

Lucent Technologies
Bell Labs Innovations



DEFINITY[®]
Business Communications System
and GuestWorks[™] *server*
Release 3.1 (GWSi.03.1.640.04)
Change Description

555-231-401
Comcode 108140377
Issue 1
September 1997

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Notice

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

Your Responsibility for Your System's Security

Toll fraud is the unauthorized use of your telecommunications system by an unauthorized party, for example, persons other than your company's employees, agents, subcontractors, or persons working on your company's behalf. Note that there may be a risk of toll fraud associated with your telecommunications system and, if toll fraud occurs, it can result in substantial additional charges for your telecommunications services.

You and your system manager are responsible for the security of your system, such as programming and configuring your equipment to prevent unauthorized use. The system manager is also responsible for reading all installation, instruction, and system administration documents provided with this product in order to fully understand the features that can introduce risk of toll fraud and the steps that can be taken to reduce that risk. Lucent Technologies does not warrant that this product is immune from or will prevent unauthorized use of common-carrier telecommunication services or facilities accessed through or connected to it. Lucent Technologies will not be responsible for any charges that result from such unauthorized use.

Lucent Technologies Fraud Intervention

If you *suspect that you are being victimized* by toll fraud and you need technical support or assistance, call Technical Service Center Toll Fraud Intervention Hotline at 1 800 643-2353. Outside the continental United States, contact your local Lucent Technologies authorized representative.

Federal Communications Commission Statement

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

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

Canadian Department of Communications (DOC)

Interference Information

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

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

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European Union Declaration of Conformity

Lucent Technologies Business Communications Systems declares that DEFINITY and GuestWorks equipment specified in this document conforms to the referenced European Union (EU) Directives and Harmonized Standards listed below:

EMC Directive 89/336/EEC
Low-Voltage Directive 73/23/EEC



The "CE" mark affixed to the equipment means that it conforms to the above directives.

BCS/GWS 3.1 HIGHLIGHTS and ENHANCEMENTS

This document describes the new DEFINITY® Business Communications System and GuestWorks™ *server* Issue 3.1.

This system is based on the 386 common control hardware [TN796B Processor, TN777B Netcon and the translation memory cards].

This system only supports standard reliability.

This system is a 1000 station and 120 trunk capacity communications system specifically designed for the customer who needs between 100 and 1000 stations. This product provides basic telephony and hospitality features for the domestic (US) and international markets.

BCS/GWS ISSUE 3.0/3.1 DOCUMENTS

- 555-230-027, Issue 2 - DEFINITY Business Communications System and GuestWorks *server* Issue 3.0 Overview
- 555-231-105, Issue 1 - GuestWorks *server* Issue 3.0 Technician's Handbook
- 555-231-205, Issue 1 - Intuity Lodging Call Accounting User's Guide
- 555-231-207, Issue 1 - GuestWorks *server* Issue 3.0 Feature Descriptions
- 555-231-601, Issue 1 - DEFINITY ECS, GuestWorks *server*, and System 75 PBX Property Management System Interface Specifications
- 555-231-735, Issue 2 - DEFINITY Business Communications System and GuestWorks *server* Issue 3.0 Console Quick Reference
- 555-231-741, Issue 1 - GuestWorks *server* Issue 3.0 Hospitality Operations
- 555-231-777, Issue 1 - GuestWorks *server* 8403 Voice Terminal Quick Reference
- 555-231-780, Issue 1 - GuestWorks *server* 8410 Voice Terminal Quick Reference
- 555-231-783, Issue 1 - GuestWorks *server* 8434 Voice Terminal Quick Reference
- 555-231-801, Issue 2 - DEFINITY Business Communications System and GuestWorks *server* Issue 3.0 Documents (CD)

BCS/GWS 3.0/3.1 FEATURES:**1. TN2214 support**

A new 24-port 2-wire DCP digital board, the TN2214, is supported in this system.

2. TN2215 support

A new 16-port analog board, the TN2215, is supported in this system.

3. Attendant Split Swap

This feature allows the console attendant to alternate between active and split calls with a button push.

4. Dial by Name

This feature allows incoming calls to route to a destination based on the name of the person to be reached. Dial by Name uses the Direct Access Calling feature (formerly Call Vectoring) to process the incoming calls.

Note: This feature must be activated using the “init” login via the “guestworks-bcs-option” form.

5. Dual Automatic Wakeup

The Dual Automatic Wakeup feature allows a guest to have two separate and distinct wakeup calls.

Note: This feature must be activated using the “init” login via the “guestworks-bcs-option” form.

