AT&T

DEFINITY® Communications System
Generic 1 and Generic 3i

Implementation Addendum
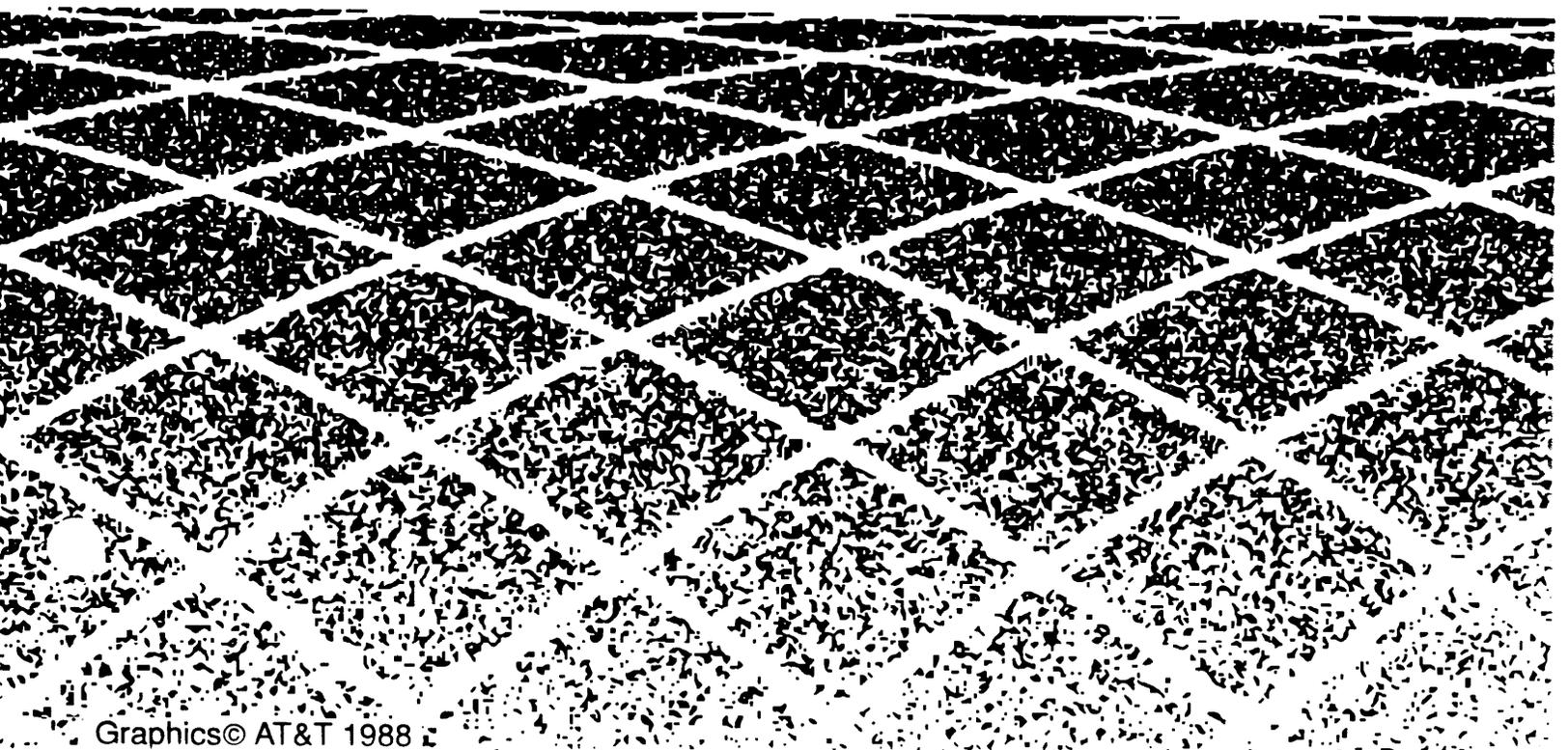
Notice

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Your Responsibility for Your System's Security

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Federal Communications Commission (FCC) Statement

This equipment generates, uses, and can radiate radio-frequency energy and, if not installed and used in accordance with the instruction manual, may cause interference to radio communications. It has been tested and found to comply with the limits for a Class A computing device pursuant to Subpart J of Part 15 of FCC Rules, which are designed to provide reasonable protection against such interference when operated in a commercial environment.

Operation of this equipment in a residential area is likely to cause interference, in which case the user at his/her own expense will be required to take whatever measures may be required to correct the interference.

Contents

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Introduction

This document supplements the *DEFINITY® Communications System Generic 1 and Generic 3i Implementation,* 555-230-650, and provides information on the following:

- **MERLIN Support**

  Chapter 1 contains support information for setting up the MERLIN®/System 25 Voice Terminals, in particular the 731xH series.

- **Additional features and Change Pages**

  Chapter 2 contains summary information and change pages for several new features that have been introduced into the software after publication of the above specified *DEFINITY Implementation* manual. Please remove the change pages from this addendum and attach them to the existing pages in the manual.

  The additional features documented by this addendum are the following:

  ➤ DEFINITY AUDIX® Multi Function Circuit Pack —this section is a pointer to the AUDIX documentation set..

  ➤ Call Pickup Alerting —this section introduces the enhancement to the Call Pickup feature. On voice terminals which support this feature, a status lamp indicates that a "Call Pickup" eligible call has been received. Change pages are included.

  ➤ ISDN-BRI support for new data modules —this section introduces the ISDN-BRI support for enhanced data modules which support two simultaneous data calls. Change pages are included.

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MERLIN Voice Terminals Overview

MERLIN voice terminals combine the capabilities of both a telephone and computer and have a variety of controlling and monitoring capabilities. While providing basic telephone service (placing and answering calls), voice terminals can also be used to activate or deactivate the advanced features of the System. Multiappearance voice terminals are supported. Multiappearance voice terminals can have up to 10 calls appearing at the terminal at the same time. Several of the terminals have associated alphanumeric display capabilities for display of call progress and related status information.

This section provides information for installing MERLIN voice terminals. See DEFINITY Implementation for information about installing other types of voice terminals.

Adding the Internal Automatic Answer Feature (G3i & G1)

One new feature provided by the MERLIN voice terminals is Internal Automatic Answer (IAA). This feature allows specific voice terminals (such as 731xH series terminals) to answer eligible internal calls automatically. IAA is intended primarily for use with hybrid voice terminals, such as provided in MERLIN, that have a built-in speakerphone. It cannot be used with hybrid voice terminals that have ONLY a speaker. The IAA feature cannot be used on non hybrid voice terminals.

> **Note:** IAA replaces the HFAI (Hands-Free Answer on Intercom) feature available on System 25. HFAI is also a fixed feature button on some ATL (Analog Terminal Line) terminals. The HFAI fixed feature button, which is primarily for use with System 25 or MERLIN, enables station users to preset the microphone on automatically answered calls.
>
> The HFAI fixed feature button is not supported in DEFINITY Generic 3i or G1.
>
> IAA is exclusive of "auto-answer," you can only use one or the other, never both.

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Administration

To implement this feature, complete the "Feature-Related System Parameters" form shown below. A new line for "Internal Automatic Answer" has been added for this release.

```
                                                    Page 1 of 5
                   FEATURE -RELATED SYSTEM PARAMETERS


                                        Trunk-to-Trunk Transfer? n
   Coverage - Don't Answer Interval for Subsequent Redirection (rings) : 3
                   Coverage - Caller Response Interval (seconds) : 4
                            Keep Held SBA at Coverage Point?
            Automatic Callback - No Answer Timeout Interval (rings): 4
                            Call Park Timeout Interval (minutes) : 10
            Off-premises Tone Detect Timeout Interval (seconds): 20
                                   AAR/ARS Dial Tone Required? y
                                        Music On Hold Port :
            Music (or Silence) On Transferred Trunk Calls : n
                        DID/Tie/ISDN Intercept Treatment : 0
                        Message Server Adjunct (MSA) Connected? n
   Internal Automatic Answer For Attendant Extended Calls? y
                                   Call Pickup Alerting  n
                Automatic Circuit Assurance (ACA) Enabled? y *


                                        ACA Referral Calls: local
                                    ACA Referral  Destination:            **
            ACA Short Holding Time Originating Extension:
            ACA Long Holding Time Originating Extension:


                        ACA Remote PBX Identification:    †
```

SCREEN 2-1. Feature-Related System Parameters Form (Page 1)—Example Only (Standard)

Implementation Note:

* If ACA Enabled is "n," associated ACA fields will not be displayed. In the form above all fields listed after `Automatic Circuit Assurance` field are not available until feature is enabled.

** If ACA Referral Calls is "local"or "primary" the ACA Referral Destination and the ACA Short and Long Holding Time fields are displayed.

† If ACA Referral Calls is "remote," the ACA Remote PBX Identification field is displayed.

Note: You must also administer a station form for each one of the MERLIN voice terminals. You may assign an Internal Auto Answer feature button ("int-aut-an") to each terminal. (However, this assignment is not required.) Assign the Scroll ("scroll") and Local/Normal ("disp-norm") display-type feature buttons to the 7315H and 7317H voice terminals as required. Example station forms for each voice terminal are displayed later in this section.

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Hardware Requirements

A port interface on a TN762B Hybrid Line circuit pack is required for each voice terminal.

System Voice Terminals

The following "System Voice Terminals" table lists the MERLIN voice terminals that are administered in the system.

TABLE 2-A. System Voice Terminals

Terminal Type	Model	Administered As
Multiappearance	7303s†	7303S, 7313H
Hybrid	7305S	7305S
	7309H	7309H
	7313H	7313H
	7314H	7314H
	7315H	7315H
	7316H	7316H
	7317H	7317H

Note: When administering a system comprised of a large number of digital voice terminals, 20- and 30-MET sets, or hybrid sets equipped with feature buttons, administer the voice terminals in the following order:

   1. Digital voice terminals

   2. 20-, 30-MET sets

   3. Hybrid sets equipped with feature buttons

   4. All others (that is, analog, hybrids, 10-MET, etc.)

† If administered as 7313H (with a speakerphone or headset connected to 7303s), IAA will work.

Voice Terminal Feature Button Descriptions

The "Voice Terminal Feature Button Descriptions" table in this section provides descriptions of the feature buttons that can be administered on multiappearance (MERLIN) voice terminals. The administrable software names and recommended button label names are shown.

