Lucent Technologies

Bell Labs Innovations

DEFINITY®
Enterprise Communications Server

Release 6, Issue 3.0 (03.0.223.4)
Change Description

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.

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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.

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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 instruction manual, 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.

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

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 préscrites dans le reglement sur le brouillage radioélectrique édicté par le ministére des Communications du Canada.

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Issue 1, May 1998

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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
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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 6, Issue 3.0 (R6.3) 03.0.223.4.

Platform

Offer Category

For R6.3, two offer categories are supported. Category A is used for DEFINITY ECS R6 and DEFINITY ProLogix Solutions systems. Category B is used for DEFINITY BCS and GuestWorks server systems. See *DEFINITY ECS R6 Administration and Feature Description*, 555-230-522 for administration details. See *DEFINITY ECS R6 System Description Pocket Reference*, 555-230-211 for details about which features and hardware are allowed with each offer category.

Highlights of Features and Enhancements

Analog Line (24 Ports) TN793/TN2793

This is a new 24-port Analog Line circuit pack, dual coded as TN793 and TN2793. It performs all the functions of the dual coded 16-port analog line circuit pack TN746B/TN791 and uses the same power levels.

Digital Line (24 ports) TN2224/2214

This is a new 24-port Digital Line circuit pack. It performs all the functions of the dual coded 16-port digital line circuit pack and is not release specific.

Incoming Caller ID on Analog CO Trunk TN429D

The calling party name and number are displayed on the phone when the information is provided by the central office (CO) over the TN429D analog CO loop-start trunk circuit pack. The display of name and number works with all DEFINITY ECS digital voice terminals (DCP and BRI) equipped with a 40-character or a 32-character alphanumeric display, and with the System 25/MERLIN 7315H, 7317H, and other display terminals supported by DEFINITY ECS.

Countries currently supporting this feature are the US and Japan. Name and number display is available from US COs. The number display only is available from Japanese COs. For ASAI, only the number display is supported. This feature may be used in other countries that comply with name and number display requirements.

Key Systems/Hybrid/Small PBX Features

Enhanced Night Service

Voice Mail System (VMS) can be informed that it is in Night Service. This allows VMS to perform different actions and call handling (for example, providing recorded announcements) for out-of-hours operation depending on VMS administration. This enhancement is made to the Mode Code Voice Mail Interface.

Enhanced Attendant Notification for SAC

The attendant can be notified when stations have Send All Calls (SAC) active. The attendant is notified by flashing Busy Lamp Field (BLF) lamps on the attendant's Selector Console (Basic or Enhanced) when the administered Hundreds Group Select button (containing the station with SAC active) is pressed.

ISDN BRI Trunk Enhancements

US Protocol Support

Country Protocol 1 (Bellcore National ISDN) for TN2185, TN2198, and TN556 circuit packs is available, including the support of Service Profile Identifiers (SPIDs) and Endpoint Identifiers. This allows customers to connect DEFINITY ECS to the North American public ISDN using a "terminating endpoint" (station) interface. This includes Distributed Communications System (DCS), not DCS PLUS, and the Name Identification supplementary services.

DCS

DCS is supported over BRI trunks using BX.25.

QSIG

The QSIG features developed for PRI are supported on BRI trunks. The features are Call Offer, Call Completion, and Path Retention.

Abbreviated Dialing

Abbreviated Dialing Labeling for 8400 and 6400 Phones

Users of 8400- and 6400-series display phones can administer labels for the Abbreviated Dialing (AD) buttons that appear on their softkeys. Users can administer both the telephone number and up to a 5-character label for the softkey AD button. These labels appear on the menu display. This applies to 8400- and 6400-series phones with both displays and enabled speakers.

AD On-Hook Programming

Display and Non-Display Phones with Enabled Speakers

Users of 8400- and 6400-series phones with enabled speakers can program their phones without going off-hook when there is an available call appearance.

6400 Phones Native Support

Local Call Timer Automatic Start/Stop

Users of 6400-series phones push the call-timer button to turn automatic start/stop on and off. If the button is pushed and a call is made or received on a 6400-series phone, the local timer starts automatically. The timer is suspended if the call is placed on hold. The timer stops automatically when the call is ended.

Native Support of 6402D Display Phone

A standard 40-character display message displays on the 6402D phone in a 2x16 format. The message is reformatted to fit in the 2x16 display, and some characters do not display. The 6402D does not provide softkeys.

On-hook Dialing on 6400- and 8400-series Phones

Users of 6400- and 8400-series phones can dial a number without going off hook. The speakerphone button does not need to be pressed before dialing. Use the `On-hook Dialing on 6400/8400 Terminals` field on the Feature Related System Parameters form to turn this feature on and off.

DEFINITY Wireless

The new 9601+ wireless phone provides three call appearances. The number of registered wireless users increased from 260 to 1500 and the maximum number of radio-controller circuit packs increased from 30 to 50.

Whisper Page

Whisper Page allows station users to make and receive barge-in announcements to and from other station users without anyone else on the calls being aware of the announcements. The TN2182, TN768, or TN780 circuit pack must be administered.

DEFINITY ECS Network Administration (DNA)

Enhanced "Save Translation" Command

Translation data is sent out via a system port and/or NetCon channel. DEFINITY ECS Network Administration can initialize its copy of the DEFINITY ECS administration data more quickly.

Log All Administration Commands

All DEFINITY ECS administration requests are recorded in the existing "list history" log. This enables DNA to keep its copy of the DEFINITY ECS administration data synchronized with the DEFINITY ECS copy of the data.

Networking

QSIG - Call Independent Signaling Connections

Call Independent Signaling Connections are functionally equivalent to the Temporary Signaling Connections supported on DEFINITY ECS. They are used to pass QSIG Supplementary Service information that is independent of an active call between two QSIG compliant nodes. The DEFINITY ECS implementation is based on the ISO standard for Call Independent Signaling Connections.