6. Wakeup Activation via Tones

The Automatic Wakeup Activation via Tones feature allows a guest to create their own wakeup call(s) without a speech synthesizer circuit pack or a display telephone. The guest can dial the feature access code, follow the tone prompts, and enter a wakeup request. If dual wakeups are also activated, guests can set up two wakeup requests.

Note: This feature must be activated using the “init” login via the “guestworks-bcs-option” form.

FEATURES RETAINED FROM GUESTWORKS 2.0

The features retained from GuestWorks 2.0 include the following:

- Attendant Backup
- Attendant Crisis Alert
- Controlled Toll restriction

- Direct Access Calling (formerly named Call Vectoring)
- PMS: Increase Link Acknowledgment Timer (Hospitality only)
- PMS: Server-to-PMS Link Integration (Hospitality only)
- PMS: Support Guest Data in ASCII and BCD (Hospitality only)
- TN791 Support

STANDARD DEFINITY G3V4 FEATURES ENABLED FOR ISSUE 3.0/3.1

Standard DEFINITY G3V4 features not previously available with GuestWorks or the DEFINITY Business Communications System that are activated for Issue 3.0/3.1 include:

- AAR - Automatic Alternate Routing (was in BCS 1.0 but not in GWS)
- ACD - Automatic Call Distribution*
- BCMS - Basic Call Management System* (support limited to a maximum of 20 agents)

Note: Those features marked with an asterisk * must be activated using the “init” login via the “customer-options” form.

STANDARD DEFINITY COMMAND PATHS

The previous versions of the DEFINITY Business Communications System and GuestWorks *server* had a newly-designed set of command paths to access administration and maintenance functions. With Issue 3.0, the administration and maintenance command paths have been redesigned to match the standard DEFINITY G3V4 command path structure.

ADJUNCT SUPPORT

The DEFINITY Business Communications System with the Hospitality option supports the Intuity Lodging offering co-located with a call accounting package supplied by HOMISCO, Inc. This offering also integrates messages that will indicate check-in, check-out, room swap, and transfer to the voice messaging package. The PMS link will be supported similar to other switch offerings with BCD or BCD/ASCII formats. An additional option has been added to send and receive guest data across the link in ASCII format only.

The DEFINITY Business Communications System without the Hospitality option supports the embedded DEFINITY AUDIX product for voice messaging.

CHANGES & PROBLEMS FIXED SINCE GWS 2.0 AND IWS (BCS) 1.0

The following items describe (1) problems that were found in the field and fixed in the software base since the BCS 1.0 and GWS 2.X loads were introduced and (2) changes needed to track the features supported by the BCS/GWS software offering:

1. When a hotel dial plan was set up with: (1) guest room extension numbers using an “inserted” first digit also defined as type='misc' in the first digit table; the status of a guest room could not be updated by dialing the housekeeping status codes from the phone in the guest room. **Now, when the housekeeping code is dialed from the room, the room status is updated correctly.**
2. When hotel rooms are set up with both 3 and 4 digit room numbers and a prefix extension (pext) digit (e.g. “7”) is required to be dialed to call the hotel room, check-in of the 4 digit room may fail. **Now, when the PMS sends a 4-digit room number to the switch on check-in, the switch will proceed properly with the check-in.**
3. When a station call to a trunk group was directed to the attendant by the Att. Control of Trk. Grp. Access feature, the Attendant could not always complete the trunk call for the station if the SPLIT/SWAP feature was being used. **Now, the Att. can complete the trunk calls successfully.**
4. When an attempt was made to administer a System or Group Abbreviated Dial List, the list could not always be successfully built or modified. **Now, the abbreviated lists can be built and they function correctly.**
5. The vustats feature is not supported by BCS/GWS software. Therefore, access to the vustats commands has been removed from the SAT.
6. The use of ASAI Proprietary Adjunct Links is not supported by BCS/GWS software. Therefore, the “ASAI Proprietary Adjunct Links?” field on the “system-parameters customer-options” form has been defaulted to “no” (deactivated) and hidden.
7. The TTI feature on the “system-parameters customer-options” form is now defaulted to “yes” (activated).
8. When the 'status logins' command was executed, the 'active command' information displayed was incorrect for some of the IWS 1.0 and GWS 2.X commands. **Now, the active command is displayed correctly on the “status login” command and on the command conflict message.**
9. The “Answer Supervision by Call Classifier?” feature is now defaulted to “yes” and hidden on the “system-parameters customer-options” form.
10. To support BCS operations in Russia, the interdigit timeout has been set to 50 seconds for Country Code = Russia.