TABLE 2-B. Voice Terminal Feature Button Descriptions

ADMINISTRATION NAME	BUTTON LABEL	DESCRIPTION
abr-prog	AbrvDial Program	Abbreviated Dialing Program Mode: allows the user to program or reprogram abbreviated dialing buttons or to store or change a number in a personal list associated with the station. (One per station maximum.)
abr-spchar	AbrvDial (char)	Abbreviated Dialing Special Character: allows the user to enter an associated special character [m (mark), p (pause), s (suppress), or w (wait)] when programming an abbreviated dialing list entry. [One each (m, p, s, w) per station.]
abrdg-appr	(extension)	Bridged Call Appearance of an Analog Station: allows the user to have an appearance of a single-line voice terminal's extension number. (Can only be assigned to a 2-lamp button. Refer to specific terminal information for maximums.)
abrv-dial	AD	Abbreviated Dialing: used to access an associated abbreviated dialing list entry and causes the associated stored number to be dialed. (One per AD list per dial code; otherwise, no per station maximum.)
at-alarm	AC Alarm	Administered Connection Alarm Notification: associated status lamp lights when the number of failures for at least one administered connection has equaled the specified threshold. (One per station maximum.)
aca-call	Auto-Ckt Assure	Automatic Circuit Assurance (display button): allows users of display-equipped voice terminals to identify trunk malfunctions. The System automatically initiates a referral call to the terminal when a possible failure occurs. The button is used to activate/deactivate referral calls. (One per system maximum.)

TABLE 2-B *(continued).*
Voice Terminal Feature Button Descriptions

ADMINISTRATION NAME	BUTTON LABEL	DESCRIPTION
after-call*	After Call Work	After Call Work Mode: used to remove an agent from ACD call distribution in order for the agent to complete ACD-related activities such as forms completion. (One per split group; otherwise, no per station maximum.)
assist*	Assist	Supervisory Assistance: used by an ACD agent to place a call to a split supevisor. (One per split group; otherwise, no per station maximum.)
aut-msg-wt	Message (name or ext #)	Automatic Message Waiting: associated status lamp automatically lights when an LWC message has been stored in the System for the associated extension (can be a VDN). (One per aut-msg-ext; otherwise, no per station maximum.)
auto-cback	Auto CallBack	Automatic Call Back: when activated, allows inside user who placed a call to a busy or unanswered voice terminal to be called back automatically when the called voice terminal becomes available to receive a call. (One per station maximum.)
auto-icom	Auto (name or ext #)	Automatic Intercom: used to place a call to the station associated with the button. The called user receives a unique alerting signal, and a status lamp associated with a Dial or Automatic Intercom button, if provided, flashes. (One per group per dial code; otherwise, no per station maximum.)
auto-in*	Auto In	Auto-In Mode: allows the user to become automatically available for new ACD calls upon completion of an ACD call. (One per split group; otherwise, no per station maximum.)
aux-work*	Auxiliary Work	Auxiliary Work Mode: removes agent from ACD call distribution in order to complete non-ACD-related activities. (One per split group and one per station maximum.)
brdg-appr	{extension}	Bridged Call Appearance of a Multiappearance Station: provides an appearance of a voice terminal's primary extension number at the terminal assigned the brdg-appr button. The button tracks and may be used like a call appearance on the tracked station. (Can only be assigned to a 2-lamp button. Refer to specific terminal information for maximums.) A VDN cannot be assigned to a bridged appearance button.

TABLE 2-B *(continued).*
Voice Terminal Feature Button Descriptions

ADMINISTRATION NAME	BUTTON LABEL	DESCRIPTION
busy-ind	Busy (trunk or ext #)	Station Busy Indication: (see Facility Busy Indication feature) provides user with a visual indication of the busy or idle status of an extension (can be a VDN extension), trunk group, hunt group (DDC or UCD), or paging zone. User can use button for direct access to associated facil -ity. (One per TAC/Ext; otherwise, no per station maximum.)
call-appr	(extension)	Call Appearance: used to originate or receive calls. (Refer to specific voice terminal information for maximums allowed.)
call-fwd	Call Forward-ing	Call Forwarding: used to activate/deactivate the Call Forwarding All Calls feature. Calls that would normally terminate at the station are redirected (forwarded) to another extension (may not be a VDN exten-sion). (One per station maximum.)
call-park	Call Park	Call Park used to place a current call in the call park state and later used to retrieve the call. Note that a call cannot be parked on a VDN extension. (One per station maximum.)
call-pkup	Call Pickup	Call Pickup: used to pickup a call that is ringing in the users pickup group. (One per station maximum.)
cas-backup	CAS Backup	Centralized Attendant Service Backup Mode: used to redirect all CAS calls to a backup extension in the local branch if all RLTs are out-of-service or maintenance busy. The associated status lamp indicates if CAS is in the backup mode. (One per station maximum.)
consult	Consult	Consult: used by a covering party, after answering a coverage call, to call the principal (called party) for private consultation. This places the calling party on hold. (One per station maximum.)
cov-cback	Coverage Callback	Coverage Callback used by a covering party to leave a message for the principal (called Party) to call the calling party. (One per station maximum.)
data-ext	Data (data ext#)	Data Extension; used to setup a data call. May be used to pre indicate a data call or to disconnect a data call. (One per data extension group; otherwise, no per station maximum.) May not be a VDN or BRI exten-sion. Not allowed on a BRI station.

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TABLE 2-B *(continued).*
Voice Terminal Feature Button Descriptions

ADMINISTRATION NAME	BUTTON LABEL	DESCRIPTION
dial-icom	Dial ICOM	Dial Intercom: used to access the intercom group assigned to the button. (One per group; otherwise, no per station maximum.)
disp-norm ‡	Local/Norm:	Local/Normal (display button); 7315H and 7317H stations only. User can toggle between LOCAL display mode (displays time and date) and NORMAL mode (displays call-related data). Status LED off = LOCAL mode. Status LED on = NORMAL mode. (One per station maximum.)
dn-dst †	Do Not Disturb	Do Not Disturb: used to place the user in the do not disturb mode. (One per station maximum.)
ds 1 -alarm	DS1 (facility	DS1 Alarm: associated status lamp lights if an off-board major, minor, or warning alarm is active on a DS1 circuit pack. Off-board alarms (for example, loss of signal, slips, misframes) relate to problems on the facility side of the DS1 interface.
exclusion	Exclusion	Exclusion: used to prevent any other user from bridging onto the current call. (One per station maximum.)
flash	Flash	Flash; used for two types of calls: 1) allows a station on a trunk call with Trunk Flash enabled to send a Trunk Flash signal to the far end (for example, CO); 2) allows a station on a CAS main call to send a Trunk Flash signal over the connected RLT trunk back to the branch to conference/transfer the call on the branch. (One per station maximum.)
goto-cover	Go To Cove	Go To Coverage: used to send a call directly to coverage instead of waiting for the called inside user to answer. (One per station maximum.)
hunt-ns *	Hunt Group	Hunt-Group Night Service: used to place a hunt-group into night service. (One per hunt group maximum.)
int-aut-an	Int AutoAns	Internal Auto Answer; used to condition a 731xH type station to automatically answer incoming internal calls. May also be administered on 730xH type stations administered as 731xH type stations. (One per station maximum.)
in-call-id	Coverage (group #, type, name, or ext #)	Incoming Call Identification: used to identify the hunt or coverage answer group associated with the current incoming call. (One per group type per group; otherwise, no per station maximum.)

TABLE 2-B *(continued).*
Voice Terminal Feature Button Descriptions

ADMINISTRATION NAME	BUTTON LABEL	DESCRIPTION
lastNumb	LastNumb Dialed	Last Number Dialed: used to originate a call to the number last dialed by the station user. (One per station maximum.)
link-alarm	Link Failure (link #)	Link Alarm: associated status lamp is used to indicate that a failure has occurred on one of the Processor Interface circuit pack data links. (One to eight per station maximum.)
lsvn-call	Login Security Violation Not Notification call	SVN Login Violations Notification *(display button):* associated lamp indicates whether or not that destination is able to receive LSVN referral calls. When button is activated, lamp will light. (One per system maximum.)
lwc-cancel	Cancel LWC	Leave Word Calling Cancel: used to cancel the last leave word calling message originated by the user. (One per station maximum.)
lwc-lock	Lock LWC	Leave Word Calling Lock: used to lock the message retrieval capability of the display module on the station. (One per station maximum.)
lwc-store	LWC	Leave Word Calling Store: used to leave a message for the user associated with the last number dialed to return the call to the originator. (One per station maximum.)
major-alrm	Major Hdwe Failure	Major Alarm: associated status lamp is used to indicate that a vital system hardware component(s) has failed. This type of alarm represents a disruption of overall System performance. (One per station maximum.)
man-msg-wt	Msg Wait (name or ext #)	Manual Message Waiting: used to turn on a message waiting lamp on the station associated with the button. Note that the Manual Message Waiting button may not point to a VDN. (No per station maximum.)
manual-in •	Manual In	Manual-In Mode: used to prevent the user from becoming available for new ACD calls upon completion of an ACD call by automatically placing the agent in the after call work mode. (One per split group; otherwise, no per station maximum.)
mj/mn-alrm	Major/Minor Hdwe Failure	Minor Alarm: associated status lamp is used to indicate that a System hardware component has failed that will disrupt service on a limited scale. (One per station maximum.)

TABLE 2-B *(continued).*
Voice Terminal Feature Button Descriptions

ADMINISTRATION NAME	BUTTON LABEL	DESCRIPTION
mwn-act †	Message Waiting Act.	Message Waiting Activation (supports PMS feature): used to turn on a message waiting lamp on an associated station. (One per station max - imum.)
mwn-deact †	Message Waiting Deact	Message Waiting Deactivation (supports PMS feature): used to turn off a message waiting lamp on an associated station. (One per station maximum.)
night-serv	Night Serv	Night Service Activation: used to place the System into or out of the night service mode. (One per system maximum.)
per-COline	CO Line (line #)	Personal CO Line: allows the user to receive calls directly via a specific trunk. (One per group; otherwise, no per station maximum.)
pms-alarm	PMS Failure	PMS Alarm: associated status lamp is used to indicate that a failure in the PMS has occurred. A major or minor alarm condition will raise the alarm. (One per station maximum.)
pr-awu-alm	Auto Wakeup Alm	Automatic Wakeup Printer Alarm: associated status lamp is used to indicate that an automatic wakeup printer interface failure has occurred. (One per station maximum.)
pr-pms-alm	PMS Ptr Alarm	PMS Printer Alarm: associated status lamp is used to indicate that a PMS printer interface failure has occurred. (One per station max- imum.)
pr-sys-alm	Sys Ptr Alarm	System Printer Alarm: associated status lamp is used to indicate that a System Printer (dedicated to Report Scheduler feature) interface failure has occurred. (One per station maximum.)
print-msgs	Print Msgs	Print Messages: allows the user to print messages for any extension by pressing the button and then entering the extension number and a security code (if one assigned). (One per station maximum.)
priority	Priority Call	Priority Calling: allows the user to place a priority call by pressing the button and then dialing an extension, or change an existing call to a priority call by pressing the button after the extension has been dialed. (One per station maximum.)
q-calls *	NQC	Queue Calls: associated status lamp flashes if a call warning threshold has been reached. (One per hunt group per station maximum.)
q-time *	OQT	Queue Time: associated status lamp flashes if a time warning thres- hold has been reached. (One per hunt group per station maximum.)