User-to-User Information Over the Public Network

Information can pass across public networks similar to the functionality provided across the AT&T Switched Network. This platform provides a mechanism to differentiate information that originated from or is destined for one of several DEFINITY ECS applications. Several *envelopes* are supported, which provides this functionality over the largest number of carrier networks. The QSIG MSI envelope is also available.

QSIG - Call Completion

Call Completion is functionally equivalent to DCS AutoCallback. Call Completion on Busy and Call Completion On No-Reply are supported. This feature uses QSIG Platform enhancement Call Independent Signaling Connections. The DEFINITY ECS implementation is based on the ISO standard for Call Completion.

QSIG Called NAME ID Enhancements

Name display interworking is available between DEFINITY ECS DCS+ nodes and DEFINITY ECS QSIG nodes in a private network only.

Queue to Best ISDN Support and Enhanced LAI ISDN Support

Queue to Best information and Enhanced Look Ahead Interflow (LAI) information is passed transparently over several public networks and QSIG private networks.

ATM Port Network Connectivity

The ATM Interface TN2238 circuit pack provides an ATM-based replacement for the current R6r Expansion Interface (EI) (TN570B circuit pack). This interface uses an OC-3c facility. The facility is selected through software administration. The TN2238 circuit pack, as an EI replacement, is available for use only in R6r systems. Direct connection of expansion port networks (EPNs) is not supported with this circuit pack.

Calls between port networks are established as switched virtual connections (SVCs) based upon Q.2931 signaling as prescribed by the ATM Forum's User-to-Network Interface 3.1.

This option does not require switch node carriers. A private ATM network provides the inter-port network switching function. In R6.3, the Private ATM network can only be a Lucent AX500 ATM switch. Customers who choose this architecture must adopt it completely. The new ATM-based architecture does not support the hybrid operation of EI and ATM-based port network connectivity simultaneously. All port networks are interconnected through the private ATM network via TN2238 circuit packs. The new ATM-based architecture supports standard, high, and critical reliability systems.

Wideband Call Restrictions

Intra-port network wideband calls (as opposed to inter-port network wideband calls) work the same as they do in non-ATM DEFINITY systems and require no changes.

Each TN2238 circuit pack has 24 Digital Signal Processors (DSPs).This circuit pack can accommodate up to 24 service requests for wideband calls, depending on the bandwidth requested for each call.

- An inter-port network wideband call that uses 10 or less DS0 channels is supported by 1 DSP.

- An inter-port network that uses more than 10 DS0 channels requires 2 DSPs.

- The largest wideband call supported is 20 DS0 channels.

Survivable Remote EPN (SREPN)

A DEFINITY ECS R6r Survivable Remote Expanded Port Network (either MCC or SCC) provides service when the link to the main R6r processor (fiber or T1/E1) fails or is severed, or when the R6r processor or center stage fails. This feature is a "disaster recovery operation" capability. The SREPN requires a Standby Remote Processor (SRP) ESCC cabinet to be co-located within 50 feet of the

remote EPN cabinet to provide processor (SPE) capabilities to the EPN in the event of a failure. The new TN2301 logic switch circuit pack located in the SRP detects when the link to the R6r is down, and switches to a link from the local SRP (ESCC processor). When the links to the R6r are restored and verified to be stable, the logic switch must be manually reset, and the EPN is reconnected to the links from the R6r. The manual reset can be a remote reset.

Limitations of SREPN capabilities

- There is no automatic synchronization of translations between the R6r processor and the SRP

- Circuits in the SREPN are automatically reset when the EPN link is changed from the R6r to the SRP. Circuits are manually reset when the EPN link is switched from the SRP back to the R6r.

- ATM port network connectivity is not supported.

MMCH - Multimedia Business communications

Dual-Port Multimedia Station for MMCH

A dual-port multimedia complex is logically constructed from a BRI-connected multimedia-equipped PC and a non-BRI-connected multifunction telephone. Call-control signaling and call status are provided to and from the multifunction phone buttons and lamps. Audio support is provided to the PC audio or the phone handset/speakerphone. Video support and data collaboration are provided from the PC.

Multiple Call Appearances for Multimedia or Voice

A dual-port multimedia complex provides multiple call appearances, each of which may represent a multimedia call (H.320) or a voice call. Origination, feature activation, and termination of multimedia calls (MM) is carried out through the selected call appearance for the MM call.

Multimedia Hold, Conference, Transfer, and Drop

Station users can activate hold, conference, transfer, or drop on multimedia calls. Multimedia endpoints and voice-only stations may participate in the same conference.

Multimedia Queuing with Voice Announcement

Multimedia callers can queue for an available member of a hunt group and can hear any audio announcement provided if the hunt group is accessed via a "multimedia" call vector.

Multimedia Call Redirection to MM Endpoint

A station in a dual-port multimedia complex may be a destination of call redirection features such as call coverage, forwarding, and station hunting. This station may receive and accept full multimedia calls or data calls converted to multimedia.

Call Center

Best Service Routing

Best Service Routing (BSR) distributes a call to the preferred local or remote split/skill based on Expected Wait Time (EWT). EWT is obtained from each remote location through a call placed over ISDN facilities to a specifically programmed VDN-vector for each application. BSR to remote locations, which selects the lowest EWT site before interflowing the call, replaces or supplements Lookahead Interflow (LAI) multisite routing. Options are provided to select agents according to first-found, most-idle, or least-occupied status.

Enhanced Lookahead Interflow

Enhanced Lookahead Interflow (LAI) allows interflowing only the call at or near the head of the queue to provide First In/First Out (FIFO) call distribution. This significantly reduces call and trunk processing for LAI.

Enhanced Information Forwarding

Forwarding of call-related information for LAI or BSR interflowed calls include collected digits, accumulated time-in-queue and/or in VDN, and Universal Call ID (UCID) via globally supported ISDN information transport methods over public and/or private networks. This is in addition to forwarding VDN name (LAI IE information), ASAI provided user UUI information, and incoming call related information (for example ANI, II-Digits, and CINFO).

