Lucent Technologies
Bell Labs Innovations

DEFINITY®
Enterprise Communications Server

Release 8, Issue 3.0 (03.0.042.2)

Change Description

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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.

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Preventing Toll Fraud
"Toll fraud" is the unauthorized use of your telecommunications system by an unauthorized party (for example, a person who is not a corporate employee, agent, subcontractor, or working on your company's behalf). Be aware that there may be a risk of toll fraud associated with your system and that, if toll fraud occurs, it can result in substantial additional charges for your telecommunications services.

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Providing Telecommunications Security
Telecommunications security (of voice, data, and/or video communications) is the prevention of any type of intrusion to (that is, either unauthorized or malicious access to or use of your company's telecommunications equipment) by some party.

Your company's "telecommunications equipment" includes both this Lucent product and any other voice/data/video equipment that could be accessed via this Lucent product (that is, "networked equipment").

An "outside party" is anyone who is not a corporate employee, agent, subcontractor, or working on your company's behalf. Whereas, a "malicious party" is anyone (including someone who may be otherwise authorized) who accesses your telecommunications equipment with either malicious or mischievous intent.

Such intrusions may be either to/through synchronous (time-multiplexed and/or circuit-based) or asynchronous (character-, message-, or packet-based) equipment or interfaces for reasons of:

- Utilization (of capabilities special to the accessed equipment)
- Theft (such as, of intellectual property, financial assets, or toll-facility access)
- Eavesdropping (privacy invasions to humans)
- Mischief (troubling, but apparently innocuous, tampering)
- Harm (such as harmful tampering, data loss or alteration, regardless of motive or intent)

Be aware that there may be a risk of unauthorized intrusions associated with your system and/or its networked equipment. Also realize that, if such an intrusion should occur, it could result in a variety of losses to your company (including, but not limited to, human/data privacy, intellectual property, material assets, financial resources, labor costs, and/or legal costs).

Your Responsibility for Your Company's Telecommunications Security
The final responsibility for securing both this system and its networked equipment rests with you – a Lucent customer's system administrator, your telecommunications peers, and your managers. Base the fulfillment of your responsibility on acquired knowledge and resources from a variety of sources including but not limited to:

- Installation documents
- System administration documents
- Security documents
- Hardware-/software-based security tools
- Shared information between you and your peers
- Telecommunications security experts

To prevent intrusions to your telecommunications equipment, you and your peers should carefully program and configure your:

- Lucent-provided telecommunications systems and their interfaces
- Lucent-provided software applications, as well as their underlying hardware/software platforms and interfaces
- Any other equipment networked to your Lucent products

Lucent Technologies does not warrant that this product or any of its networked equipment is either immune from or will prevent either unauthorized or malicious intrusions. Lucent Technologies will not be responsible for any charges, losses, or damages that result from such intrusions.

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 xxx.

Part 68: Answer-Supervision Signaling. Allowing this equipment to be operated in a manner that does not provide proper answer-supervision signaling is in violation of Part 68 Rules. This equipment returns answer-supervision signals to the public switched network when:

- Answered by the called station
- Answered by the attendant
- Routed to a recorded announcement that can be administered by the CPE user

This equipment returns answer-supervision signals on all DID calls forwarded back to the public switched telephone network. Permissible exceptions are:

- A call is unanswered
- A busy tone is received
- A reorder tone is received

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European Union Declaration of Conformity
The "CE" mark affixed to the DEFINITY equipment described in this document indicates that the equipment conforms to the following European Union (EU) Directives:

- Electromagnetic Compatibility (89/336/EEC)
- Low Voltage (73/23/EEC)
- Telecommunication Terminal Equipment (TTE)
  i-CTR3 BRI and i-CTR4 PRI

For more information on standards compliance, contact your local distributor.

Comments
To comment on this document, return the comment card at the front of the document.

Acknowledgment
This document was prepared by the Product Documentation Development group, Lucent Technologies, Denver, CO.

Highlights

This change description document describes the changes incorporated in DEFINITY Enterprise Communications Server (ECS), Release 8, Issue 3.0 (03.0.042.2).