TABLE 2-B *(continued).*
Voice Terminal Feature Button Descriptions

ADMINISTRATION NAME	BUTTON LABEL	DESCRIPTION
release	Release	Release: used to release an agent from an ACD call. (One per station.)
ringer-off	Ringer cutoff	Ringer-Off: used to silence the alerting ringer on the station. (One per station maximum.)
rs-alert	System Reset Alert	System Reset Alert: the associated status lamp will light if the System has a problem that escalates beyond a warm start. (One per station maximum.)
rsvn-call	Remote Security Violation Notification Call	SVN Remote Access Violations Notification (*display button):* associated lamp indicates whether or not that destination is able to receive lsvn referral calls. When button is activated, lamp will light. (One per system maximum.)
scroll *	Scroll	Scroll (display button); administrable on 7315H and 7317H stations. Button used to select one of two lines (alternates with each press) of the 16-character LCD display. Only one line can be displayed at a time. (One per station maximum.)
send-calls	Send All Calls	Send All Calls: used to send all calls to coverage as soon as they terminate at the station. (One per station maximum.)
send-term	Send All Calls-TEG	Send All Calls For Terminating Extension Group: allows the user to forward all calls directed to a terminating extension group. (One per group; otherwise, no per station maximum.)
serv-obsrv *	Service Observing	Service Observing: activates the Service Observing feature. Used to toggle between a listen-only and a listen-talk mode. Deactivate by hanging up or pressing another call-appearance button. (One per station maximum.)
signal	Signal (name or ext #)	Signal: allows the user to manually signal (via ringing) a station associated with the button. Note that the button cannot point to a VDN. (One per signal extension maximum; otherwise, no per station maximum.)

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TABLE 2-B *(continued).*
Voice Terminal Feature Button Descriptions

ADMINISTRATION NAME	BUTTON LABEL	DESCRIPTION
smdr1-alrm	SMDR 1 Failure	SMDR Alarm: associated status lamp is used to indicate that a failure in the interface to the primary SMDR output device has occurred. (One per station maximum.)
smdr2-alrm	SMDR 2 Failure	SMDR Alarm: associated status lamp is used to indicate that a failure in the interface to the secondary SMDR output device has occurred. (One per station maximum.)
stroke-cnt *	Stroke _	ACD stroke count: allows an agent to send a message to the CMS to intercept a stroke count number. Up to 10 Stroke Count buttons (each associated with a different code number 0 through 9) may be administered on a voice terminal.
term-x-gr	Term Grp (name or ext #)	Terminating Extension Group: used to provide one or more extensions (may not be a VDN extension) for a station. Calls maybe received but not originated with this button. (One per group; otherwise, no per station maximum.)
trk-ac-alm	FTC Alarm	Facility Test Call Alarm: associated status lights when a successful Facility Test Call (FTC) has occurred. Pressing an FTC button (up to 10 may be administered) when its status lamp is lighted will turn off all FTC status lamps whether or not the FTC is still in progress or has completed. FTC access is controlled via COR assignment. The status lamp provides an indication that a FTC has occurred.
trunk-ns *	Trunk Grp	Trunk-Group Night Service: used to place a trunk-group into night service. (One per trunk-group maximum.)
verify	Verify	Busy Verification: allows the user to make test calls and check the condition of a station, stations in a hunt group, or a trunk and quickly identify faulty equipment. (One per station maximum.)
work-code *	Work Code	Call Work Code: allows an ACD agent after pressing "work-code" to send up to 16 digits (using the dial pad) to CMS. The data is associated with a current ACD call, and may represent account codes, social security numbers, or telephone numbers, for example. (One per station maximum.)

* The Automatic Call Distribution feature must be enabled on the System-Parameters Customer-Options form before the feature button can be administered.

† The Hospitality feature must be enabled on the System-Parameters Customer-Options form before the feature button can be administered.

‡ The voice terminal must be equipped with a display before the the feature button can be administered.

Voice Terminal Feature Button Characteristics

The "Voice Terminal Feature Button Characteristics" table provides a listing of voice terminal feature button characteristics. The features or functions that have associated feature buttons are listed alphabetically on the table. Recommended button labels and administration names that must be entered on System forms are listed for each button type. Certain buttons are administered so that their associated status lamps can be used to provide visual status indications of a related feature or function. In some cases, the button itself is not functional. These buttons are noted as "[status lamp]" in the Feature or Function column on the table. (Note that when assigning one of these buttons that the button must have an associated status lamp.) Buttons noted as "[display button]" are used to support voice terminals equipped with alphanumeric displays. These buttons are only functional if the terminal has a display.

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TABLE 2-C. Voice Terminal Feature Button Characteristics

Feature Or Function	Recommended Button Label	Name Entered On Station Form	Maximum Allowed*	Notes †
Abbreviated Dialing	AD	abrv-dial (list:_ D C : _)	1 per list/DC	1
	AbrvDial Mark	abr-spchar (Char: m)	1	
	AbrvDial Pause	abr-spchar (Char: p)	1	
	AbrvDial Program	abr-prog	1	
	AbrvDial Suppress	abr-spchar (Char: s)	1	
	AbrvDial Wait	abr-spchar (Char: w)	1	
Administered Connection [status lamp]	AC Alarm	at-alarm	1	
Automatic Call Distribution	After Call Work	after-call (Grp. _)	1 per split group	3
	Assist	assist (Grp. _)	1 per split group	3
	Auto In	auto-in (Grp. _)	1 per split group	3
	Auxiliary Work	aux-work (Grp. _)	1 per split group	3
	Manual-In	manual-in (Grp. _)	1 per split group	3
	Release	release	1	
	Work Code	work-code		
	Stroke _	stroke-cnt (Code:_)	10 per terminal	17

* Refer to the previous table ("Voice Terminal Feature Button Descriptions") for feature button descriptions and notes.

† See Notes at end of table.

TABLE 2-C *(continued)*.
Voice Terminal Feature Button Characteristics

Feature Or Function	Recommended Button Label	Name Entered On Station Form	Maximum Allowed*	Notes †
Automatic Callback	Auto Callback	auto-cback	1	
Automatic Circuit Assurance	Auto-ckt Assure	aca-call	1	
Auto Wakeup [display button]	Auto Wakeup	auto-wkup	1 per split group	2
Bridged Call	*Extension*	brdg-appr	N	
Appearance	*Extension*	abrdg-appr	N	
Busy Verification	Verify	verify	1	
Call Appearance	*Extension*	call-appr	‡	
Call Coverage	Consult	consult	1	
	Coverage Callback	cov-cback	1	
	Send All Calls-TEG	send-term (Grp:_)	1 per Grp.	
	Go to Cover	goto-cover	1	
	Send All Calls	send-calls	1	
Call Forwarding	Call Forwarding	call-fwd	1	
Call Park	Call Park	call-park	1	
Call Pickup	Call Pickup	call-pkup	1	

* N = any number of buttons on the voice terminal can be assigned to this feature. Refer to the previous table ("Voice Terminal Feature Button Descriptions") for feature button descriptions and notes.

† See Notes at end of table.

‡ Refer to specific voice terminal information provided later in this Chapter for maximum allowed.

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TABLE 2-C *(continued).*
Voice Terminal Feature Button Characteristics

Feature Or Function	Recommended Button Label	Name Entered On Station Form	Maximum Allowed*	Notes †
Centralized Attendant Service	CAS-Backup	cas-backup	1	
	Flash	flash	1	18
Data Call Setup	Data (data extension #)	data-ext (Ext:_)	1 per Ext.	
Demand Print	Print Msgs	print-msgs	1	
Display-Normal	local-norm	disp-norm	1	19
Do Not Disturb	Do Not Disturb	dn-dst	1	
Facility Busy Indication [status lamp]	Busy (trunk or extension #)	busy-ind (TAC/ Ext:_)	1 per TAC/Ext.	4
Facility Test Calls [status lamp]	FTC Alarm	trk-ac-alm	10 per system	

* N = any number of buttons on the voice terminal can be assigned to this feature. Refer to the previous table ("Voice Terminal Feature Button Descriptions") for feature button descriptions and notes.

† See Notes at end of table.

TABLE 2-C *(continued).*
Voice Terminal Feature Button Characteristics

Feature Or Function	Recommended Button Label	Name Entered On Station Form	Maximum Allowed*	Notes †
Hardware Failure [status lamps]	Major Hdwe Failure	major-alrm	10 per system	
	Major/Minor Hdwe Failure	mj/mn-alrm	10 per system	
	DS1 (facility)	ds1 -alarm	10 per system	
	PMS Failure	pros-alarm	1	
	PMS Ptr Alm	pr-pms-alm	1	
	SMDR 1 Failure	smdr1-alrm	1	
	SMDR 2 Failure	smdr2-alrm	1	
	Auto Wakeup Alm	pr-awu-alm	1	
	Sys Ptr Alm	pr-sys-alrm	1	
Intercom-Automatic	Autolcom (name or exten-sion #)	auto-icom Grp:_ DC:_)	1 per Grp/DC	5
Intercom-Dial	Diallcom	dial-icom (Grp:_)	1 per Grp.	6
Internal Automatic Answer	Int AutoAns	int-aut-an	1	
Last Number Dialed	LastNumb Dialed	last-numb	1	
Leave Word Calling	LWC	lwc-store	1	
	Cancel LWC	lwc-cancel	1	
	Lock LWC	lwc-lock	1	

* Refer to the previous table ("Voice Terminal Feature Button Descriptions") for feature button descriptions and notes.

† See Notes at end of table.

TABLE 2-C *(continued).*
Voice Terminal Feature Button Characteristics

Feature Or Function	Recommended Button Label	Name Entered On Station Form	Maximum Allowed*	Notes †
Leave Word Calling (Remote Message Waiting) [status lamp]	Message (name or extension #)	aut-msg-wt (Ext:_)	1 per Ext.	7
Link Failure [status lamp]	Link Failure (Link No._)	link-alarm (Link #_)	1 per Link #	8
Local/Normal [display button]	Local/Normal	disp-norm	1	19
Manual Signaling	Signal (name or extension #)	signal (Ext:_)	1 per Ext.	16
Manual Message Waiting	Msg Wait (name or extension #)	man-msg-wt (Ext:_)	1 per Ext.	9
Night Service	Night Serv	night-serv	1	
	Hunt Group	hunt-ns (Grp. _)	1 per Grp.	10
	Trunk Grp.	trunk-ns (Grp. _)	1 per Grp.	11
Personal Central Office Line	CO Line (telephone #)	per-COline (Grp:_)	1 per Grp.	12

* N = any number of buttons on the voice terminal can be assigned to this feature. Refer to the previous table ("Voice Terminal Feature Button Descriptions") for feature button descriptions and notes.

† See Notes at end of table.

TABLE 2-C *(continued).*
Voice Terminal Feature Button Characteristics

Feature Or Function	Recommended Button Label	Name Entered On Station Form	Maximum Allowed*	Notes †
Priority Calling	Priority Call	priority	1	
Privacy— Manual Exclusion	Exclusn	exclusion	1	
Queue Status Indications [status lamps]	NQC	q-calls (Grp:_)	1 per hunt group	13
	OQT	q-time (Grp:_)	1 per hunt group	13
Ringer Cutoff	Ringer Cutoff	ringer-off	1	
Scroll [display button]	Scroll	scroll	1	19
Security Violation Notification [display buttons]	Login SVN	lsvn-call	1 per system	
	Remote SVN	rsvn-call	1 per system	
Service Observing ‡	Service Observing	serv-obsrv	1	
System Reset Alert	System Reset Alert [status lamp]	rs-alert	1	

* Refer to the previous table ("Voice Terminal Feature Button Descriptions") for feature button descriptions and notes.