Vectoring Operation/Capacity/Diagnostics Enhancements

The number of externally measured VDNs is increased from 2,000 to 18,000. There is improved EWT calculation, 1-second increments for vector delay and conditionals, shortened 7-step time-break, an increased step execution limit for FIFO interflow (from 1K to 3K), and enhanced diagnostics.

DEFINITY ECS Support for Enhanced Multisite Routing

Vector commands, keywords, and conditionals have been added and some existing commands have been modified. The remote location BSR routing plan table has been added. Fields have been added to the customer options form to enable BSR, and an application field has been added to the VDN form and system options.

New and modified vector commands, algorithms, and feature interactions are supported. ISDN interface changes have been made for information forwarding, EWT and related data return, network call deflection, and globally supported

transport. These enhancements impact the MST trace analysis tool, and CentreVu CMS, Supervisor and Command Center.

CentreVu Advocate

CentreVu Advocate provides new methods and added flexibility for selecting an agent for a call (Agents Available) or selecting a call for an agent (Calls Waiting).

- *Service Level Supervisor* allows users to set EWT thresholds for skills, and to override normal agent call-handling preferences for a skill whose threshold has been exceeded. Additional reserve agents can be activated automatically when the skill's threshold has been exceeded.

- *Percent Allocation* provides a way to schedule an agent's time among multiple skills.

- *Service Objective* is used to give different levels of service to different types of calls.

- *Predicted Wait Time* helps provide a better balance of service among skills where the talk time varies greatly.

- *Least Occupied Agent* allows balancing of work load among agents with few skills and agents with several skills.

Universal Call ID

Universal Call Identifier (UCID) tags a call with a unique identifier. The UCID allows a call to be tracked between network entities such as a switch or an adjunct from entry into the user's network until the call is terminated within the same network. The UCID is unique within a user's network of Lucent Technologies products but not across public or non-Lucent networks.

DEFINITY ECS accepts a UCID or generates a UCID if none is associated with an incoming call. The UCID remains associated with the segment of the call while it is active on the DEFINITY ECS, and is passed with specified call event information to ASAI and R3V6 (or later) CMS links. A call that is routed to another DEFINITY ECS includes the UCID as part of the call setup message.

The ability to create a UCID is administered on a per system basis. Sending the UCID to ASAI links is administered as a system-wide ASAI option. Sending the UCID across ISDN facilities is administered on a per-trunk group basis. The UCID is sent to CMS if CMS is administered as an R3V6 CMS.

ASAI Features

Single Step Conference

This allows CTI applications to add a device into an already established call. A talk/listen or listen-only message option is available for initially connecting the device into the call.

Phantom Calls

This allows a CTI application to originate calls from a station administered without hardware (AWOH). These calls can be used to reserve a slot in a call queue, or to select an agent for a task.

Capacity Expansion

Increased ASAI Capacity expands the DEFINITY ECS ASAI limits on domain controls for stations, and notifications for VDNs and splits. The number of ASAI links are increased from 8 to 16 for R6r platforms.

International Features

Direct Inward/Outward Dialing (DIOD) Data on Digital Trunks (TN464F TN787)

Data and Alternate Voice/Data are supported on digital DIOD trunks.

Russian Incoming ANI

The request and forwarding of Automatic Number Identification (ANI) from the associated Russian CO is allowed. Russian Incoming ANI requires the latest version of the following circuit packs: TN744D call classifier, TN2182B Tone Clock/Detector, TN464F DS1/E1 trunk interface, and TN2199 CO trunk for Russia.

New FCC Information

FCC Statement Change Notice

The table information in the FCC statement has changed. The updated information here will appear in the next issue of the *DEFINITY Enterprise Communications Server* System Description Pocket Reference, 555-230-211.

Federal Communications Commission Statement

Part 68: Statement

Part 68: Answer-Supervision Signaling. Allowing your DEFINITY ECS to be operated in a manner that does not provide proper answer-supervision signaling is in violation of Part 68 rules.

The DEFINITY ECS returns answer-supervision signals to the public switched network when a call is:

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

The DEFINITY ECS 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

Lucent Technologies attests that this registered equipment is capable of providing users access to interstate providers of operator services through the use of access codes. Modification of the DEFINITY ECS by call aggregators to block access dialing codes is a violation of the Telephone Operator Consumers Act of 1990.

The DEFINITY ECS complies with Part 68 of the FCC Rules. On the rear of the DEFINITY ECS is a label that contains, among other information, the FCC registration number and ringer equivalence number (REN) for the DEFINITY ECS. If requested, this information must be provided to the telephone company.

The REN is used to determine the quantity of devices which may be connected to the telephone line. Excessive RENs on the telephone line may result in devices not ringing in response to an incoming call. In most but not all areas, the sum of RENs should not exceed 5.0. To be certain of the number of devices that may be

connected to a line, as determined by the total RENs, contact your local telephone company.

> **NOTE:**
> Note: REN is not required for some types of analog or digital facilities.

Means of Connection

Connection of the DEFINITY ECS to the telephone network is shown in the following table.

DEFINITY ECS to network connection information

Manufacturer's Port Identifier	FIC Code	SOC/REN/ A.S. Code	Network Jacks
Off/On premises station	OL13C	9.0F	RJ2GX, RJ21X, RJ11C
DID trunk	02RV2-T	0.0B	RJ2GX, RJ21X
CO trunk	02GS2	0.3A	RJ21X
CO trunk	02LS2	0.3A	RJ21X
Tie trunk	TL31M	9.0F	RJ2GX
Basic Rate interface	02IS5	6.0F, 6.0Y	RJ49C
1.544 digital interface	04DU9-BN, 1KN, 1SN	6.0F	RJ48C, RJ48M
120A2 channel service unit	04DU9-DN	6.0Y	RJ48C

If the terminal equipment (DEFINITY® ECS System) causes harm to the telephone network, the telephone company will notify you in advance that temporary discontinuance of service may be required. If advance notice is not practical, the telephone company will notify you as soon as possible. Also, you will be advised of your right to file a complaint with the FCC if you believe it is necessary.

