector directory number (VDN). Now, EAS agents who answer incoming ACD calls with VOA treatment can successfully transfer the call to another VDN, and the agent who received the transferred call can hear the VOA announcement associated with the VDN that the call was transferred to.

61. Analog station types and 7401 station types could not administer nondestructive data on the station form while that station was active on a call.

62. Auto-answer agents who received an Automatic Call Distribution (ACD) call via a queue-to-main or check-backup vector step could not hear a VDN of Origin Announcement (VOA) announcement associated with the call if the call was already queued to another split or skill via a previous queue-to-main or check-backup vector step.

63. Change was allowed if changing the attendant personal extension that was assigned on other forms (system-parameters security, system-parameters cdr, system-parameters feature, system-parameters hospitality, trunk group, agent loginID and vector). Now, an error message is displayed if changing the attendant personal extension that is assigned on other forms.

64. Procedure error GRP_M 203 5041 xxx 78D filled logs.

65. Abbreviated Dialing (AD) calls with special characters such as suppress (~s) AAR/ARS outgoing calls could fail.

66. In the G3iV1 and G3V3 Issue 3.0 loads, paging output a Call Detail Recording (CDR) record for paging. Now, CDR records are reported to paging through code call access or loudspeaker paging.

67. If an adjunct switch application interface (ASAI) adjunct requested a switch-classified call with Answering Machine Detection (AMD), that call was placed out over an Integrated Services Digital Network-Primary Rate Interface (ISDN-PRI) trunk, and if an answering machine was detected (thus causing the switch to drop the call), a CDR record was not generated for that call.

68. If a system contained "extra board" alarms, a COLD 2 reset (reset 2) caused all boards of the same type as the "extra board" to also be alarmed as extra. Now, COLD 2 reset (reset 2) only alarms boards that are extra.

69. If there were no attendants available, a call routed to the attendant via intercept treatment received intercept tone, instead of queuing for an available attendant.

70. If an AAR or ARS digit conversion entry was specified to delete a number of digits equal to the minimum, but not insert any digits, the dp_mgr crashed when the entry was matched. This entry is not strictly correct, because not delete all digits should be deleted (for example, there should be a minimum of = del + 1 or larger, if no digits are to be inserted), but it can be seen in the field (and is allowed by administration). For example, if one wants to delete a dial IXC code, the entry: match=10xxx, min = 5, max = 28, del=5, net=ARS worked (but should have c minimum = 6 to ensure at least one digit left after conversion. Now, such an entry is allowed, the dp_mgr does not crash, but the call times out and fails with an empty address if more than the minimum digits are not dialed.

71. The **add station** command was not restricting the XID field for adjunct switch application interface (ASAI) stations on a LAN gateway board, Now, the XID field is restricted to administration on an ASAI type stations on a LAN gateway board (in **add station** as well as **change station**).

72. Incoming calling party numbers over Primary Rate Interface (PRI) facilities could not be modified.

73. Users could activate Service Observing (SO) either by pressing an SO button or dialing the feature access code (FAC) of a SO from a bridged appearance.

74. When agent A (data restricted) did a nonforce transfer to agent B (being observed), after the transfer, the call was not being observed.

75. Some special characters were not allowed to be entered on the system access terminal (SAT). And the terminal displays were restricted to English, Spanish, and French. Now, the user can enter special characters, along with the standard keyboard characters, to represent Japanese Katakana characters. By using a tilde (~), to be the start/stop character, all the characters following it have their high bit set and are displayed on specific supported terminals as Katakana.

76. Customers who had logged-in Expert Agent Selection (EAS) agents who initiated an auto-callback activation over a distributed communications system (DCS) trunk to a G2 switch user were not able to complete the callback call when the called party went idle (the auto-callback originator heard fast-busy tone when the callback attempt was made).

77. If Autohold was turned on and a Basic Rate Interface (BRI) set made an outgoing Integrated Services Digital Network (ISDN) call in which no connected name or number was returned, when that set received an incoming call and directly selected that incoming call appearance (did not hit the hold button first), its display was incorrect.

78. Outgoing international calls placed from DEFINITY in Australia were dropped by DEFINITY if the calls were not answered by the fourth ring. Now, these calls ring for as long as the Australian network allows.