Highlights of features and enhancements

Network Call Redirection

Network Call Redirection (NCR) provides the capability to have the public network redirect an incoming call to another destination via Integrated Services Digital Networking (ISDN), without occupying trunks between the DEFINITY and the other location. The call redirection is invoked in real time on a call-by-call basis. NCR uses either the ETSI Network Call Deflection (NCD) or ANSI Network Call Transfer (NCT) features provided by the Public Switch Telephone Network (PSTN) to redirect an incoming ISDN call from a DEFINITY to any other endpoint via the PSTN. This optimizes the rerouting of ISDN calls over the public network, because DEFINITY ECS trunks are not retained at the original destination after the call rerouting takes place. Because fewer ISDN trunks are involved, the customer realizes a cost savings.

NCR can be invoked by Best Service Routing (for NCD or NCT), Attendant Vectoring or Call Vectoring through the “route-to *number*” command (for NCD or NCT), Adjunct Switch Applications Interface (ASAI) Third-Party Merge/Call Transfer using a CTI application (NCT only), or by agent or station transfers (NCT only).

Internet Protocol (IP) Media Processor: TN2302AP

The TN2302AP circuit pack is supported by Release 8.3 software and replaces the TN802B Media Processor, with the following proviso. The version of the circuit pack available coincident with Release 8.3 does not support fax. The current release of the circuit pack is intended for configurations requiring IP station and trunk connectivity without fax. The fax version of the circuit pack is targeted for release in September, 2000, and will work with the Release 8.3 and later versions of the DEFINITY software base.

The TN2302AP circuit pack is the next generation H.323 IP platform. It is designed to terminate a variety of packet audio protocols in DEFINITY Release 8.3. The circuit pack includes a 10/100 BaseT Ethernet interface and supports an increased number of H.323 IP-compliant audio streams for IP endpoints.

In its performance, the TN2302AP circuit pack provides improved voice quality in addition to less latency. It performs echo cancellation, silence suppression, Dual Tone Multifrequency (DTMF, or Touch Tone) detection, and conferencing. When used with Release 8.3 software, the circuit pack supports the following codecs, fax detection for them, and conversion among them:

- G.711 (mu-law or a-law; 64 Kbps)
- G.723.1 (6.3 Kbps or 5.3 Kbps audio)
- G.729A (8 Kbps audio)

Three new maintenance procedures asssociated with the TN2302AP circuit pack have been developed. These include:

- IPMEPRO — Maintenance procedures for the TN2302AP circuit pack
- MEDPRO — Maintenance procedures for TN802B circuit pack
- MEDPROPT8 — These maintenance procedures monitor the health of the MEDPRO digital signal processors (DSPs)

For more detailed information on these maintenance procedures see What's New in DEFINITY Enterprise Communications Server, Release 8.3 (Document 555-233-754, Comcode 108725649, Issue 1, July 2000)

ARS/AAR Dialing Without FAC

The Automatic Route Selection (ARS)/Automatic Alternate Routing (AAR) Dialing without Feature Access Code (FAC) feature allows the system to be administered so that callers can place Automatic Route Selection (ARS) and/or Automatic Alternate Routing (AAR) calls without first dialing the Feature Access Code (FAC). The flexibility added to support this capability is intended for and supported only for this described capability. Systems with this feature active should not activate transfer out of the voice mail system. Additionally, other adjuncts should be checked to verify that calls will not be allowed off-switch unintentionally.

ARS/AAR Dialing without FAC feature is not generally available in Release 8.3. Although ARS/AAR Dialing without FAC appears on the customer options screen, this feature can only be ordered and activated by using the application process described in the Rapid Response Team website http://info.dr.lucent.com/rapid_response/. Each customer activating this feature will go through an approval process in which their configuration is analyzed to determine if it is a suitable candidate for the feature.

24 Port Analog Line with Caller ID: TN793B & TN2793B

This feature allows the DEFINITY customer to view calling party information on an analog telephone with Caller ID display. For example, the telephone number and name of the calling party displays when this information is available from the originating switch or central office. Time and date of call are also transmitted to the Caller ID terminal. Calling party information, time, and date of call are transmitted to the analog terminal via Frequency Shift Keying (FSK) signaling following standard Bellcore or Nippon Telephone and Telegraph (NTT) protocols.

The feature requires the 24-Port Analog Line with Caller ID circuit pack TN793B or TN2793B. The circuit pack supports Message Waiting Indication via FSK signaling, neon lamp voltages, and the DEFINITY LED method.

The feature also requires an analog terminal with Caller ID that complies with Bellcore or NTT protocols.