The telephone company may make changes in its facilities, equipment, operations or procedures that could affect the operation of the equipment. If this happens, the telephone company will provide advance notice in order for you to make necessary modifications to maintain uninterrupted service.

If trouble is experienced with the DEFINITY ECS, for repair or warranty information, please contact the Technical Service Center at 1-800-242-2121. If the equipment is causing harm to the telephone network, the telephone company may request that you disconnect the equipment until the problem is resolved.

It is recommended that repairs be performed by Lucent Technologies certified technicians.

This equipment cannot be used on public coin phone service provided by the telephone company. Connection to party line service is subject to state tariffs. Contact your state public utility commission, public service commission or corporation commission for information.

The DEFINITY ECS, if it uses a telephone receiver, is hearing-aid compatible.

Change Descriptions

The following problems are corrected and addressed in DEFINITY ECS R6, Issue 3.0.

1. When a multimedia call was placed over ISDN trunks, the correct tones were not delivered.

2. ASAI predictive calls were increased from 40 calls to 80 calls.

3. Two-way video was not brought up for the originator if a multimedia call covered to a VDN.

4. An attempt to make a multimedia-mode call did not work if the route-to step in the vector contained a TAC.

5. Administered connections that were administered and saved were lost on an upgrade or a reset system 2 cold-start.

6. Some DCS calls were not transparent and caused double-burst ringing instead of single-burst ringing.

7. When a call covered from an EAS agent login ID extension to a station on another DEFINITY ECS over an ISDN DCS+ trunk, the display at the covered-to station showed the station name instead of the agent's login ID extension.

8. The **list configuration** command displayed the circuit pack number suffix as A, no matter what the actual TN790 and TN798 suffix was.

9. VuStats displays did not update after an agent login or an add/remove skills operation until the data displayed changed. For example, the display showed the agent's skill set, but the VuStats lamp stayed on indicating that VuStats was active.

10. The calling party on an incoming trunk call that was routed to coverage or forwarded offnet did not hear ringback tone.

11. Using an abbreviated dialing button for end-to-end signaling was possible only from an originating station, or after a trunk-flash if the call included a single trunk administered to support trunk-flash. Now, a terminating station can use an abbreviated dialing button to do end-to-end signaling on any facility that can generate the tones.

12. When `Display Authorization Code` was **n**, using an authorization code from a bridged appearance caused other bridged BRI stations to lose touch-tone feedback, and lose the local-dialed-digit display and retention-for-redial on the station's dial keypad. Now, these functions are disabled for the stations on the call that require an authorization code. The functions are enabled again when the Authorization Code is dialed or abandoned.

13. If a user forwarded a station to a remote number that was 16 digits including the FAC, and the number required an interdigit timeout (typically, an international number), the number was accepted. When the call was forwarded, the system waited for the end-of-dialing timeout or a pound sign. A pound sign is stored with a number of less than 16 digits. Now, a number with up to and including 16 digits forwards correctly but call forwarding cannot store more than 16 digits.

14. If Hospitality was enabled and the `PMS Protocol Mode` was **transparent** and the "COS 0" "Client Room" flag was **y**, then after a **save translations** and reset system 3 or greater, the name field for all Agent-LoginID's was cleared. Now, agent names are maintained.

15. The `Layer 1 Stable` column on TN2185 BRI trunk circuit pack forms was not administrable.

16. No warning message was given when data was entered in the `room`, `cable` and `jack` fields of the Duplicate Station form about the system overriding this data when TTI was enabled.

17. The call timer button, drop button, and headset button could not be translated on the 6402D phone.

18. Incoming QSIG ISDN trunk calls that came into a station that had "call forward all" activated were forwarded. An ALERT message was sent, indicating far-end receipt and ringing of the call. Then a FACILITY Diverting Leg 1 message was sent indicating that the call was forwarded. The FACILITY message was ignored and the caller was not informed that the call had been forwarded. Now, the FACILITY message is sent first (with its DL1 information), then the ALERT message is sent.

19. If a user initiated a whisper page toward a station that was not on a call, the display of the user showed the name of the paged party and the word `terminated`. Now, the display shows the name and extension of the paged party.

20. If an Intel Proshare 2.0a called a PicTel Swiftsite 1.01, the Swiftsite did not answer the second call from the Proshare fast enough and the second channel call converted to voice and alerted at the voice phone of the basic mode MM complex. Now, the second channel call remains alerting at the Swiftsite until it answers.

21. ASAI could send up to 32 bytes of user data over a shared UUI IE using a trunk that was administered to allow up to 32 bytes, including the application header, in the shared UUI IE. Now, ASAI can send up to 30 bytes of user data using a shared UUI IE when the trunk is administered to allow a maximum of 32 bytes in the shared UUI IE.

22. Turning off TTI caused error code 3840 faults on analog circuit packs.

23. Outgoing trunk calls displayed dialed digits on outgoing ISDN trunk group calls when `outgoing trunk display` was set to **n**. These displays disappeared and were replaced with `a= <BLANK>` when the user went on hold and came back to the call appearance, or if the user conferenced in another call and the third party dropped. Now, the dialed digits are redisplayed and show the user the original number that was called.

24. The display on a display phone showed a name and number other than the caller's on incoming DCS calls from another switch.

25. Calls that covered to a remote DCS station and then to AUDIX failed to drop the first coverage point. There was ringback tone on the connection when AUDIX answered the call.

26. Digital phones with speakerphones that were part of a group-paging group did not have the speakerphones turned off after a page.