† See Notes at end of table.

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

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TABLE 2-C *(continued).*
Voice Terminal Feature Button Characteristics

Feature Or Function	Recommended Button Label	Name Entered On Station Form	Maximum Allowed*	Notes †
Terminating Extension Group	Term Grp (name or extension #)	term-x-gr (Grp:_)	1 per Grp.	14
	Clocked Override	clk-overid	1	2
Trunk Identification [display button]	Trunk-ID	trk-id	1	2
Trunk Group Name [display button]	Trunk-Name	trunk-name	1	2
UCD/DDC	Auxiliary Work	aux-work (Grp:_)	1 per Grp.	
UCD/DDC/Intraflow Call Coverage (Answer Group)	Coverage (group number, type or name or ext #)	in-call-id (Type:_ Grp:_)	1 per Type/Grp.	15

* Refer to the previous table ("Voice Terminal Feature Button Descriptions") for feature button descriptions and notes.

† See the following Notes.

Notes:

1. List: List number 1 to 3 where the destination number is stored.
   DC: Dial codes of destination number.

2. — Display-type buttons may be administered if the voice terminal is equipped with the optional Digital Display or alphanumeric display.

3. Grp: The split group number for ACD (1 to 99).

4. TAC/Ext: Trunk or extension number of voice terminal to be monitored.

5. Grp: Dial ICOM group number (1 to 32). This extension and destination extension number must be in the same group.

6. Grp: Dial ICOM group number (1 to 32).

7. Ext: Extension number of principal. (Maybe a VDN extension.)

8. Link Link number—1 to 8 for multicarrier cabinets or 1 to 4 for single-carrier cabinets.

9. Ext: The destination extension. (May be a VDN extension.)

10. Grp: Hunt group number (1 to 99 for G3i and 1 to 32 for HOUND).

11. Grp: Trunk group number (1 to 99).

12. Grp: CO line group number (1 to 40).

13. Grp: Group number of hunt group.

14. Grp: TEG Number (1 to 32).

15. Type: A "c" for coverage answer group, "h" for a uniform call distribution, or direct department calling group.
    Grp: The number of the group (1 to 100 for "c," one to 99 for "h").

16.   The extension may not be a VDN extension.

17. Code: Stroke count number (0 through 9).

18. Flash: Not administrable on Attendant Consoles.

19. Scroll,
    Local/Norm Administrable on 7315H and 7317H stations equipped with display. Scroll button enables user to toggle between two lines and thus see both lines of the display.

Voice Terminal Station Forms for MERLIN

Purpose

The following forms are used to implement the 7313H, 7314H, 7315H, 7316H, and 7317H multiappearance voice terminals. Forms are displayed after the explanation of administration fields.

Note: Be aware of the following feature differences and restrictions when using hybrid voice terminals in the System:

- A limit of 100 hybrid voice terminals equipped with display per system is recommended for use in the System. There is no limit for nondisplay hybrid voice terminals.

- Hybrid voice terminals equipped with display are not recommended for use as ACD agents.

- The following feature buttons will not operate on Hybrid terminals: STOP, PAUSE, RECALL, MESSAGE, HFAI, and /HFAI/MIC.

  The replacement for Hands Free Automatic Answer on Intercom (HFAI) is the Internal Automatic Answer (IAA) feature.

- When administering the IAA feature on a 731xH series voice terminal, it is recommended that a feature button with a lamp(s) be assigned so the user can observe the lamp status of IAA (that is, activated or deactivated).

Administration Commands

The following administration commands can be used to access the Voice Terminal form. In some cases, just the most commonly used commands are shown, Refer to Administration Commands and Error Messages (Chapter 3) for a complete listing of all administration commands, the command structure, and the use of abbreviated command words when entering a command.

Action	Object	Qualifier*
add	station	xxxxx (extension number) or ('next')
change	station	xxxxx (extension number)
display	station	xxxxx (extension number)
duplicate	station	
list	station	[xxxxx] ('count' 1-1600) type ['print' or 'schedule']
list	station	[xxxxx] ('count'1 -1600) port ['print' or 'schedule']
remove	station	xxxxx (extension number)

* Brackets [ ] indicate the qualifier is optional.
Single quotes (' ') indicate the text inside the quote must be entered exactly as shown or an abbreviated form of the word may be entered.

Form Instructions

Please review the "MERLIN Voice Terminals Overview" information at least once before completing the form. General information including feature button descriptions and characteristics are covered. In addition, descriptions of the administrable fields appearing on Pages 1 through 3 of the form are provided. Instructions are provided below for fields and/or pages of the form that require additional consideration because of the terminal type.

Page 1 of the Form

Make assignments as required for the following fields on the form:

- **Extension —** When completing a blank paper form, enter a valid extension number (1 through 5 digits) that agrees with the dial plan. When implementing the form, Extension is part of the input command used to access the form and is a display only field.

- **BCC** — Display only field set to "0" for stations (that is, indicates voice or voice-grade data). Only displayed when the ISDN-PRI option is enabled on the System-Parameters Customer-Options form.

    Note: Refer to Generalized Route Selection in *DEFINITY Communications System Generic 1 and System 75 Feature Description,* 555-200-201, for a detailed description of Bearer Capability Classes (BCCs) and their use to provide specialized routing for various types of voice and data calls. The BCC value is used to determine compatibility when non-ISDN-PRI facilities are connected to ISDN facilities (ISDN-PRI Interworking feature).

- **Type** — Enter "7313 H," "7314H," "7315H," 7316H," or "7317H" as appropriate.

- **Lock Messages** — Enter "y" to restrict other users from reading or canceling the voice terminal messages; otherwise, enter "n." Default is "n."

- **COR** — Enter a Class of Restriction (COR) number from 0 through 63 that reflects the desired restriction. Default is "1 ."

- **Room** — Enter up to 10 characters that identify the room, building, or floor where the voice terminal is located. See the Port Assignment Record. This field may be left blank.

- **Port** — Enter 5 to 6 characters. The first character identifies the network (1-2, default is "1" if no entry); the second character identifies the carrier (A-E); the third and fourth characters identify the slot number in the carrier (01-20 for multicarrier cabinets or 01-18 for single-carrier cabinets); the last two characters identify the circuit number (01 -08 on 8-Port Analog Line circuit packs or 01-16 on 16-Port Analog Line circuit packs).

- **Security Code** — Enter a 4-digit security code required by users to retrieve messages via the Demand Print or Voice Message Retrieval feature.

- **COS** — Enter the desired Class of Service (COS) number to designate allowed features. Refer to the Class of Service form coverage for additional information on designated features. Default is "1."

- **Jack** — Enter up to five characters that are used to identify the jack location where the voice terminal is connected. This field may be left blank. See the Port Assignment Record coverage in Chapter 2.

- **Name** — Enter the name of person associated with this voice terminal. Up to 15 characters can be used. The name assigned to a voice terminal remains with that voice terminal until it is changed.

  The Integrated Directory feature lists the names as they are entered on the forms. Names can be entered in all upper case letters, all lower case letters, or a mixture of upper and lower case letters. Also, the first or last name can be entered first and a middle name or initial can be used. Spaces or commas can be used between names. For systems using a 3B2 Messaging Server Adjunct, the last name must be the first entry.

  Periods, hyphens, apostrophes, or other special characters, if used, are discarded by the system when the name is entered into the data base. The following examples show typical entries:

  - Bill J Doe
  - Doe,Bill J
  - Bill Doe

- **Coverage Path** — Enter a coverage path number (1 through 600) from a previously administered Call Coverage Path form. This field may be left blank if no coverage is desired.

- **Cable** — Enter up to five characters to identify the cable number that connects the voice terminal jack to the system. This field may be left blank. This information can also be entered in the Blank column on the Port Assignment Record.

- **LWC Reception** — Enter "msa-spe" if the messages are stored in the system or on the Messaging Sewer Adjunct—Switch Processor or enter "audix" if the messages are stored on the Audio Information Exchange System; otherwise, enter "none." Default is "msa-spe."

- **Headset** — Enter "y" if this terminal has a headset; otherwise, enter "n." Default is "n."

- **Coverage Msg Retrieval** — Enter a "y" to allow a user in this voice terminal's Coverage Path to retrieve Leave Word Calling (LWC) messages for this voice terminal. This field only applies if the voice terminal is marked for LWC Reception. Default is "y."

- **LWC Activation** — Enter "y" to allow internal voice terminal users to leave short LWC messages for other internal voice terminal users. If the system has the Hospitality features, enter "y" for voice terminals in the guest rooms if the voice terminal designated to receive failed wakeup messages is to receive LWC messages indicating incomplete wakeup calls. Enter "y" if audix was entered for LWC Reception. Default is "y."

- **Auto Answer** — Enter "y" if this terminal has Auto Answer; otherwise, enter "n." Auto Answer indicates if an incoming call will be automatically answered by an Automatic Call Distribution (ACD) agent, an attendant, or a station user. Default is "n."

- **Data Restriction** — Enter "y" to prevent tones, such as Call Waiting Tones, from interrupting this user's conversation. Data restriction provides permanent protection and cannot be changed by the voice terminal user. Default is "n."

- **Redirect Notification** — Enter "y" to give a half ring at this voice terminal when calls to this terminal are redirected (via Call Forwarding or Call Coverage). Enter "n" if this feature is not desired. Enter "y" if audix was entered for LWC Reception. Default is "y."

- **Idle Appearance Preference** — Enter "y" or "n" to indicate which call appearance is selected when the user lifts the handset and there is an incoming call. If "y" is entered, the Idle Appearance Preference is set and the user is connected to an idle call appearance instead of the ringing call. If "n" is entered, Alerting Appearance Preference is set and the user is connected to the ringing call appearance. Default is "n."

- **Bridged Call Alerting** — Enter "y" to allow incoming calls on bridged appearances of another voice terminal's primary extension number, TEG, or PCOL calls to alert at this voice terminal. Default is "n."

- **Personalized Ringing Pattern** — Enter a Personalized Ringing Pattern from 1 (default) through 8 as follows:

Ring Pattern	Tone Sequence
1	MMM (standard ringing)
2	HHH
3	LLL
4	LHH
5	HHL
6	HLL
7	HLH
8	LHL

L = 530 Hz, M = 750 Hz, and H = 1060 Hz

- **Display Module** — (7315H and 7317H Voice Terminals Only) Display only field set to "y" (yes).

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- **Restrict Last Appearanc** — Enter "y" to restrict the last idle call appearance for incoming priority calls and outgoing call originations only; otherwise, enter "n." Default is "y."

- **Abbreviated Dialing List1:, List2:, List3:** — Displayed on Page 2. Enter "p" for personal, "s" for system, "g" for group, or "e" for enhanced. If "g" or "p" is entered, a group number or personal list number, respectively, is also required.