Integrated Services digital Networking (ISDN)

For analog-originated calls coming in on ISDN trunks from the NTT Network, an administrable option on page 2 of the **trunk group** form now allows the PBX to send a CONNECT message before sending the DISCONNECT message. Thus, analog originated calls coming in ISDN trunks (so administered) from the NTT Network will disconnect gracefully.

Centralized Voice Messaging

Release 8.3 updates the Centralized Voice Messaging (CVM) using Mode Codes feature to work with Merlin Legend. For more information on CVM, refer to the LVI courses BTT705B and BSS203B, and to Appendix B in Administration for Network Connectivity, document 555-233-504.

Change Descriptions

The following problems have been addressed and corrected in DEFINITY Enterprise Communications Server (ECS), Release 8, Issue 3.0 (03.0.042.2).

1. When switching between PPP and X.25 type data modules, two copies of the *Establish Connection* field on the **data module** form appeared.
2. If *Music on Hold* for the class of restriction for an analog station was set to "no" and that station was bridged to a digital station, the analog station was blocked from flashing to transfer or conference a call.
3. Analog-originated calls coming in ISDN trunks from the NTT Network did not disconnect properly when the PBX sent an ALERT message followed by a DISCONNECT message. An administrable option on page 2 of the **trunk group** form now allows the PBX to send a CONNECT message before sending the DISCONNECT message, for analog-originated calls that come in on trunks in that trunk group. Thus, analog originated calls coming in ISDN trunks (so administered) from the NTT Network will disconnect gracefully.
4. The system could go into overload if a sufficiently large number of calls were executing a poorly written vector (i.e., a vector with a loop not containing a wait step). Time breaks will be inserted in vector processing more frequently now, when the system experiences high processor occupancy.
5. Basic Rate Interface (BRI) trunks failed to make an outgoing call, if the network did not allocate a Terminal Endpoint Identifier (TEI) on the previous outgoing call attempt.
6. When selecting “help” in the *AUDIX Name* or *Messaging Server Name* fields on the **hunt group** form, the help message directed the user to a form which was no longer supported. This occurred if no “audix” or “msa” nodes were specified on the **node-names** form. This help message now directs the user to the appropriate form.
7. Attendent Direct Extension Selection (DXS) access failed if the ARS shortcut was enabled.

8. Automatic Route Selection (ARS) calls were blocked (caller received reorder tone) when trunks were available but in a group controlled by the attendant. Under these conditions, a denial event will be logged when an ARS call fails and at least one of the trunk groups in a preference is controlled by the attendant.
9. It was possible to remove the administration for the TN802B or TN799B circuit packs even if an IP-interface was administered for that board.
10. VuStats could display a "percent in service" value greater than 100 percent.
11. Calls transferred to a station that covered could cause a system reset.
12. If a series of disconnects occurred in a very short time period, the Basic Rate Interface (BRI) trunk link state was put into a state that did not handle the hyperactive message from the packet interface board. As a result, the link was taken out of service for about twenty minutes. Now, the hyperactive state is handled and the link is taken out of service for about one minute.
13. Some calls to the attendant console could not be answered by the attendant, leaving the console locked up for several minutes until an audit cleared the condition. Now, if a console is in a temporary state where a new call can’t be answered, all incoming calls are directed to another console until the condition clears.
14. There were two display messages for which translations were not available.
15. If temporary bridged appearance for call pickup is set to "no" for the system, users were blocked from sending digits end-to-end using an auto-dial button, if the call was answered using a call pickup button.
16. If IP-Softphone A was bridged to another Station B, and C called B, then A answered. If another Station D called B and hung up after a ring, the call from C to A also dropped.
17. A DEFINITY Wireless Business Systems (DWBS) user on a switch configured for Russian country-specific options did not get the Russian interdigit timeout.
18. It was impossible to invoke Automatic Callback (ACB) over a QSIG Basic Rate Interface (BRI) trunk after a “reset system 2”. It was necessary to re-administer the maximum number of Non-Call Associated (NCA) Temporary Signaling Connections (TSCs) for the BRI trunk to get QSIG ACB working again.
19. The following statements:

    1) It was possible to list all administered IP SoftPhones using the “list multimedia ip-softphone” command.

    2) Access to the “list multimedia ip-softphone” command was blocked using the “mm-ip-softphone” keyword on the **permissions** form.