27. Tandem trunk retry failures caused DID/tie intercept announcements to play on all channels on the announcement circuit pack.

28. The maximum number of radio-controller circuit packs was 30. Now, the maximum number of radio controller circuit packs is 50.

29. The maximum number of wireless phones on a switch was 260. Now, the maximum number is 1500.

30. Administering a TN2185 BRI Trunk `Interface` as **network** was accepted. Now, the user receives a warning that **network** should be used for a TN2185 circuit pack only on leased-line connections.

31. If a desktop video unit was administered as World Class BRI and was part of an enhanced-mode multimedia complex, the unit could not receive multimedia calls. Now, MMCH complexes can have either WCBRI or 7500 as the BRI data module port type.

32. The Callmaster VI (CenterVu Agent) did not allow these button types: whisp-act, whisp-anbk, whisp-off, mf-da-intl, mf-op-intl.

33. Incoming ISDN calls to unadministered extensions on a switch that had no attendants administered sent back a DISCONNECT message with a cause of invalid number format. Now, the DISCONNECT message shows unassigned number as the cause.

34. Customers who upgraded their switch to R6.3 received "No enhanced info is sent" vector-events because of calls interflowing over ISDN trunks. These calls are administered as **service-provider** on the `IE treatment` field. Now, the event is not logged if the interflow calls are the result of the route-to step. It is logged if the interflow calls are the result of queue-to best or check-best steps.

35. Multiple presses of the normal button resulted in the station and/or the TN2224 circuit pack being taken out of service.

36. Available time was not collected for an idle agent if the agent had both regular and reserve skills, and the reserve skill was under the administered SLS threshold.

37. Direct agent calls were not selected first if an agent's skills were controlled by SLS and one or more of these skills were over the administered SLS threshold.

38. SLS call-selection-override was used if any of an agent's skills were controlled by SLS and one or more of these skills was over the administered SLS threshold. Now, SLS call-selection-override is administered on a field on page 8 of the System Parameters Features form.

39. Charge Advice from the ISDN network in Australia was ignored, and the value **0** was recorded by CDR and displayed as the call charge.

40. When an observer observed a VDN that was playing an announcement, and the call was abandoned while the announcement was playing, the observer remained on the call. The observer was released when the vector ended or the observer hung up and re-activated service observing. Now, when the call is abandoned, the observer is taken off the call and is returned to the wait state.

41. TTI of BRI stopped working because of translation corruption.

42. When making enhanced-mode multimedia calls, if the service link calls arriving at the PC went unanswered, future multimedia calls did not alert the PC.

43. When R2-MFC Signaling was used on a tandem tie trunk, the call terminated prematurely without waiting for a group II signal. The call was disconnected when the call was answered at the far end. Now, R2-MFC signaling works on a tandem-tie trunk. The last digit dialed becomes a TCM and is transmitted as an R2-MFC digit.

44. When the reorder signal was received on a Poland R2-MFC outgoing call, the call was retried again on another trunk. Now, intercept tone is given to the user without retry.

45. When the outgoing disconnect timer was set to 2.55 seconds on the Brazilian DIOD trunk group, the outgoing disconnect timer on CO trunk groups was set the same. Now, when the outgoing disconnect timer is set

to 2.55 seconds on Brazilian DIOD trunk group, the outgoing disconnect timer for CO trunk groups is extended to 5 seconds to ignore the double answer signal used by the new block collect call feature.

46. If a permanent link enhanced-mode station unparked a multimedia call, the station did not get video until a hold/unhold operation was done.

47. The **status conference** command was not saved properly for use with the "R" repeat option or when validation errors occurred.

48. Expected digits, digit absorption, and digit deletion did not work properly for DID trunks for Japan.

49. ANI was not displayed correctly on incoming Russian trunk calls.

50. Bridged appearances would hang after a principal on a call pressed drop.

51. CO trunk maintenance was broken and ports were not taken out of service when the far-end was down.

52. Message Sequence Tracer did not correctly log the call-record dump information.

53. Failed standby translation loads did not stop an upgrade.

54. If the System Parameter CDR form was administered with ITCS set to **y,** Record Agent Login ID set to **y**, and the user set up a VDN with a skill (vector "queue-to" skill), and a station logged into a vector, on a T1 call the VDN routed to the station and the station was dropped. The CDR output showed the Agent Login ID.

55. If ITCS was enabled, two CDR records were generated when an incoming trunk call went to a vector and prompted for digits. One CDR record showed the trunk to the vector and one showed the trunk to the route-to station.

56. An incoming shuttle call did not terminate to the VDN extension, and the ANI was not passed to the vectoring feature.

57. A Logical Agent (LAGT) user could not retrieve a parked call on a shared extension.

58. Multifrequency boards (MFB) had unresolved conflict alarms on the reserved slots if the MFB was rebooted.

59. A user could not use Deluxe Paging to park a call from a bridged appearance of an X-ported station to another X-ported station.

60. Advice of Charge did not work properly, displays of AOC did not work, and ISDN trunks locked up.

61. A call offer invoke operation was sent with an interpretation APDU.

62. There was a failure rate of over 50% on point-to-point data calls over ISDN trunks between INtel Proshare and PictureTel 1.6T administered as 7500-series data modules. Now the failure rate is less than 20%.

63. The `ANI prefix` field on the COR form was not used when a trunk originated a call.

64. Switch call record audits dropped calls when a service observer was involved in a call with VOA announcements.

65. Administering a station as a multimedia mode-basic and adding an MM-BASIC button did not properly light the MM-BASIC button lamp.

66. If a 2-party multimedia call existed and one of the parties made a blind conference or transfer with a voice call to a third party, the third party did not receive an mm-lamp indication until the conference or transfer call was answered.

67. If a station activated auto-callback on a multimedia call, the user was connected to video when the originator answered the call-back call.