79. The administration for the Calling Line Identification (CLI) Prefix feature was not implemented. Now, it is. Three new fields on the first page of isdn-pri trunk group forms (Calling Number — Delete, Insert, Numbering Format) allow the calling number to be modified, including its numbering format.

80. The 8411B and 8411D terminals were not supported natively.

81. When a processor element interchange (PEI) occurred on the G3r when there was a high volume of messages on an X.25 link, for example, the Call Management System (CMS), an acknowledgement (ACK) message from the CMS was sometimes lost. This resulted in a buffer overflow condition and subsequent necessity for the session with the CMS to be restarted. This was perceived from a CMS perspective as the link bouncing. Now, on the G3r, when a processor element interchange (PEI) occurs, the flow of messages from the switch to adjunct applications is temporarily reduced so that ACK responses are not lost.

82. Procedure errors were generated when queue-status buttons were pressed on stations with 2-line displays.

83. When there was glare on a distributed communications system (DCS) call to AUDIX, the caller received get the wrong greeting.

84. If intercept treatment was set to the attendant, Tenant Partitioning was active, and a Direct Inward Dialing (DID) trunk tried to call a station that was unallowed (because of Tenant Partitioning), the trunk was routed to the attendant group that served the station the trunk was trying to call.

85. Call Forwarding to a uniform dialing plan (UDP) extension did not work.

86. After entering the **logoff** command from the command line, the system access terminal (SAT) screen did not clear and the cursor did not go to the upper left hand corner.

87. If you changed the terminal type from an 8410D to an 8411D, any softkey assignments automatically changed to the default values. Now, because the button mapping is the same for the 8410D and the 8411D terminals, any previous softkey assignments are maintained during a change to or from and 8410D to or from an 8411D.

88. When a user was in queue for a hunt group listening to music, pushed the hold button, and then unholded the call, music was not put back on the call. The user then thought they were dropped and hung up the phone.

89. In G3V4, Issue 1.0, there were situations in which hybrid stations were not returned to local display mode (showing time and date) when the system decided to leave selected the currently selected idle line as the station goes or remains on-hook.

90. Queue-time warning indicators could go in a state in which they did not ring when they should ring.

91. Calls in attendant queues became stuck when tenant partitioning was active and attendant-extended calls from one partition to another *and* attendant groups were in coverage paths.

92. In a tenant services environment, it was not possible for a call that was being handled by one attendant group to be routed to another attendant group (either directly or via coverage or via vectoring). Now, when tenant services is on, the attendant group can call another attendant group. However, the attendant is not able to conference in two calls when one of them has two or more attendant groups on it.

93. Changing nonannouncement administration without hardware (AWOH) data-modules to real ports resulted in the message "Error Encountered Cannot Complete Request."

94. An Integrated Services Digital Network-Primary Rate Interface (ISDN-PRI) trunk group with Overlap Receiving enabled ignored additional incoming digits after 31 digits had been received from the far end. Now, such an ISDN-PRI trunk group handles as many digits as the number that are handled by non-ISDN trunks (at least 36, perhaps more).

95. If a Basic Rate Interface (BRI) or digital communications protocol (DCP) set with a single call appearance received a call and was ringing, and that call was picked up by another station in the pick-up group or went to coverage, that call did not leave that single call appearance set.

96. When a World Class Basic Rate Interface (WCBRI) set was called, the originator pushed the automatic callback button, and when the WCBRI set went on-hook, the callback call was not generated.

97. When an adjunct switch application interface (ASAI) adjunct requested a switch-classified call with the Answering Machine Detection (AMD) option, over tie trunks with Network Answer Supervision, the switch connected the call to the originating vector directory number (VDN) as soon as it detected answer, without attempting to detect the type of answer (answering machine or live voice). Now, the switch is able to detect whether the call was answered by an answering machine or by live voice.

98. If the maximum number of Basic Rate Interface (BRI) stations with data modules was exceeded, the last station added before the maximum number of BRI stations was corrupted and an "Error encountered; cannot complete request" message was displayed when the user attempted a **list, display, change,** or **remove** of that station.

99. Idle code insertion was not supported on TN767 DS1 circuit packs. Now, if idle code is administered on the DS1 form, it is supported by TN767D or later suffix DS1 boards.