3) The Maximum allowed IP SoftPhones was controlled via the “Maximum IP SoftPhones” field on the **system-parameters customer-options** form.

have been changed to:

1) It is possible to list all administered IP SoftPhones using the “list multimedia ip-station” command.

2) Access to the “list multimedia ip-stations” command is blocked using the “mm-ip-stations” keyword on the permissions form.

3) The Maximum allowed IP SoftPhones is controlled via the “Maximum IP Stations” field on the system-parameters customer-options form.

20. If the board/port assigned to the attendant console was busied/released by maintenance and a trunk group was under attendant control (ACTGA), the control lamp for the Direct Trunk Group Select (DTGS) button cleared, but the trunk group was still under control of the attendant.
21. The bridged appearance button(s) on AWOH stations were not updated to the current call state when the station was associated to a port.
22. Attendant extended calls to a Do Not Disturb (DND) station connected the attendant to the busy tone, even though the system was administered to direct the call to the attendant group; in addition the system blocked post activation of the priority calling feature. For the call scenario described above the call will now be directed to the attendant group, which will allow the attendant to aciviate the priority button to override the restriction and ring the station.
23. If a call came into a VDN, followed the vector, and then was queued, but the caller hung up before an agent answered, the queue call lamps of the BRI set continued to flash with no calls in queue.
24. The conversion of AAR/ARS routing tables was incorrect for some configurations when upgrading to R7/R8.
25. A user was unable to login as an ACD agent from a DECT handset.
26. When the Answer Detection by Call Classification feature was activated on an outgoing Wide Area Telephone Service (WATS) trunk type personal Central Office (CO) line, the call failed to reach the intended destination because some digits were outpulsed twice.
27. Touch-Tone Receiver (TTR) queue processing could cause a system reset.
28. If a Telecommuter’s voice link was a trunk without answer supervision, after the answer supervision time out, the IP SoftPhone automatically answered the call. The user must now answer both IP SoftPhone and voice link to get the call for trunks without answer supervision.
29. Users tracing a call with the "list-trace-sta/tac" command that resulted in a “denial ...” message (caller connected to reorder or intercept tone) had to execute the "display-event-denial" command to display the event description. The denial event description is now displayed in the trace output following the denial message.

30. Tandem trunk calls that received an ALERT followed by a DISCONNECT that had a progress indicator IE did not send a CONNECT message back to the orginator before the DISCONNECT, even though the incoming trunk was administered to do so.
31. Under some conditions, call record exhaustion occurred.
32. When the Long Hold Recall feature was active and a Digital Communications Protocol (DCP) station had the “Active Station Ringing” field set to ‘silence’, and the station put a call on hold, when the long hold recall timer expired, the station received a continuous audible ring.
33. Systems with a CLAN in an Expansion Port Network (EPN) occasionally found that calls were denied for a theoretical lack of bandwidth. Socket bandwidths are now more accurately represented, resulting in no more denials unless bandwidth is actually in short supply.
34. If Path Replacement happened to remove a network loop, the display on a station could change to just a trunk group.
35. With Centralized Voice Mail via Interswitch Mode Code, if an incoming call from the PSTN to a station on the Legend covered to the voice mail on the DEFINITY, the caller received the wrong greeting ("press *H"), because the Legend was not sending the CPN IE in the SETUP message to the DEFINITY.
36. If TN802 was in the Prologix cabinet in slot 7 and there was another board in slot 5, there was a conflict alarm generated against the reserved slot in slot 5. Slot 5 can now have any board when slot 7 contains the TN802, and no alarm is generated. The "list configuration" and "change circuit-pack" commands properly show only one reserved slot (slot 6) in this configuration.
37. Calls answered via call pickup were not correctly dropped when the originator dropped.
38. Users that put bridged calls on hold on a coverage module and then attempted to conference or transfer the call could put the station in a state that prevented using the conference or transfer buttons again until the set was busied and released during maintenance.
39. When a party dialed itself and redirected to a coverage point that was also itself, the switch reset. Now, the call will be dropped and the calling party will receive re-order or intercept tone.
40. If a party on a call activated an autodial button to dial some digits, the listen-only service observer did not hear the DTMF digits.
41. Moving agents from one split to another via CMS could cause the switch to reset.
42. Occasionally, when making an IP SoftPhone call, if the caller did not send a digit to the switch after off-hook, the switch kept the call up indefinitely, rather than timing out.