68. When the IPEI field was changed on a 9601 wireless phone, access rights for the phone were not terminated, and the user could use the phone under the old IPEI or reseat the battery to reinitiate access rights. Now, when the IPEI field is changed on a wireless phone, access rights are terminated and the user must use a softkey sequence to regain access.

69. The IPEI field for a 9601 wireless phone could not be changed to contain all blanks after it had a non-zero IPEI.

70. A non-super user trying to change the DS1 form received the message "error encountered, cannot complete request."

71. DID trunk groups administered the Incoming Seizure administrable timer under very restricted conditions. Now, this timer may be administered on DID trunk groups, but the only new ports to receive it are TN429D ports where the Receive Analog Incoming Call ID field is set to a value other than "disabled" (that is, the ports are used for the ICLID feature).

72. External device alarming was not detected correctly. Test 912 failed on the standby SPE and was not run on the active SPE with a TN1648 circuit pack.

73. The Callmaster 6 could be administered on a 4-wire port circuit pack, even though it did not work on a 4-wire port circuit pack. The Whisper feature and DID display of dialed digits did not work, and there was an incorrect transmission level between the Callmaster 606 and a BRI station.

74. Translation uploads and downloads caused corruption because administration changes were allowed while uploads and downloads occurred.

75. The 7103A-buttons, group, system, and enhanced abbreviated dialing forms did not allow duplicate entries.

76. A user administering a TN2185 circuit pack with Interface set to **network** received the warning "WARNING: system may override site-data when TTI is active; check new stations" instead of the correct warning: "WARNING: This value should only be used for a TN2185 on leased line connections".

77. ISDN and DCS displays were incorrect after a conference or when the call involved 2 or more trunks. Now, when a call involves multiple trunks and then drops back to a 2-party call with only one trunk, the trunk name is displayed.

78. Incoming data calls with ANI of greater than 8 digits were incorrectly associated together and were sent to the same hunt group agent.

79. Wireless phones were administered only as 9601 2-call appearance set types. Now, wireless phones administered as 9601+ provide 3-call appearance functionality.

80. A multimedia (2B H.320) call over ISDN-DCS facilities failed and resulted in an audio connection with no video. Now a multimedia call over ISDN-DCS facilities results in a 2-way audio and video connection.

81. A call that covered to a VDN and then used a vector with a "messaging" vector step (where the "mailbox extension" corresponded to a station extension) did not access the correct AUDIX mailbox if an EAS agent was logged into the station corresponding to the mailbox extension.

82. Rebooting a G3r switch with a lot of translations ended up in SPE-DOWN due to message buffer exhaustion.

83. Changing bridged extension translations caused bridged translation table corruption resulting in a System Reset 3 event.

84. With an active multimedia call, a push of the MM-BASIC button on the station flashed denial and cleared the MM-BASIC lamp, but the station state was not changed.

85. Submittal of a change from a goto step to a queue-skill step was denied.

86. On an incoming Russian trunk call, the last digit of the ANI was not displayed.

87. If an analog station transferred a call via ASAI and the station did not go onhook before receiving the next call (for example, auto answer was activated), and if the station flashed the switchhook (to begin a transfer) the call was dropped instead of put on hold.

88. Users in a QSIG network that were using Level 1 or Level 2 Private Numbering Plans that sent 7- or 10-digit numbers to the far-end saw their local private numbers hyphenated like Public Network numbers when a call was transferred between nodes.

89. Non-CDR trunk calls to a VDN that was being service observed by a station that had intra-CDR set caused a CDR record to be generated for the call.

90. The report-scheduler allowed print jobs without an administered printer.

91. If an MMCH call was active between A and B (both coverage points for C), and A conferenced in C (when C had SAC), the video connectivity of B was dropped.

92. Incoming DCS calls without Name 2 messages displayed up to 4 characters of ICI data. Now, incoming DCS calls without Name 2 messages display the incoming trunk group name.

93. The error messages were incorrect when a user entered a board location of 1b21 for some administration commands.

94. If a non-EAS switch was administered with more than 7000 CMS measured agent/split pairs, then the CMS reboot aborted and the CMS did not come into service.

95. If a multi-channel RESTART message was received for all channels that were active when a link went down for more than 90 seconds, and if the channels were still in a near-end out-of-service state when the RESTART message was processed, we did not respond to the RESTART message. The far end waited for its T316 timer to time out and resend the RESTART message.

96. On ISDN IBRI trunks in Belgium and France, we did not process the first incoming SETUP message. In Singapore, we did not request a TEI when an incoming SETUP message was received.

97. When a BRI Station using the Bellcore NI-1 protocol was connected to a BRI Trunk Network interface using the same protocol (Multiple Subscriber), calls to that station via the BRI Trunk Group did not cause the station to audibly ring.

98. When a system port was idle, calls to the port were blocked and the caller heard a busy tone.

99. When a caller abandoned a service-observed ACD call that was queued to a skill and connected to a VRU port, the call was not torn down. When an agent became available in the skill that the call was queued to, the service-observer was connected to the agent in a listen-only mode, the agent did not hear the observer, and the agent's display showed the observer's name and extension.

100. Outgoing calls on ICLID trunks that were administered with the outgoing trunk display turned off lost the digits displayed if the outgoing call was put on hold and then the call was retrieved from hold.

101. When an attendant used Abbreviated Dialing to do DTMF end-to-end signaling on an all-zones paging call, one zone did not receive the DTMF digits.

102. When TTI was used in a DEFINITY ECS system, ASAI phantom calls were not allowed by the system. Now, station displays show the correct information as administered in the AWOH extension originating the phantom call.

103. Aux-Work-mode time affected agent occupancy for LOA and agent work time for Percent Allocation. The agent's occupancy after the agent took a break was lower than other agents who were working during this period of time.

104. For a DCS call that covered to a remote AUDIX with CPN, the Intuity AUDIX feature sent 10-digit CPN instead of the UDP number.