100. If VDN of Origin Announcements (VOA) was administered and a vector directory number (VDN) call was transferred to another VDN, the call bounced back to the first VDN.
gv3v4950971 Person Assigned = foster

101. If Deluxe Paging was administered, a parked call timed out and returned to the originator, the originator was busy on another call when the now unparked call arrived, the originator dropped its current call and answered the unparked call, then the display incorrectly showed `conference 2.` Now, when an unparked call times out and returns to the busy originator, the display correctly shows `rtn to station` when the unparked call is answered.

102. When the SPE select switches were thrown to select the active SPE, the **list configuration software-versions long** command was blocked when the Standby SPE mode of "maint/not-refreshed" should have allowed this command to run. SPE component tests were also blocked while the composite **test spe-standby** command was allowed.

103. The usage and occupancy data associated with the port network load-balance and blockage measurements reports could become inflated due to a series of call process restarts that did not result in a warm or greater restart.

104. Attempts to retrieve messages from the message server might result in the display hanging on "IN PROGRESS."

105. An attempt to redirect an alerting call through adjunct switch application interface (ASAI) to an announcement resulted an a positive acknowledgement, but the call was not routed to the announcement. Also, an attempt to redirect an alerting call through ASAI to a vector directory number (VDN) failed to route the call to the VDN and/or provide a response.

106. The cause values used in the Alert Event Report for some redirected calls indicated an incorrect class of error.

107. If a call from the DASS II public network in the U.K. was routed over a non-ISDN trunk group, the calling party did not hear ringback while the call was ringing. Now, callers hear ringback tone, even if the called party is in fact busy. NOTE: This change has been applied to the following Country Protocols because of similar known problems in these countries: 3 (Japan), 8 (Belgium), 10b (United Kingdom), 12a/12b (France), and 13a/13b (Germany).

108. When a conference/transfer was requested on a domain control association and the conference or transfer was denied, the Negative Acknowledgement was not being sent to the adjunct.

109. When a **change announcement** command was executed with an announcement administered on a board that was not displayed in the circuit pack form, the command failed.

110. If charge was accumulated for a call and the far end sent a restart message, the call was dropped and the charge was not reported in the Call Detail Recording (CDR) record for the call.

111. If a vector had a queue step followed by a "wait then continue" step followed by another wait step, the feedback from the second wait step was overlayed on the feedback from the first wait step.

112. With the new VDN of Origin Announcement (VOA) design included in the G3V4 01.0.036.0 release, an Automatic Call Distribution (ACD) agent logged in at an auto-answer Basic Rate Interface (BRI) terminal hears zip-tones but not the VOA announcement for a call in which VOA playback is applicable. If the terminal was administered with a VOA-REPEAT button, the lamp is was lit for the interval when the VOA announcement should be heard by the agent.

113. If an incoming Integrated Services Digital Network-Primary Rate Interface (ISDN-PRI) voice call from an AT&T 4ESS was routed back out to a Northern Telecom DMS-100 over a National ISDN 2 connection, the DMS-100 rejected the call. This was because of incompatibility between the way the 4ESS encodes the ISDN setup message and the way the DMS-100 requires the setup message to be encoded. Now, DEFINITY adjusts the encoding of the setup message, and the call goes through.

114. When a station unparked a call, it was possible that CMS could abort tracking of the call because the switch reported the wrong information.

115. The **status station xxxx** command failed with a "xxxx Port not assigned" error message, when station xxxx was a non-Basic Rate Interface (BRI) station and it was connected to a BRI station whose data module was in use.

116. An intermittent short on digital communications protocol (DCP) station/wiring sometimes caused a system reset (reset level 1). Now, the proper alarm is raised, and a reset does not occur.

117. Incoming calls to a 100, 102, or 105 test line did not generate Call Detail Recording (CDR) records. Also, if the incoming test call was received over a Primary Rate Interface (PRI) trunk, the test call could only last for up to two minutes. Now, CDR records are properly generated for these test calls and the test call lasts as long as the test call originator desires.

118. When an incoming trunk call was answered by AUDIX, and the caller transferred out of AUDIX to an LDN, and there was no music source, but if the "Music on Transferred Trunk Calls" option was set to `yes`, the ringback tone was not removed from the call when the attendant answered. Now, the ringback is removed even if no music is added.