- **BUTTON ASSIGNMENTS**

  The feature buttons that can be assigned to the 7313H, 7314H, 7315H, 7316H, and 7317H voice terminals are listed below. Associated descriptions and characteristics of the buttons are provided in Tables 2-B and 2-C. The abbreviated software name (that is, administration name) as shown on the following list must be entered on the form. Depending on the button type, additional auxiliary information may be required when administering buttons. This information is provided on Table 2-C.

  Administrable feature buttons:

abr-prog	call-park	link-alarm	q-calls
abr-spchar	call-pkup	lwc-cancel	q-time
abrdg-appr*	cas-backup	lwc-store	release
abrv-dial	consult	major-alrm	ringer-off
ac-alarm	cov-cback	man-msg-wt	rs-alert
aca-call	data-ext	manual-in	scroll†
after-call	dial-icom	mj/mn alrm	send-calls
assist	disp-norm†	mwn-act	send-term
aut-msg-wt	dn-dst	mwn-deact	serv-obsrv
auto-cback	dsi-alarm	night-ser	signal
auto-icom	exclusion	per-COline	smdr1-alrm
auto-in	flash	pms-alarm	smdr2-alrm
aux-work	goto-cover	pr-awu-alm	stroke-cnt
brdg-appr*	hunt-ns	pr-pms-alm	term-x-qr
busy-ind	int-aut-an‡	pr-sys-alm	trk-ac-alm
call-appr*	in-call-id	print-msgs	trunk-ns
call-fwd	last-numb	priority	verify
			work-code

   * Can only be assigned to buttons 1-10 on Page 1 of the form.
   † Administrable on 7315H and 7317H stations only.
   ‡ Administrable on730xH stations with headset or speakerphone adjunct administered as 731xH stations.

- **FEATURE BUTTON ASSIGNMENTS**

  Page 2 of the Form (7314H, 7315H, 7316H, and 7317H only) The features and functions that can be assigned to the 7314H, 7315H, 7316H, and 7317H on Page 2 of 2 or Page 3 of 3 are the same as those listed for BUTTON ASSIGNMENTS above.

The following screens show voice terminal button number assignments in relation to the button numbers on the Voice Terminal Form. A generic form is shown that relates to to GSi software only.

Voice Terminal Station Forms

```
                                                          Page 1 of x


                               STATION
     Extension: ____          BCC: 0
          Type: 7313H         Lock Messages: n      COR: 1
          Port: _____  Security Code: ____   COS : 1
          Name: _____  Coverage Path: ___

     FEATURE  OPTIONS
            LWC Reception? msa-spe              Coverage Msg Retrieval? y
          LWC Activation? y                            Auto Answer? n
            SMDR Privacy? n                         Data Restriction? n
     Redirect Notification? y              Idle Appearance Preference? n
     Bridged Call Alerting? n           Personalized Ringing Pattern: 1
                                          Restrict Last Appearance? y


          Display Module? y

                                              Disp Client Redir? n
```

SCREEN 2-2. Voice Terminal Station Form (Page 1)—Example Only

Implementation Note:

The BCC field is only displayed if the ISDN-PRI option is enabled on the System-Parameters Customer-Options form.

Display Module and Disp Client Redir fields only show on models 7315H and 7317H.

2-27

```
                                                              Page 2 of x
                              S T A T I O N
   NON-SWITCH DATA
          Room: _____                          Headset? n
          Jack: _____
         Cable: _____

      ABBREVIATED DIALING
         Listl: _____        List2: _____        List3 : _____

      BUTTON  ASSIGNMENTS
         1: call -appr                6: _____
         2:  call-appr                7: _____
         3:  call-appr                8: _____
         4: _____             9: _____
         5: _____            10: _____
```

SCREEN 2-3. Voice Terminal Station Form (Page 2)—Example Only

Implementation Note:

Button Assignment 1 through 10 correspond to the first and second columns of buttons on the voice terminal.

```
                                                    Page 3 of x


                              STATION


        FEATURE  BUTTON  ASSIGNMENTS
             1: _____        13. _____
             2: _____        14. _____
             3: _____        15. _____
             4: _____        16. _____
             5: _____        17. _____
             6: _____        18. _____
             7: _____        19. _____
             8: _____        20. _____
             9: _____        21. _____
            10: _____        22. _____
            11: _____        23. _____
            12: _____        24. _____
```

SCREEN 2-4. Voice Terminal Station Form (Page 3)—Example Only

Implementation Note:

Button numbers 1 through 24 correspond to the third column of buttons on the voice terminal.

Models 7313H, 7314H, and 7315H have only 12 buttons available for feature assignment.
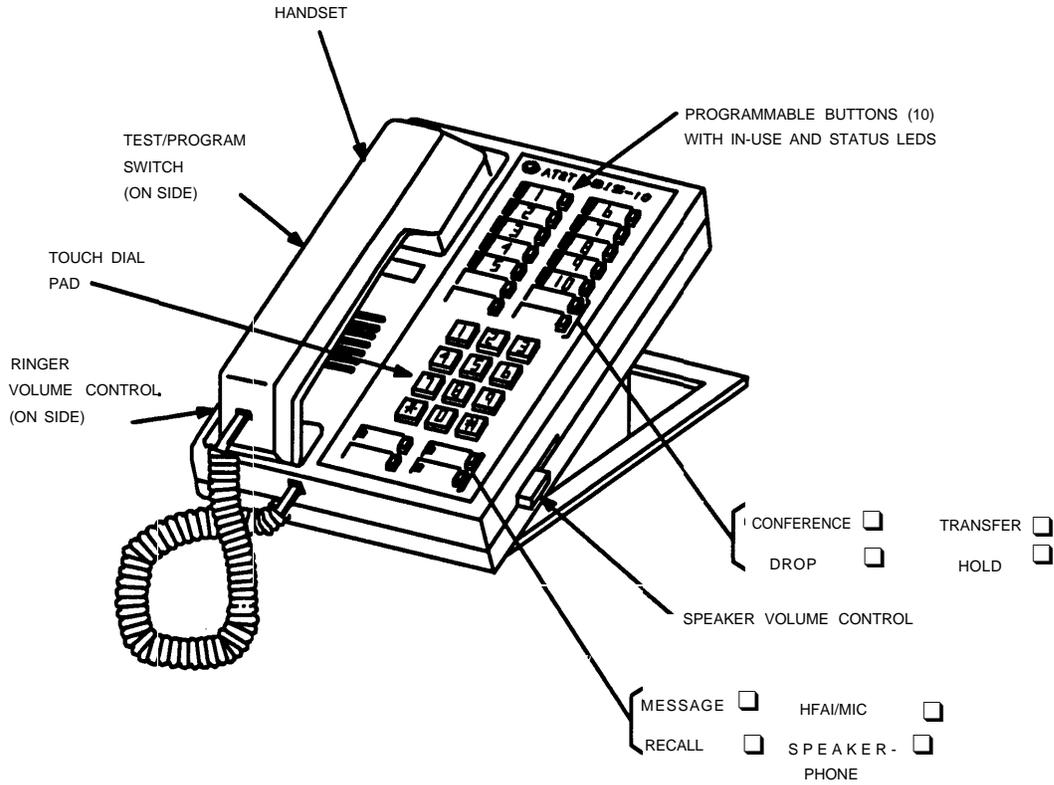
Views of the MERLIN Voice Terminals

HANDSET

PROGRAMMABLE BUTTONS (10)
WITH IN-USE AND STATUS LEDS

TEST/PROGRAM
SWITCH
(ON SIDE)

TOUCH DIAL
PAD

RINGER
VOLUME CONTROL
(ON SIDE)

CONFERENCE ❏   TRANSFER ❏

DROP ❏   HOLD ❏

SPEAKER VOLUME CONTROL

MESSAGE ❏   HFAI/MIC ❏

RECALL ❏   S P E A K E R -❏
PHONE

FIGURE 2-27. 7313H Voice Terminal (BIS 10)

PROGRAMMABLE BUTTONS (22)
WITH IN-USE AND STATUS LEDS

HANDSET

TEST/PROGRAM
SWITCH
(ON SIDE)

TOUCH DIAL
PAD

RINGER
VOLUME CONTROL
(ON SIDE)

CONFERENCE

DROP

TRANSFER

HOLD

RECALL

HFAI

MIC

MESSAGE

SPEAKERPHONE

SPEAKERPHONE
VOLUME CONTROL
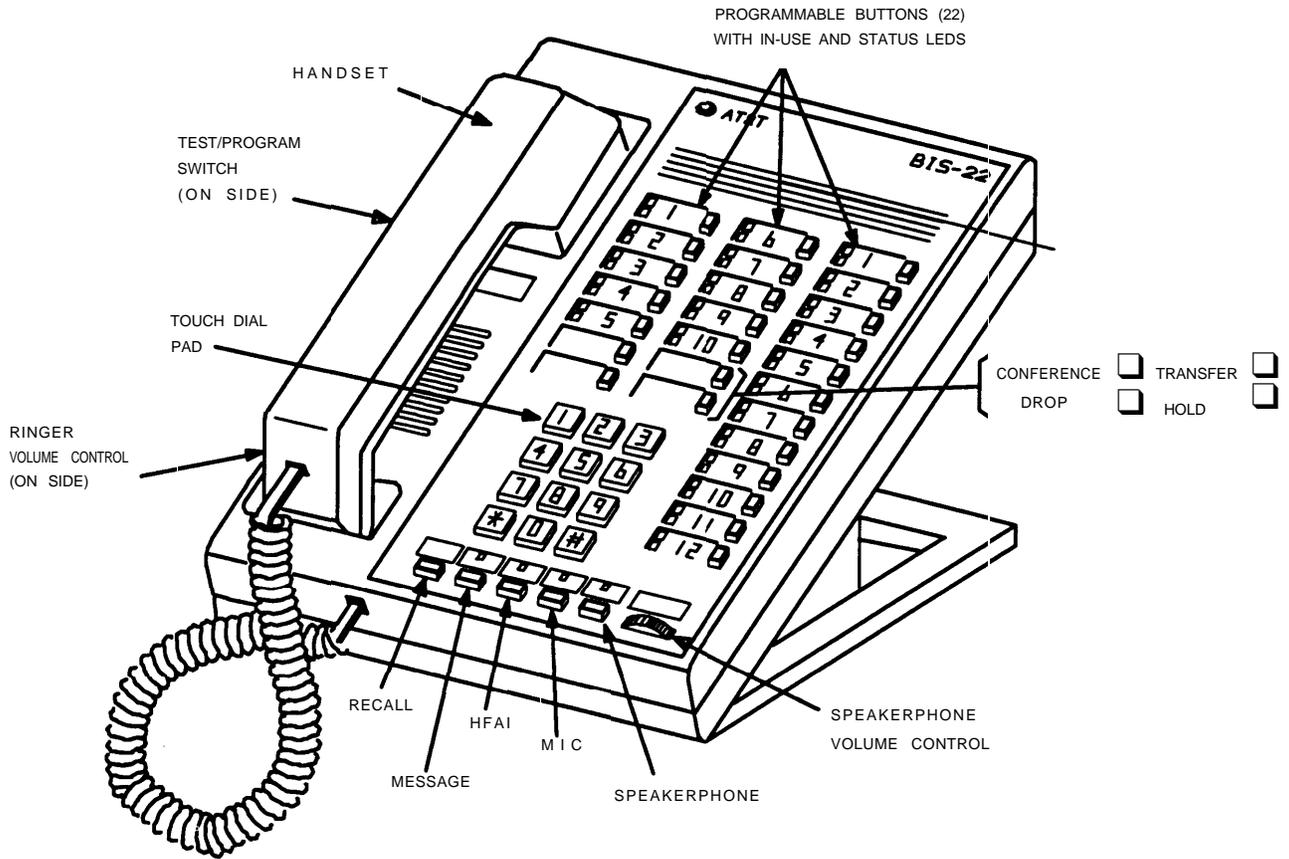
FIGURE 2-27. 7314H Voice Terminal (BIS 22)