105. The first attempt of the ANI request on the incoming shuttle trunk failed.

106. The MMCH offers allowed G3i to have 5 Network MMIs and 1 ESM MMI for a total of 6 MMIs. The MMCH offers allowed G3r to have 13 Network MMIs and 1 ESM MMI for a total of 14 MMIs. G3 only allowed 5 and 13 MMIs respectively. The 6th or 14th MMI received an extra board error and did not insert into the system.

107. A race condition occurred if an observer tried to observe someone who was also trying to observe someone and the 2 actions were simultaneous. The station record of one of the parties became corrupted. The station could not be observed, or be an observer unless it was removed and re-added.

108. The logged-in agent count on the Display System Capacity form was higher than the number of agents logged in.

109. Calls at 9601+ wireless phones did not get restored properly after auto-reconnect. The icons for status indicators were not correct.

110. A station was administered with the `H.320` flag set, but not the `Early Answer` field, and the coverage path was a single multimedia vector with a simple route-to-number step. When an H.320 video call was made to the station and the station did not answer, the multimedia vector caused the call to early answer. When the early answer was done, the call did not alert the coverage point.

111. When an ICLID call to a station transferred to another station, and the second station did not answer and coverage went to AUDIX, the caller had to re-enter the station extension to leave an AUDIX message.

112. When an enhanced mode multimedia call was made and no trunk members were available, but the trunk group supported queuing, the call just hung with no feedback to the originator.

113. If CMS requested a list of measured VDN's from the switch, the switch reported some VDNs with a modification number of zero. r6p3980543 smelko

114. Changing between a 9601 and 9601+ wireless set type did not work properly, and the 3rd button of the 9601+ was not defaulted to a call appearance button (call-appr). Also, the 9601+ set type could be administered when the `G3 Version` field was set to **V5**. Now, the `G3 Version` field must be **V6** or greater to administer the 9601+ set type.

115. If a multimedia vector had a queue-to-skill step and the skill had the `MM Early Answer` field set on the hunt group page, incoming video calls failed and never reached an agent. Now, incoming video calls reach an agent and a 2-way video results.

116. MMCH-redirected DCS calls did not have correct displays.

117. If a call with LAI was tandemed, and if both the incoming and outgoing trunks used MSI to send the LAI information, 2 copies of the LAI information were sent in the `SETUP` message on the outgoing trunk. Now, only 1 copy of the LAI information is sent on the outgoing trunk.

118. When a QSIG call was made from a bridged appearance, the called/busy name did not appear on the calling station's display. When a call to an attendant was answered, and a QSIG call to another station was started, the called/busy name of the called party did not display. Now, the called/busy name appears on the calling station's display.

119. When a call was made to an attendant, and the attendant started a QSIG call to a third party, the third party's called/busy name did not display on the attendant's display.

120. The Whisper Page feature did not work with the TN768 or TN780 tone/clock circuit packs. The default Whisper Page intrusion tone was 2 seconds of tone. Now, the default Whisper Page intrusion tone is 600 milliseconds of tone. It is recommended that you do not modify the default Whisper Page intrusion tone on a system with a mixture of the different type tone/clock circuit packs. If you do, different parties on a call can hear different intrusion tones.

121. The `PASTE (Display PBX Data on Phones)` feature on the COR form did not download new G3V6.3 FACs and button types.

122. When the callpark, call pickup, transfer or conference features were used from a multimedia station on a multimedia call, the video part of the call was dropped.

123. Calls on BCMS measured trunks to CMS measured agents did not report properly to CMS.

124. The Announcement form allowed the removal of an announcement extension although the extension was being used in a vector, as a VOA, on the System Features form, or on the Hospitality form.

125. A TSC (needed for DCS+ and AUDIX links) did not come up if it tandemed through a node using ARS or AAR.

126. An attendant-extended call to a principal with redirect offnet via CCRON did not return to the attendant when the return call timer expired.

127. Only the calling trunk information was displayed at the called station for trunk calls transferred out of AUDIX.

128. VDN Override rules for displays were not followed when a call redirected on a no-answer from a hunt group. The first agent to get the call had the correct display showing the dominant VDN. However, subsequent agents receiving the same call did not display the correct VDN.

129. Extension In calls were not reported by the **monitor bcms** command.

130. If a split or skill received more than 65,535 ACD calls in one day, the number of ACD calls displayed on the list bcms skill report rolled over from 65,535 to 0, showing fewer ACD calls than were actually received.

131. The **list mmi** command for the TN787 multimedia circuit pack did not show the first digit of the pack location (port network). On the G3r, these numbers are not always the same.

132. Calls that received AAR analysis where the Min did not equal the Max failed to route to adjuncts such as AUDIX or Conversant.

133. A non-group II MFC call did not terminate at the VDN extension correctly.

134. When a CONVERSANT® port transferred an incoming R2-MFC call to an outgoing R2-MFC trunk blindly, the ANI that was received on the incoming side was not sent to the outgoing side.

135. When an EAS agent logged in at a station having a 2-line display with the "user_defined" option administered, the skill numbers and levels of the agent did not display correctly.

136. When the Set Type field was set to **VMI** on the Station form, the Adjunct Supervision field on the Station form displayed different entries (**y** or **n**) in **display station** and **change station** commands.

137. **List config** did not display uninserted announcement boards properly.

138. When a station had the option for Active Ringing set to **silent-if-busy** or **continuous** and it answered a call with VOA, the station continued to ring if the user pushed the call appearance button to answer the call.

139. An agent could not use the FAC for remove-agent-skill immediately after receiving a call from that skill and using Forced Reason Codes. The agent was placed back into auto-mode for that skill.

140. Upgrades from G3V4 07.0.077 to R6.2 had incorrect defaults for PPM fields on the DS1 form.

141. A goto time-of-day vector step allowed a combination of 'all' with a specific day.

142. A BRI terminal showed error 127 on the display as a cause value when the terminal was disconnected. The cause value of 127, unknown, is not correct for this situation, and BRI terminal users saw ambiguous feedback. Now, BRI terminals show error 18, No User Responding, for the cause value.