119. When administering a vector with G3V4 software on a 715 terminal, function key F6 was set to "EDIT." This is fine, but when the vector form was submitted or aborted, the function key remained set.

120. When an analog station was assigned as a bridged appearance of a digital set, and the analog station answered an incoming call, an attempted flash-transfer of the call left the bridged appearance in a hung state. Now, after the analog station flash-hooks, dials the extension to transfer the call to, and then disconnects, the transfer of the call is successful, and the bridge appearance is released properly so it may be used for another call.

121. Changing the measured field of an AAS split from none to external with one or more active agents while at the maximum number of externally measured splits resulted in a data corruption problem between the GRP_M and MIS_AP processes. Now, this does not happen and an error message is displayed on field validation (tabbing out of the measured field) rather than on end validation (pressing the ENTER key).

122. Fifteen digits was the maximum number of digits allowed on the standard and customized Call Detail Recording (CDR) output. Now, up to 18 digits can be specified on the customized CDR format. The standard CDR format still displays 15 digits, truncating from the right of the digit string. The customized format displays up to 18 digits. The start of the digits displayed is 18, minus the number entered on the system parameter cdr form.

123. Using the Operations Support Systems Interface (OSSI) to add an enabled temporary signaling connection (TSC) to a signaling group, doing "v"alidate, and then "a"bort, would not abort cleanly, leaving corrupted data in the system.

124. The **add data next** command did not always return the next available extension.

125. When service observing (SO) a call that was put on hold and music was administered, no music was played.

126. A user with a call forward button translated with the station's own extension saw an inconsistent operation. Sometimes when the user canceled Call Forwarding, the lamp did not go out and the extension was still forwarded.

127. The customer provided equipment (CPE) alarm relay on G3r systems was opened or closed immediately after the appropriate level of alarm was raised or resolved.

128. Basic Rate Interface (BRI) stations could be hung in a busy state if unplugged at the wrong time, just after a button push.

129. On the G3r platform the **display internal-data atd-port** command displayed the "refresh_key" field over the top of the "acd_inf" field.

130. Page 3 of the ASAI/ADJLK/7575/7506 station forms displayed only six buttons instead of seven buttons.

131. Reset 1 and 2 could result in inability to log in by incrementing the number of logged in Automatic Call Distribution (ACD) agents incorrectly.

132. If the user made an outgoing call over Integrated Services Digital Network (ISDN) trunks so that the call was answered but no connected party name or number was returned for display purposes, and that call was put on hold by the originator and then reselected, the display was blank. Now, the display shows the digits the user dialed.

133. The Malicious Call Trace (MCT) recorder trunk group number on the system-parameters feature form could be administered as 99/666 on an G3, but it did not work.

134. When a priority call was made to a station that was active on another appearance and that had coverage with "all=y" in the coverage criteria, the priority call alerted on the next idle appearance of the station but the originator of the priority call did not hear ringback tone.

135. The error log became filled up with procedure errors 7171 17420 as a result of normal activity on the system.

136. Displays for QSIG transit calls were sometimes incorrect.

137. The **list usage extension** command displayed all the copies of the brdg-appr or abrdg-appr buttons of a station if those buttons reside on an analog station. Now, only button 1 is listed.

138. The Malicious Call Trace (MCT) recorder trunk group number on the system-parameters feature form could not be effectively administered above 254 on a G3r.

139. When a station had Internal Automatic Answer enabled, calls were automatically answered if the station were idle and the "Active Station Ringing" option was set to `single`. Now, calls are automatically answered regardless of how the "Active Station Ringing" option is administered as long as the station is idle.

140. The sub-button layout on the second page of the attendant form was not consistent with all other forms that contained buttons.

141. When in a distributed communications system (DCS) environment, if a call to the attendant on Node 2 was transferred to the attendant on Node 1 via use of a DTGS button, and subsequently the attendant on Node 1 transferred the call to a station on Node 1 that covered to a remote AUDIX, the calling party heard the login greeting. Now, calls on DCS trunks that are placed via a trunk access code (TAC) are not considered DCS calls, and no DCS messages are sent. Therefore, the call, when covering to AUDIX, sends a DALERT message that provides the information to indicate that it is a coverage call to AUDIX.