43. The administration field used to administer a user-translated version of the display message viewed when you use the button view feature on the DID-view button was located on the **display-messages property-management** form. The field is now located on the **display-messages view-buttons** form. Only the first 24 characters of the user-translated button view display message for the DID-view button are retained. The last 16 characters are truncated.
44. When displaying the contents of an autodial button with a Button View button, special characters such as "pause" did not display correctly. In addition, characters following a "suppress special" character did not suppress in the button view display.
45. A station with a manual exclusion soft key administered beeped when calling a busy destination.
46. A user calling a DECT unit that was not reachable had to wait for the full "doesn't answer" timeout before covering or forwarding, rather than covering or forwarding as soon as the unit was determined to be unreachable.
47. Under heavy traffic load, if numerous (50 or more) stations went off-hook at about the same time (10 second window) and were directed to the attendant via the Emergency Access feature the system might reset.
48. Automatic Route Selection (ARS) calls that were administered to route immediately were incorrectly delayed by a 3 second inter-digit timer.
49. With Centralized Voice Mail via Interswitch Mode Code, if the switch did not have a Uniform Dial Plan (UDP) then the proper digits were not being delivered to the Voice Mail System (VMS) (AUDIX or OCTEL) for internal and external coverage calls. The proper digits are now delivered to the VMS even if UDP is not enabled. The only difference is in the mode code that is sent. If UDP is enabled then the mode codes #02 or #03 are sent. If UDP is not enabled then only the mode code #03 is sent.
50. Calls to Computer Telephony Integration (CTI) type stations did not go to coverage when Send All Calls (SAC) was activated.
51. When Trunk Answer Any Station (TAAS) was used outside of night service on attendant vectored calls, the calls were not dropped from the attendant queue.
52. Trying to remove an AWOH station with a Ringer Cutoff button active failed; this failure happened only if Terminal Translation Initialization (TTI) was NOT enabled in the system.
53. Calls to a VDN that terminated to an attendant split displayed the wrong information on the console if the vector had an announcement step prior to queueing the call to the split.
54. It was possible to remove a hunt group, even if its extension was administered as the "VMS Hunt Group Extension" on the **system-param mode-code** form. Also, the command "list usage extension" did not show the hunt group extension, as used on the mode-code form.

55. When Cyclical Redundancy Check (CRC) errors occurred on BRI ports, the ports were taken out of service and never put back into service.
56. It was not possible to change an ISDN trunk group to a non-ISDN trunk group if there were many AAR/ARS patterns used in the system.
57. Some incoming trunk calls to the attendant incorrectly displayed “CALL FROM ...” instead of the trunk group name.
58. The *Route Type* field appeared but was not administrable on the **ip-route** form for the *display*, *change*, *remove,* and *list* functions.
59. An off-net coverage call could be answered by two different coverage points, and all parties could be conferenced on the call. Only one coverage point may now be on a coverage call.
60. If a QSIG diversion-rerouted call terminated to a station at the origination PBX because of Call Forward - No Reply (CFNR), and the station was busy, the original call at the forwarding station was dropped. The original call to the forwarding station will now continue to ring at the forwarding station.
61. The "list-trace station/tac" commands did not output MFC call-specific information.
62. It was not possible to make or receive Roadwarrior calls if the system had administered the maximum number of IP station and H.323 IP station.
63. When quickly transferring a call which was being service-observed to an agent with auto-answer, and the agent was in a different port network which was being observed by a different observer, both observers remained on the call after the transfer had been completed. The second service observer is now dropped from the call when the transfer is completed.
64. When an incoming Direct Inward Dialing (DID) call was forwarded across a Distributed Communications System (DCS) trunk, it would lose information concerning its path.
65. Feature interactions between the group paging feature and certain traffic measurements caused system traps and potentially system resets.
66. ISDN calls that were held or transferred were sometimes dropped by older U.S. Central Office equipment because of a NOTIFY message that DEFINITY sent to the network.
67. A transferred conference call did not invoke Enhanced Network Call Transfer (ENCT) when the conferenced user dropped.
68. It was possible for a user to transfer an unstable (e.g. ringing) call to a group page, thereby causing the group page to lockup in a busy state.
69. Trunk Access Code (TAC) calls that originated with measured ACD agents reported digits to Call Management System (CMS)/Management Information System (MIS) only if the digit timeout occurred before the call was answered.