2-31

Handset

Test/Program
Switch (on Side)

Touch Dial
Pad

Programmable Buttons (22)
with In-use and Status LEDs

Ringer Volume
Control (on side)

Recall

Message

HFAI

Microphone'

Speakerphone

Speakerphone
Volume Control

Conference

Drop

Transfer

Hold
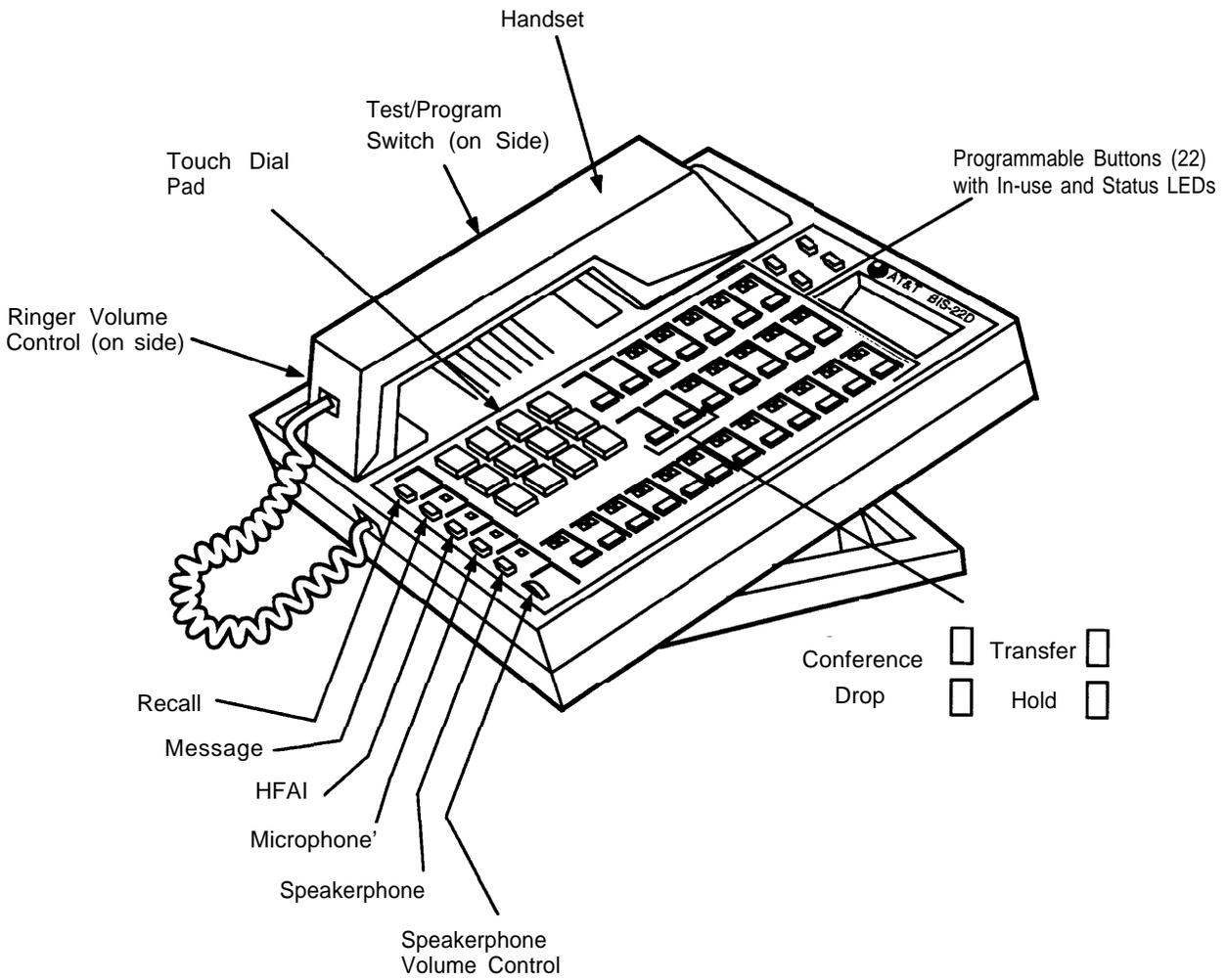
FIGURE 2-28. 7315H Voice Terminal (BIS 22D)

PROGRAMMABLE
BUITONS (34)
WITH IN-USE
AND STATUS LEDS

HANDSET

TEST/PROGRAM
SWITCH
(ON SIDE)

TOUCH DIAL
PAD

RINGER
VOLUME CONTROL
(ON SIDE)

RECALL

HFAI

MESSAGE

SPEAKERPHONE

MICROPHONE

CONFERENCE ▢   TRANSFER ▢

DROP ▢   HOLD ▢

SPEAKERPHONE
VOLUME CONTROL
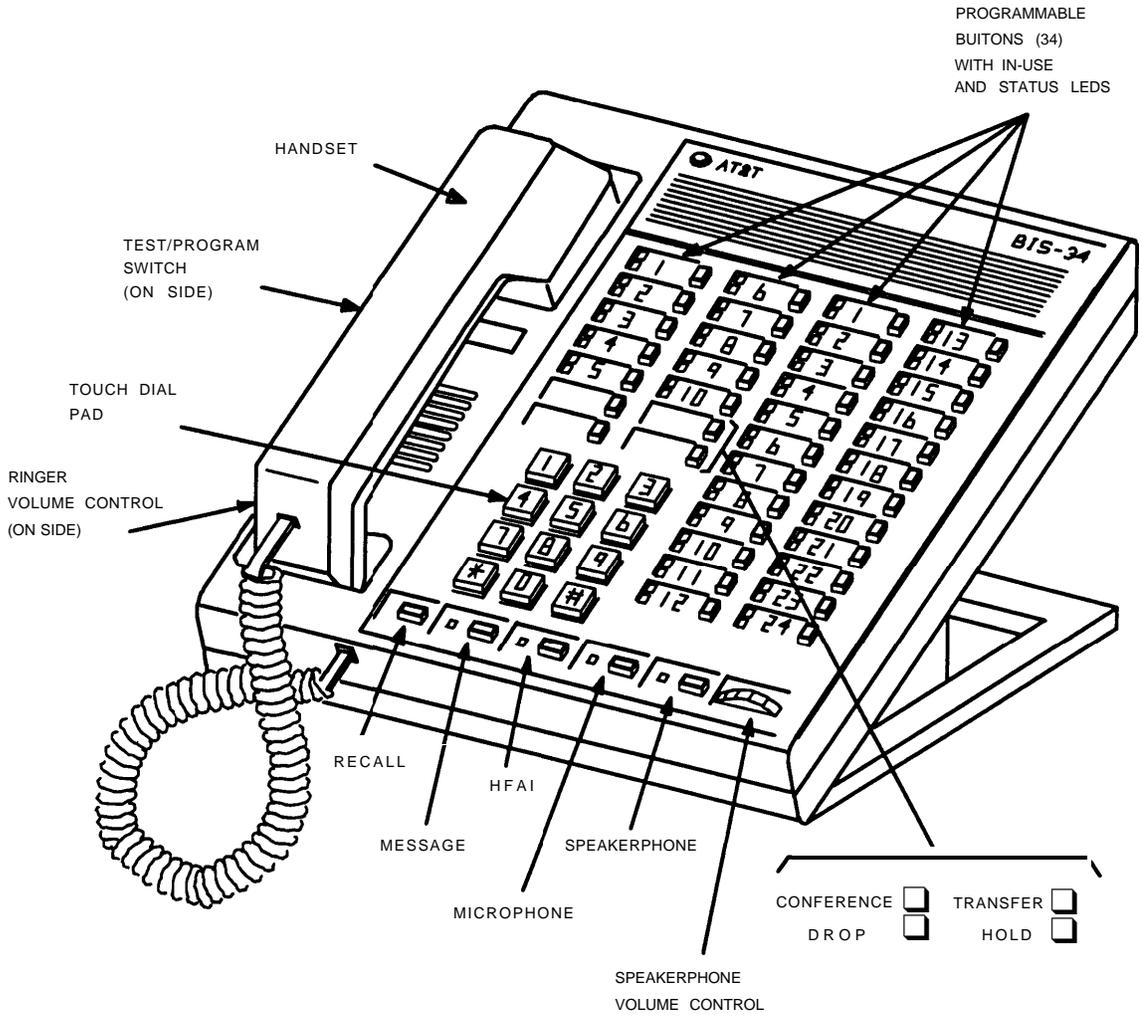
FIGURE 2-27. 7316H Voice Terminal (BIS 34)

2-33

PROGRAMMABLE
BUTTONS (34)
WITH IN-USE
AND STATUS LEDS

LOCAL
DISPLAY
BUTTONS

CONTRAST CONTROL*

DISPLAY SCREEN

HANDSET

TEST/PROGRAM
SWITCH
(ON SIDE)

TOUCH DIAL
PAD

RINGER
VOLUME CONTROL
(ON SIDE)