142. If the **list bridged-extensions** command encountered a corrupted extension, it terminated. Now, the command does not terminate, and it allows each corrupted extension to appear as a ? on the screen.

143. Trying to delete an Integrated Services Digital Network (ISDN) trunk member that encountered possible corrupted data left the data even more corrupted.

144. Calls transferred from CONVERSANT or any analog set to a mixed numbering plan in which the digits dialed were not the maximum (but could be valid), were dropped.

145. When multiple announcement boards were inserted following an upgrade from G3V3 to G3V4, the **save/restore announcement** command for the second announcement board incorrectly saved/restored announcements to the first board.

146. If a G3V4 customers had the 00.1.036.0 release (or later) and had agents logged in at analog sets in which the "Adjunct Supervision" option was administered, these agents did not hear zip-tone after the completion of VDN of Origin Announcement (VOA) playback to indicate cut-through to the incoming caller.

147. For the G3r processor only, the upgrade software command, in some cases, was not call preserving when multiple announcement boards were in use.

148. The number of logged-in agents was low after an upgrade.

149. Upgrades from releases that did not have OCW priority defaulted the priority field to "m." Now, it defaults to "l."

150. The Message Sequence Tracer (MST) did not log all of the process record (PREC) activity.

151. The Assist and Consult features could not be transferred after answered.

152. A non-super-user login could be created with maintenance permission categories erroneously set to y if the customer had bought the self maintainer option. Now, the user has to add the non-super-user login and then set its maintenance permissions.

153. Enabling Basic Call Management System (BCMS)/VuStats login IDs with internally measured AAS hunt groups could cause corruption in the BCMS agent table, depending on the extensions of the AAS hunt group members.

154. If a remove hunt group failed, the queue could have been deleted, causing future operations on that hunt group to EECCR.

155. The "list meas aca" report did not handle 4-digit trunk access codes (TACs).

156. When an upgrade occurred with more than about 80 announcements administered, the system performed a reset level 2.

157. If a TN2181 was reseated and that board had a marked port on it with a terminal still present, an "epf power feed on" message was sent uplink to be processed by the switch. Because the port was marked, the message was not ignored, but processed instead. The processing of this message caused numerous bad effects to happen such as phantom Send All Calls (SAC) button pushes or digits being repeated by auto-start attendants. Now, the above scenario still sends a message uplink but it is ignored, and bad effects no longer occur.

158. The **list history** command did not track errors with terminal translation initialization (TTI) or telemarketing administration through telephones.

159. Distributed communications system (DCS) tandem calls without transparency were torn down by the DAP audit.

160. When a call was routed to a second route pattern preference because of glare, the authorization code entered by the user when the second route pattern was used was not being output in the Call Deatil Recording (CDR) record.

161. When more than six customized tones were administered using the TN780 Tone-Clock, after a reset system 2, the customized tones did not work.

162. If a 2-line display set had dialed an outgoing Integrated Services Digital Network (ISDN) call in which the outgoing trunk display was off and no connected name/number information was returned, and that set pressed the inspect button, the switch could go into an infinite loop.

163. Hotline destination information was not being saved for analog stations.

164. An analog set in a hunt group was not capable of sending dual-tone multifrequency (DTMF) over its domain control association.

165. If a failure occurred during the addition or removal of fiber links, corruption occurred.

166. When a customer upgraded to G3V4 software, the Forced ACD Calls customer option was not administrable. The switch software was hard-coded with a value of "no" for Forced ACD Calls. Now, the Forced ACD Calls customer option is retained when upgrading. After upgrading, Forced ACD Calls is administrable with a value of "yes" as long as the G3 Version is "V3" or earlier. In order to change the G3 Version to "V4" or later, the Forced ACD Calls customer option must be set to "no." When the G3 Version is set to "V4," customers use the Multiple Call Handling (Forced) feature in place of the Forced ACD Calls feature.

167. When programming Autodial buttons and pressing a digit after programming one button and receiving confirmation tone, the **stn_sv** process trapped. Now, the user receives intercept tone and the process does not trap.

168. Sets that were administered to have data restriction set to y did not hear music when inside of a vector.

169. Display port 1c2001 did not always work.

170. The 16-port digital DEFINITY AUDIX (with TN567 MFB and TN2181 emulation) did not work after an upgrade to G3V4 as a bugfix.