70. Calls queued to an attendant via direct dial to an attendant VDN were left in queue and could not be answered.
71. If all preferences of a routing pattern with Look Ahead Routing (LAR) enabled were busy for a data call over an ISDN PRI trunk, DEFINITY returned Cause #58 (Bearer Capability Not Presently Available), and Cause #58 did not trigger LAR.
72. The command “list bridge” aborted when a bridged appearance was on a station that was unmerged, and then its former port was reused by another station.
73. After unregistering from the Roadwarrior application, an immediate phone call on the previously associated extension would be dropped.
74. Not all TN793 ports returned to service after an upgrade.
75. For G3si systems with Duplex Switch Processing Element (SPE) and Tone Clocks (TC) in the Processor Port Network, if both the active SPE and the TC were in carrier “A”, the standby SPE was in standby mode, and “A” carrier power supply was lost, then a spontaneous WARM restart SPE interchange would occur. However, the TC would not be interchanged automatically. The interchange required manual intervention to bring the dial tone back (or a wait of up to an hour for background maintenance to detect and correct the problem).

    Now, during the spontaneous WARM restart SPE interchange, if the TC must be switched to the “B” carrier, then the “B” carrier is selected and the system performs a COLD2 (“Tone Clock Loss”) restart to automatically correct the problem.
76. The Advice-of-Charge (AOC) station display did not clear after an outgoing ISDN trunk call was dropped. The AOC display is now cleared 10 seconds after the call is dropped.
77. On certain ISDN offnet coverage and forwarding calls, the call rang continuously and did not return to a subsequent coverage point.
78. H.323 IP trunk Station Message Detail Recording (SMDR) records indicated that calls dropped locally even when the trunk side dropped first. Also, H.323 IP trunks dropped slowly under timer-expiration/error-log scenarios.
79. An endpoint registration using a non-Lucent application without an extension number may have caused a system reset. The registration is now rejected.
80. If a user had no administered entries in the **change node-names** form, but then administered a VDN, and on page 2 pressed “HELP” in either the *Audix Name* or the *Messaging Server Name* fields, the System Access Terminal (SAT) logged off.
81. Certain displays potentially caused system resets.
82. An Expert Agent Selection (EAS) agent on a physical station with console permissions was blocked from forwarding another station.

83. The switch reset when an agent exited AUX work mode.
84. Russian incoming toll intrusion on a call over a Russian 3-wire rotary trunk to a far end BUSY subscriber caused the caller's station to enter a non-functional state, requiring a Busy/Release to return it to service. The Russian incoming toll intrusion attempt is now denied unless the far end subscriber has actually answered the call, and the caller's station idles correctly when the station goes on-hook.
85. Executing a "display-error" command on a large (e.g., 240 members) trunk group could cause a system reset.
86. The Terminal Self Administration (TSA) feature could cause a system reset.
87. If call processing tried to access vector translations at the same time that these translations were being changed from CMS, a system reset could occur.
88. Technicians could not clear hyperactive alarms by using the busy/reset/release sequence on DS1 boards. The "reset board" command now executes Test #129 (Board Restore).
89. When a call redirects to the attendant due to Direct Inward Dialing (DID) No Answer Timeout, the display showed "a= XXX-XXX-XXXX to OPERATOR na". The display now shows "a= XXX-XXX-XXXX to called-station-name na".
90. When a data link was disconnected in a telecommuter phone call, the voice call was dropped within 10-60 seconds (most often within 10-30 seconds) following the warning of link disconnection by the endpoint. Now, the voice call is dropped within 40-120 seconds (usually 60-90 seconds) following the link disconnection warning.
91. The title "AAR/ AAR Shortcut Dialing" appeared on the custom form, and has been changed to "AAR/AAR Dialing without FAC" for the same functionality.
92. Under the following circumstances: an agent A who was observed by a supervisor received a call and answered, talked with the customer, pushed the transfer button and dialed an offnet number, then talked with the offnet number. When the agent A pushed the transfer button after the supervisor was bridged on, the call was dropped.
93. List occupancy would be very high after layer 2 would go down on a TN2158 BRI trunk port. This high occupancy could lead to degradation or loss of switch service.
94. Native mode H.323 IP stations were unable to make outbound calls.

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