RECALL

HFAI

MESSAGE

MICROPHONE

SPEAKERPHONE

SPEAKERPHONE
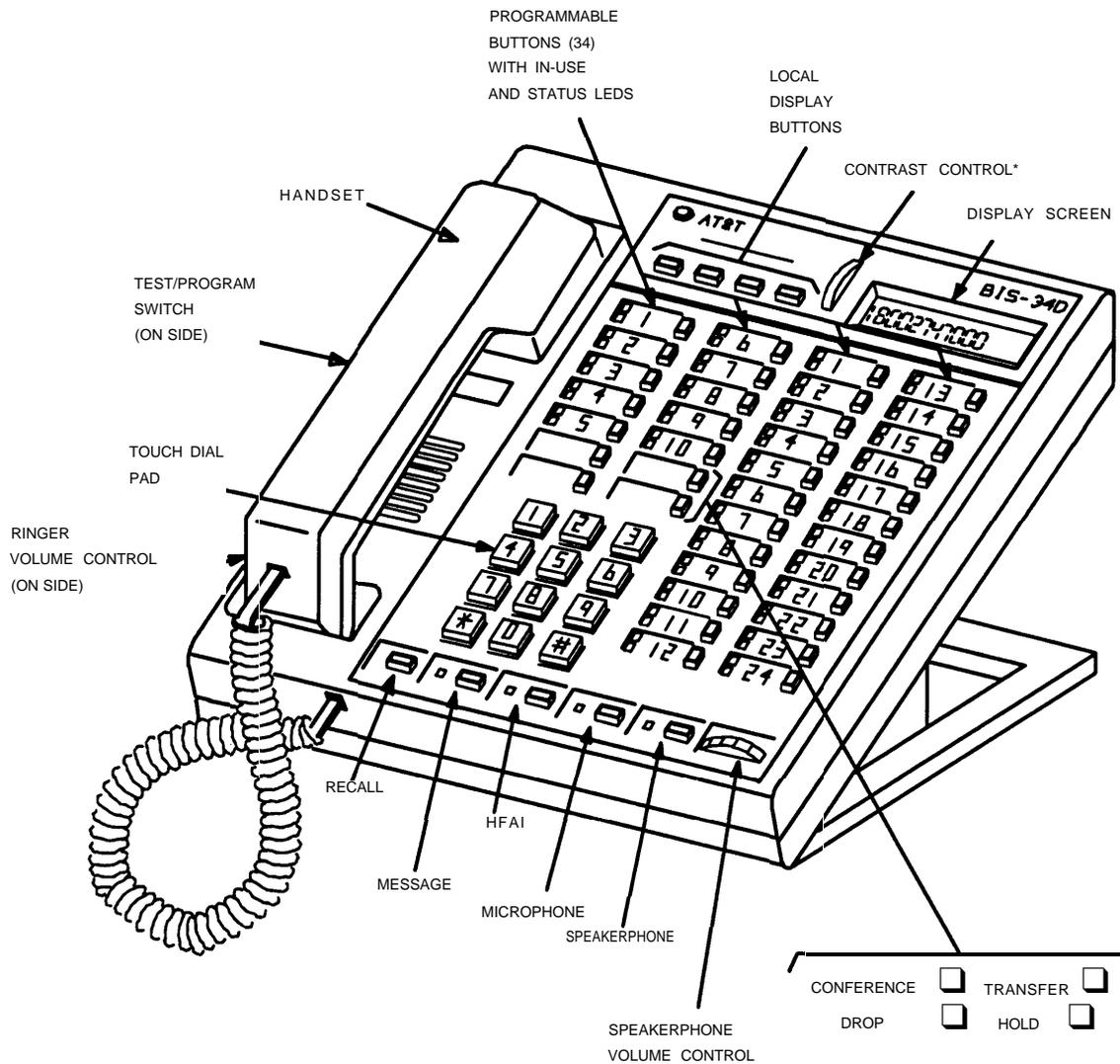VOLUME CONTROL

CONFERENCE   TRANSFER

DROP   HOLD

FIGURE 2-27. 7317H Voice Terminal (BIS 34D)

* The contrast control is not available on some models

Other New Features

This chapter contains additional new features found in this addendum.

DEFINITY AUDIX

This feature allows an AUDIX system (TN566 Multi-Function Circuit Pack) to reside in a switch carrier to provide voice messaging capabilities. The AUDIX TN566 circuit pack is recognized and supported by the switch software. Although the AUDIX TN566 circuit pack physically connects to the switch through a single slot in the backplane, its width occupies five contiguous slots. There-fore, the list configuration all command (described in detail in *DEFINITY Generic 1 and Generic 3i Maintenance,* 555-204-105) provides an accurate assessment of system configuration by displaying all five slots as being used by the AUDIX TN566 circuit pack.

For more information on DEFINITY AUDIX, refer to *Switch Administration for DEFINITY AUDIX System R1.0,* 555-300-509, Issue 1.

Call Pickup and Call Pickup Alerting

Call Pickup allows voice terminal users to answer calls to other extension numbers within the user's specified Call Pickup group. A new enhancement to this feature, **Call Pickup Alerting,** notifies members of a Call Pickup group, via the use of the Call Pickup status lamp, that there is an incoming call.

Call Pickup groups are established so that when one member of a group is away, other members of the group can answer that member's calls. A Call Pickup group usually consists of users who are located in the same area or have similar functions. When a member of a Call Pickup group is away and receives an incoming call, any member of the Call Pickup group can answer the call. A member simply goes off-hook and dials the Call Pickup access code or presses a Call Pickup button. That group member is connected to the calling party.

A Temporary Bridged Appearance is maintained at the called voice terminal. This allows the called party to bridge into the call after it has been picked up up by another member of the Call Pickup group.

3-1

Call Pickup Alerting

The newest enhancement to the Call Pickup feature is the ability to notify members of a Call Pickup group that an eligible incoming call is waiting to be answered. Call Pickup Alerting is available with voice terminals that are equipped with status lamps. The lamp will have the following states relative to the Call Pickup process:

- The status lamp has a steady lamp when Call Pickup is used to answer a call.

- The status lamp has a flashing light when the "Call Pickup Alerting" option on the "System Parameters Form" is enabled and there is a pickup eligible incoming call to any extension in the Call Pickup group, including the called station. Group members, other than the principal call station, can answer such calls using Call Pickup; the principal can answer such calls on the ringing call or bridged appearance.

- The lamp is dark when idle (no alert and no calls picked up by member of group).

Administration of Call Pickup Alerting

Call Pickup Alerting administration is handled by a new field on the System Parameters Form (page 1). The new field comes immediately after the `Message Server Adjunct Connected` field. The Call Pickup Alerting feature is enabled by putting a `y` in the field. The default value is `n` .

Three change pages have been issued for this feature. Please attach them to the existing pages in your Implementation book. These pages supersede the existing documentation.

ISDN

A change to the ISDN-BRI interface now allows you to connect Data Modules which support both Channel A and Channel B data calls. The old interface delegated one channel for data communication and the other channel for voice communication. The changes to the software allow both channels to be dedicated to data communication if you need that configuration. Data modules that support two simultaneous data calls should be administered as 7500B voice terminals in the System Features and Services windows. Change pages are included that contain the new information. In brief, on the 7500B data module form, Page 2 the MIM Maintence Management support option should be set to "n."

Change pages are included at the end of this chapter to supercede existing documentation.

Introduction

The following pages are change pages to add information regarding the new DEFINITY features. They replace the pages that already exist in your Implementation manual.

Check the page number at the bottom of the page and fasten the new page to the old page with either a paper clip or staple.

- 1 voice-only endpoint

- 1 stand-alone data endpoint (with or without the capability to support two simultaneous data calls)

- 1 integrated voice/data endpoint (See note below).

Two endpoints, each capable of providing only one service request, can be administered on the same BRI port. These two endpoints are thus configured as multipoint. Here again, both B channels can potentially be used simultaneously by the two service requests. Therefore, no more endpoints can be administered on the same BRI port. In multipoint configuration, you can have:

- 2 voice-only endpoints

- 2 stand-alone data endpoints

- 1 voice-only endpoint and 1 stand-alone data endpoint.

Note: Although the integrated voice/data endpoint supports two services requests, it is not considered to be in multipoint configuration since it is only one endpoint.

Service Profile Identifier (SPID)

When more than one endpoint is connected on a BRI port, the switch associates endpoints with the administered station or data module extensions using a Service Order Profile Identifier (SPID). A SPID is administered on the station or data module forms and is programmed in the BRI endpoint using the procedure described in Appendix A. The endpoint sends the SPID to the switch during initialization. The SPID administered on the station or data module administration forms must match the SPID which is programmed into the endpoint. If they don't match, the system will restrict service to such endpoint. Therefore, the SPID administration and programming of the SPID into the endpoint is required for multipoint configuration. When there is only one endpoint connected to the BRI port, the SPID administration is optional. However, if the SPID is administered, it must match the SPID programmed into the endpoint. If the SPID is not administered, the switch will use the port to associate the endpoint with the administered station or data module extension.

ISDN-BRI Data Services

Data transmission on ISDN-BRI is provided by the 7500B Data Module and the ADM. The 7500B Data Module is a stand-alone unit that supports asynchronous or synchronous DCE and asynchronous DTE. In asynchronous mode, the 7500B supports packet or circuit-switched data communications, and can be controlled via the front panel or the keyboard of a connected terminal. In synchronous mode, the 7500B supports circuit-switched or nailed-up data communications, requires either the Multipurpose Enhancement Board or the High Speed Synchronous Enhancement Board, and can only be controlled via the front panel.

The ADM may be used with asynchronous DTE as a data stand for 7500-series BRI voice terminals. Consisting of a circuit pack located inside the BRI voice terminal, the ADM allows the transmission of integrated voice and data through one voice terminal. The ADM supports the Hayes command set for compatibility with PC communications packages.

The system can support a maximum of 800 data modules. This value includes both BRI and DCP data modules.

Administration

The Packet Bus Activated field must be set to "yes" on the Maintenance-Related System Parameters form before BRI station forms can be administered.

The 7500B Data Module is administered via the Data Module form while the ADM is administered via associated station administration forms, using the data module administration page.

ASAI is administered via station administration.

Hardware Requirements

BRI services require the following hardware:

- The TN778 Packet Control circuit pack which provides the interface to the packet bus in G3i, for establishing the signaling connectivity.

- The TN556 BRI Line circuit pack which can support 12 line interfaces (a maximum of 24 endpoints in multipoint configuration), each operating at 192 kbps.

- If the TN556 BRI Line circuit pack is on an EPN, then the TN570 EI circuit pack, not the TN776, must be used.

- ISDN-BRI Type B and Type D Terminal Management S/T interface terminals.

- The AT&T ISDN 7505D, 7506D, 7507D, and 8503T voice terminals.

- The 7500B Data Module (or other compatible ISDN-BRI data module) and the ADM. The ADM is supported by the AT&T ISDN 7505D, 7506D, and 7507D voice terminals with firmware version FP2.0 or later.

For additional information, refer to the "7500B Data Module," "Asynchronous Data Module," and "Data Modules" sections in this chapter and to the "7500B Data Module" and "7500D Series Voice Terminals" sections in Chapter 6.

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

Form	Field	Form Instructions (Page #)
Maintenance-Related System Parameters	Packet Bus Activated	See Note
Station (7500 series)	All	6-396
Station (8500 series)	All	6-396
7500B Data Module	All	6-84

Note: The Maintenance-Related System Parameters Form is a maintenance form. For more information, refer to *DEFINITY® Communications System Generic 1—Maintenance,* 555-204-105

- Maintenance-Related System Parameters Form Enter "yes" in the Packet Bus activated field to enable to Packet Control circuit pack.
- Station Form (7505D, 7506D, and 7505D) Complete all fields.
- Station Form (8503T) Complete all fields.
- 7500B Data Module Form Complete all fields.

Data Modules

The following data modules can be used with the System:

- 7400A Data Module (see MPDM/MTDM)
- 7400B Data Module (see MPDM/MTDM)
- 7500B Data Module (ISDN Basic Rate Interface)
- Any compatible ISDN Basic Rate Interface Data Module
- Data Line Data Module
- MPDM/MTDM
- Netcon Data Module
- Processor Interface Data Module
- Recorded Announcement Data Module

This following pages describe the purpose of each data module and provide administration commands and form instructions.