171. Clear firmware a-pnc on a direct connection responded with an EECCR. Now, it gives a meaningful error message

172. Setting the time could keep the same seconds. Now, they are set to 0.

173. When integrated announcements were administered and there was no integrated announcement board inserted and no announcement data module administered, an error message appeared when changing from a version less than V4 to version V4. Now, the error message does not appear and there are asterisks placed in the integrated announcement board location field on the announcement administration form similar to what happens during an upgrade from an earlier V4 without multiple integrated announcement capability, to a newer V4 with multiple integrated announcement capability.

174. After upgrading from a very old release (pre-G3V2), data calls using TN746B (V4 to V7) became garbled and then disconnected.

175. When a call was vector directory number (VDN) service observed and the option to hear the zip tone after the VDN of Origin Announcement (VOA) was set to no, the parties on the call were connected but also heard ringback tone.

176. Lamps associated with paging zones were not always lit when the paging zone was busy.

177. If cabinet 1 of a G3r contained a switch-node carrier, the default EI board location switched from location 1B02 to 1E01. Also, if carrier D was designated a "dup-switch-node" carrier, an EI board was inserted at location 1D01. Now, regardless of cabinet configuration, the default EI board location is 1B01.

178. If a customer had a large set of measured vector directory numbers (VDNs), splits, skills, trunks, and logged-in agents, the Call Management System (CMS) link did not always come into service when the switch was booted.

179. When the DEFINITY system was connected to a Nortel DMS-100 (or 250) central office (CO), active calls dropped when the CO's nightly maintenance procedures were executed, switching the active D-channel for D-channel back-up interfaces.

180. Automatic Circuit Assurance (ACA) and Security Violation Notification (SVN) referral calls could stop arriving unpredictably.

181. Calls in attendant queues became stuck when Tenant Partitioning was active and attendant-extended calls from one partition to another, and attendant groups were in coverage paths.

182. In a Tenant Services environment, it was not possible for a call that was being handled by one attendant group to be routed to another attendant group (either directly or via coverage or via vectoring). Now, when Tenant Services is on, the attendant group can call another attendant group, but the attendant is not able to conference in two calls when one of the calls has two or more attendant groups on it.

183. If a call from the public network was routed through the DEFINITY system to another vendor PBX, and if the German 1TR6 ISDN protocol was used as the private-network ISDN protocol to the other PBX, the calling party sometimes did not hear feedback (such as ringback) until the call was answered. Now, in this above case, the calling party hears ringback, but note that this ringback is played by the public network and may not correctly reflect the tone played at the terminating switch.

184. When the message waiting lamp was lit for a login agent, a maintenance audit changed the solid red lamp to a flashing state.

185. Because of a fix preventing simulated bridged appearances (SBAs) on World Class Basic Rate Interface (WCBRI) stations, an SBA was no longer provided in cases in which the SBA consumed what would be the last available (idle) call appearance on a station. And, in denying the SBA, bridged appearances of the call appearance were not properly idled, leaving flashing status lamps on stations that could not access a call. Now, simulated bridged appearances are provided on hybrid, Digital Communications Protocol (DCP), and domestic BRI stations on any call that previously alerted the station, and SBAs are properly removed from WCBRI stations and other stations bridged to a WCBRI station.

186. If a nonstation user was assigned a message waiting lamp for a station, when the message lamp audit found that lamp, a restart of the capro process occurred.

187. During the first six days of the year, specifying both a start and stop day between 1/01 and 1/06 on the Basic Call Management System (BCMS) command line resulted in the message "No data in the system to list," even though data for the specified days was contained in the BCMS data base.

188. The "Version" field associated with the Netherlands country type (5) displayed incorrect data if trunk members were present.