7500B Data Module

Purpose

This form is used to implement a 7500B Data Module. (Other compatible ISDN-BRI Data Modules may be aliased as a 7500B.)

Administration Commands

The following administration commands can be used to access the 7500B Data Module form. In some cases, just the most commonly used commands are shown. Refer to Administration Commands and Error Messages (Chapter 3) for a complete listing of all administration commands, the command structure, and the use of abbreviated command words when entering a command.

Action	Object	Qualifier*
add	data-module	xxxxx (extension or 'next')
change	data-module	xxxxx (extension number)
display	data-module	xxxxx (extension number) ['print' or 'schedule']
duplicate	data-module	xxxxx (extension number)
list	data-module	(starting ext number) xxxxx ('count') ['print' or 'schedule']
remove	data-module	xxxxx (extension number)

    * Brackets [ ] indicate the qualifier is optional.
       Single quotes (' ') indicate the text inside the quote must be entered exactly as shown or an abbreviated form of the word may be entered.

Form Instructions

Make assignments as required for the following fields on the form:

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- **Data Extension** — When completing a paper form, enter the extension number to be assigned to the data module. A data extension can be a 1- to 5-digit number. The digits assigned must agree with the Dial Plan Record. When implementing the form, "Data Extension" is part of the input command used to access the form and is a display-only field.

- **Type** — Enter "7500."

- **Port** — Enter 5 to 6 characters. The first character identifies the network (1 through 3, default is "1" if no entry); the second character identifies the carrier (A through E); the third and fourth characters identify the slot number in the carrier (01 through 20 for multi-carrier cabinets or 01 through 18 for single-carrier cabinets); the last two characters identify the circuit number (01 through 12).

— **Default Mode** — Used to identify the data mode. Valid entries are "sync" (synchronous) or "async" (asynchronous). Default is "asyn."

— **Default Speed** — Used to identify the data rate. Valid entries are "1200," "2400," "4800," and" 19200." Defautt is "1200."

> **Note:** When default mode is "sync," valid entries also include speeds of "56000" and "64000."

- **Data Module Capabilities**

    — **Default ITC (Information Transfer Capability)** — Used to administer the information Transfer Capability when the 7500B data module is the originator of administered connector.

    — **Default Data Application** — Used to identify mode to be used for originating data calls when the mode is not specified with the calling parameters. This mode will also be used for terminating trunk calls which do not have bearer capability specified or administered connections. Possible mode values are M0 (mode 0), M1 (mode 1), M2 (mode 2), and M3/2 (mode 3/2 adaptable), or blank. Valid entries are "M0," "M1 ," "M2_A," "M2_S," or "M3/2." Default is "M2_A."

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- **XID** — Used to identify layer two XID testing capability. Valid entries are "y" (yes) or "n" (no). Default is "y."

- **Fixed TEI** — Used to indicate whether or not the endpoint has Fixed TEI capability. TEI is used to identify a unique access point within a service. For Fixed TEI stations, the TEI must be administered. For terminals with automatic TEI capability, the associated TEI is assigned by the System. Valid entries are "y" (yes) or "n" (no). Default is "n."

- **TEI** — Only displayed if the Fixed TEI field entry is "y." Enter a 1-to 2-digit number in the range of 0 through 63.

- **MIM Support** — (Management Information Message Support) Used to support two types of capabilities; MIM endpoint initialization capability (SPID support), other Maintenance/Management capability. Valid entries are "y" or "n." Default is "y." Other compatible data modules aliased as a 7500B should have MIM support set to "n".

- **Endpoint Initialization** — Only displayed if the MIM Support field entry is "y." Used to indicate the terminal's endpoint initialization capability. Endpoint initialization is a procedure, required for multipoint operation, by which User Service Order Profile (USOP) is associated with an endpoint on the BRI. This association is made via the SPID, administered into the system and entered into the BRI terminal. For a BRI terminal to become operational in a multipoint configuration, both the administered SPID and the SPID programmed into the BRI terminal must be the same. This means that the SPID of the new or re-used terminals must be programmed to match the administered SPID value. Valid entries are "y" (yes) or "n" (no). Default is "y."

- **Automatic Callback** — No Answer Timeout Interval (rings> Enter the number of times that the callback call rings at the calling station before the callback call is canceled. Valid entries are 2 through 9. Default is "4."

- **Call Park Timeout Interval (minutes)** — Enter the number (of minutes) that a call can remain parked before it is canceled. Valid entries are 1 through 90. Default is"10."

- **Off-Premises Tone Detect Timeout Interval (seconds)** — Enter the number of seconds that a call progress tone receiver (CPTR) will try to detect a tone from off-premises dur- ing dialing. Once the time-out interval occurs, any additional call progress tones will not be recorded. Valid entries are 5 through 25. Default is "20."

- **AAR/ARS Dial Tone Required** — Enter "y" (yes) to indicate that a second dial tone is to be given to the calling party on a incoming tie or DID trunk call that is to be routed via AAR/ARS; otherwise, enter "n." A second dial tone provides feedback to the user that additional dialing can occur. Default is "y."

- **Music On Hold Port** — Enter the port number that will provide Music-on-Hold access. This requires a port on a TN763 Auxiliary Trunk circuit pack. For multi-carrier cabinets, enter the port network (1 through 3), the carrier letter (A to E), the slot numbers (01 through 20 depending on carrier type), and circuit number (01 through 24). For single- carrier cabinets, enter the port network (1 through 3), the carrier letter (A to E), the slot numbers (01 through 18 depending on cabinet type), and circuit number (01 through 24).

- **Music (or Silence) On Transferred Trunk Calls** — Enter "all" to allow all transferred trunk calls to receive music until the call is answered if the Music-on-Hold feature is avail- able. Enter "no" if trunk callers are to hear music (or silence if Music-on-Hold is not administered) while waiting to be transferred, and then ringback as soon as the transfer is completed till the call is answered. Enter "call-wait" if trunk calls transferred to stations that require the call to wait, will hear music (if administered), all other transferred trunk calls will receive ringback tone.

- **DIDTie/ISDN Intercept Treatment** — Enter a recorded announcement extension number or "0" for the attendant to be used for intercept of invalid DID and/or tie trunk calls. Default is "0."

- **Message Server Adjunct (MSA) Connected** — Enter "y" (yes) if MSA is connected to the System; otherwise, enter "n." Default is "n."

- **Internal Automatic Answer** — Enter "n" to disable the feature. The default is "y". This feature allows specific voice terminals to answer eligible internal calls automatically. It is intended for use with hybrid voice terminals that have a built-in speakerphone, adjunct speakerphone, or headset. (Cannot be used with hybrid phones that have a speaker only.)

- **Call Pickup Alerting** — Enter "y" to enable the feature. The default is value is "no". This feature provides pickup group members with a visual indication via the Call Pickup status lamp that a call has been received which they are eligible to answer. Please note that if a particular pickup group has pickup-calls eligible when the feature is enabled, the ability to receive the Call Pickup Indication will be delayed for that group until there are no pickup eligible calls.

- **Automatic Circuit Assurance (ACA) Enabled** — Enter "y" if ACA measurements will be taken; otherwise, enter "n." If "y" is entered, complete the following ACA-related fields. Default is "n."

- **ACA Referral Calls** — (Only displayed when the ACA Enabled field is "y.") Enter "local" (default), "primary," or "remote" to indicate where ACA referral calls will be generated. Remote referral calls are generated at another switch in a DCS network. Local referral calls are generated on and for the local switch. Primary referral calls are generated on the local switch for remote switches as well as the local switch. Also, ACA button status will be transmitted to other switches when in a DCS network. Default is "local."

- **ACA Referral Destination** — Enter the extension on the local switch that is to receive the ACA referral call or enter "0" for attendant. The specified extension should be equipped with a display module. This field is only displayed if "local" or "primary" is entered in the ACA Referral Calls field.

- **ACA Short Holding Time Originating Extension** and **ACA Long Holding Time Originating Extensior** — Enter an unassigned extension number in each field. Do not use the same extension number for both fields. The specified extensions are automatically assigned by the System when the form is submitted. These fields are only displayed if "local" or "primary" is entered in the ACA Referral Calls field.

  The extension number assigned to ACA Short Holding Time originates ACA referral calls for short holding time warnings and is identified on the destination's display module as "ACA CALL(SHORT)." The extension number assigned to ACA Long Holding Time originates ACA referral calls for long holding time warnings and is identified on the destination's display module as "ACA CALL(LONG)."

- **ACA Remote PBX Identification** — Enter a number from 1 through 63 to identify the switch in a DCS network that makes the referral call. This field is only displayed if "remote" is entered in the ACA Referral Calls field. The remote PBX identified in this field must not be defined as "local" on the System's Dial Plan form.

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- **Primary Output Layout** — Specifies the output format that is sent to the primary recipient of SMDR data which is less likely to lose data. Allowable entries are dependent on the Output Layout Fields information as shown in the following table.

- **Secondary Output Layout** — Specifies the output format that is sent to the secondary recipient of SMDR data. Allowable entries are shown in the following table and depend on the Primary Output Layout field entry.

Note: Both the Primary Output Layout and the Secondary Output Layout fields can be administered to provide International output records that include PPM data.

```
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                       FEATURE-RELATED SYSTEM PARAMETERS


                                    Trunk-to-Trunk Transfer? n
    Coverage - Don't Answer Interval for Subsequent Redirection (rings): 3
                   Coverage  - Caller Response Interval (seconds) : n
                           Keep Held SBA at Coverage Point? _
           Automatic Callback - No Answer Timeout Interval (rings) : 4
                         Call Park Timeout Interval (minutes) : 10
            Off-premises Tone Detect Timeout Interval (seconds): 20
                                AAR/ARS Dial Tone Required? y
                                       Music On Hold Port: _____
             Music (or Silence) On Transferred Trunk Calls: n
                         DID/Tie/ISDN Intercept Treatment: n
                 Message Server Adjunct (MSA) Connected? n
    Internal Automatic Answer For Attendant Extended Calls? y
                                   Call Pickup Alerting  n
             Automatic Circuit Assurance (ACA) Enabled? y *


                                  ACA Referral CallS: local
                              ACA Referral Destination: _____  **
            ACA Short Holding Time Originating Extension: _____
            ACA Long Holding Time Originating Extension: _____


                       ACA Remote PBX Identification: ____ †
```

SCREEN 6-47. Feature-Related System Parameters Form (Page 1)—Example Only (Standard)

Implementation Note:

* If ACA Enabled is ''n,'' associated ACA fields will not be displayed. In the form above all fields listed after the Automatic Circuit Assurance field are not available until feature is enabled.

** If ACA Referral Calls is ''local" or "primary" the ACA Referral Destination and the ACA Short and Long Holding Time fields are displayed.

† If ACA Referral Calls is "remote," the ACA Remote PBX Identification field is displayed.