189. The split average speed of answer was sometimes unusually high.

190. Any incoming Integrated Services Digital Network (ISDN) trunk call destined for a Digital Communications Protocol (DCP), Basic Rate Interface (BRI) voice terminal, or an analog terminal (including data endpoints such as modems or Group 3 fax machines), caused the terminal to ring, even if the call was a data call that could never be handled by the voice or analog terminal. This gave incorrect feedback to the originator of the ISDN call, and, in Japan, prevented Group 4 fax machines from communicating with Group 3 fax machines. It also blocked ISDN-type approval in Austria. Now, the only incoming ISDN data calls that cause a voice or analog endpoint to ring are those encoded or administered as DMI Mode 2, or as restricted DMI Mode 0. All other calls cause Cause #88 (incompatible destination) to be returned. For example, an incoming ISDN call encoded as DMI Mode 1 (56kbps) no longer causes a voice or analog endpoint to ring. Note that the following data calls routed to a voice/analog endpoint are still not blocked, no matter what the type of data call: incoming data calls from a non-ISDN AVD or RBAVD trunk group, incoming distributed communications system (DCS) data calls from an ISDN or non-ISDN trunk group, and internal data calls from an on-switch terminal adapter.

191. When a user used the **edit vector** command from the change vector screen and the vector had all 32 steps defined, the user received an error message when attempting to submit an **insert vector step** command. The user was then logged out of the system access terminal (SAT) if the user pressed the submit key again at this point.

192. Distributed communications system (DCS) displays were incorrect if X.25 protocols were used for the DCS messaging.

193. Off-hook Alerting did not cause an emergency call to the attendant for an analog adjunct, even though it's class-of-service was set to off-hook Alerting.

194. Hotline calls were dropped after 10 seconds if they originated from an analog adjunct.

195. On G3vs/s/i machines, if the far end of an X25 link connected via a PDM was disabled, subsequent links sometimes did not start.

196. The **list history** command could cause errors to be logged when there weren't any errors.

197. On outgoing calls over Integrated Services Digital Network-Primary Rate Interface (ISDN-PRI) facilities, if the remote end did not send connected name and number, the outgoing caller's display did not show a trunk group trunk access code (TAC).

198. The Call Management System (CMS) could abort processing of a call if a measured trunk that was a part of the conference dropped off the call before the end of the call. Now, CMS does not abort tracking of this type of conference call. Customers who have this type of call scenario running R3V4 CMS should upgrade to the r3v4ao.e load.

199. After entering the **mon bcms split** command on the system access terminal (SAT), you might see login-ID names appended with garbage characters.

200. Administered connections with an analog adjunct as the originator did not work.

201. On systems connected via Integrated Services Digital Network-Primary Rate Interface (ISDN-PRI) to a Northern Telecom central office (CO) — DMS100 or DMS250, a reset system 1 (warm restart) on DEFINITY could cause the CO to drop the ISDN calls. This could also happen on a call-preserving software upgrade.

202. When a station had a bridged appearance for a logged-in agent's extension and a vector directory number (VDN) call to that extension via a vector with collect digits and route to-digits commands, the call dropped after the VDN of Origin Announcement (VOA) played.

203. If a hunt group was a coverage point and had announcements administered, and if an announcement was playing when a call was directed to the next coverage point, the next coverage point rang, but the call could not be answered.

204. When using the on-hook Alerting feature and an analog station answered a call, flashed, did nothing for 10 seconds, received intercept tone, and then hung up, a sanity timeout occurred. The hang up caused a forced transfer to the attendant per the on-hook Alerting feature. Now, the call is transferred to the attendant.

205. Performing the **display data-module x** command on a World Class Basic Rate Interface (WCBRI) data-module resulted in a system trap on a G3r platform switch.

206. The system-parameters hospitality help message that was displayed on page 3 was "Please enter definition for this state. Enter only letters, spaces, numerals, and ! See the Implementation manual for additional information." Now, the help message is "Please enter definition for this state. Enter only letters, spaces, numerals, and special characters. See Implementation Manual for valid character set."

207. The number of station-busy indicators that can be assigned on the switch is increased from 5,000 to 10,000.

208. On 2-wire Digital Communications Protocol (DCP) terminals, the lamp update messages did not represent the current station's state.

209. The "Number of Outstanding Frames" field defaulted to "2." This field appears when administering a data module of type X.25 on a G3r, page 2 (it is a layer 2 parameter). Now, this field defaults to "4."

210. Adjunct switch application interface (ASAI) internally measured data (IMD) queries that requested historic data about the split-total-aux-time only returned the data from the present interval. Now, data is returned from all requested intervals.