143. Two simultaneous ISDN data calls to a hunt group of data endpoints resulted in the second call not completing.

144. Lookahead Interflow over ISDN routing out of ARS did not continue down the list of trunks in the route pattern if the first choice failed.

145. The Czech Republic minimum PPM default was 40 and the maximum PPM default was 340. Now, the minimum PPM default is 20 and the maximum PPM default is 420.

146. Customer logins for super-user and non-super-user did not have permission to execute the **upgrade firmware radio-controller** and **upgrade firmware wfb** commands. Now, customer logins for super-user and non-super-user have permission to execute the commands when the `Maintain System` field on their respective permissions form is **y**.

147. Changing an agent's skill set from CMS failed if the agent's first skill was not administered on the switch and the agent's current work mode was AUX WORK.

148. It was not possible to use the **multi-agent skill change** command to add a reserve skill to an agent with percent-allocation call-handling preference.

149. The maximum polling suppression time was 5 minutes and the minimum was 60 seconds. Now, the maximum polling suppression time is 2 minutes and the minimum is 30 seconds.

150. Generated CDR records for incoming QSIG path replacement calls were wrong when records were merged incoming to outgoing.

151. BRI sets could not be single-step-conferenced into a call.

152. A multimedia multinumber call using ARS with an authorization code, where the FRL for the authorization code was too low, caused the call to hang. Now, this call gives an intercept tone.

153. 1x56 and 1x64 were allowable entries for `Multimedia Parameters` on page 2 of the System Parameters Features form and via FAC. Now, the multimedia parameter FAC only allows touch tone 1 = 2x64 and touch tone 2 = 2x56.

154. When an incoming DCS-ISDN trunk call redirected offnet through coverage over a DCS-ISDN trunk using an ARS pattern, and the call type was defined as **national**, the principal's display blanked out.

155. The `SPID` field on page 2 of the BRI Trunk Board form was limited to 10 characters. Now, the user may enter up to 12 characters.

156. A station dialed a DCS call and the call rang at the called station before being forwarded. The forwarded-to station displayed the name of the called station and `name forward`. Now, the display shows the name of the original station and `name f`.

157. Call appearances stayed active if a bridged appearance was just added or after a "system reset" and a call was answered at the bridged appearance.

158. Transparency was lost in a mixed DCS and DCS+ configuration. Now, tie trunks can be used for DCS in addition to ISDN trunks, even when the signaling is over the DCS+ trunks.

159. DEFINITY ECS did not support MCT and AOC through Australian messages when the trunk groups were administered for ETSI. MCT did not work. Now, these features work when DS1 administration is changed from ETSI to 2b.

160. A multimedia endpoint running at 64K could not enter a conference that was running at 56K.

161. CMS Vector Contents could not be used.

162. 64K multimedia calls arriving over ISDN trunks did not alert at an attendant when the LDN directed the call to the attendant. 56K multimedia calls arriving over ISDN trunks alerted at the attendant but did not get early answer treatment.

163. AUDIX transfer did not complete if the first 32 ports were busy.

164. When 2 data calls came in and were related in the call association database and the first call failed, the second call was not activated.

165. Confirmation tone was not given when paging was being accessed. Paging was blocked.

166. If a station had a bridged appearance on another station, the first station could not place a multimedia call using the MM-CALL button or a multimedia call FAC.

167. DCS MMCH calls did not go to the coverage point.

168. ISDN-BRI trunks allowed a 10 digit SPID. Now, ISDN-BRI trunks allow a 12-digit SPID.

169. Sending UCID to ASAI adjuncts could not be enabled on the System Parameters Features form when the ASAI Proprietary adjunct links were optioned on the System Parameters Customer Options form.

170. QSIG Call Completion Ringout calls were unsuccessful if the QSIG-TSC was prematurely released.

171. ISDN calls tandemed through DEFINITY ECS with UUI IEs with over 32 bytes of information were truncated to 32 bytes.

172. If an enhanced-mode multimedia station made a multimedia call to a BRI connected desktop video system that was not part of a multimedia complex, the call failed.

173. Calls originating from bridged appearances of AWOH extensions on ASAI domain controlled phones were treated as ASAI phantom calls. The calls were cleared by the switch when the switch deemed the calls had failed (for example, calls received busy or reorder tones).

174. Digits sent by ASAI ran together if they were sent in separate messages by the ASAI adjunct. Now, the interdigit time is guaranteed.

175. UTAM disablement in wireless was always enabled. Now, there is a UTAM Disablement field on the System Parameters Wireless form that allows the customer to enable and disable the feature.

176. When station A called station B (plain voice), then pressed conference, MM-call button, dialed a TAC, the extension of station C, and immediately hit conference, the system trapped and the call was dropped. Station A did not wait for digit timeout or hit the pound sign. Now, the system does not trap.

177. QSIG Call Completion requests were rejected on overlap sending trunks when the busy/ringing call was established via `SETUP/INFORMATION` messages.

178. The Best Service Routing option was not disabled if a "queue-to" vector step was administered in any vector. Now, the system checks for Best Service Routing related vector steps.

179. Cell init failure messages from the WFB firmware were not processed correctly.

180. The `Number of Sessions` field on page 2 of the Login form was not administrable.

181. You were unable to select whether to have or not have path replacement with measurements.

182. Call Coverage Remote Off Net and QSIG Diversion interacted and the caller's display was not correct when QSIG Diversion took place.

183. The message `Label Saved` was displayed after a user labeled a softkey button on a 6400 or 8400 display phone. Now, the message displays `Label Saved. Hang up to update.` The translations for French, Spanish, and Italian reflect the changed message.

184. Auto Callback calls over DCS+ trunks generated errors and the destination station heard in-band digits when the call was answered.

185. It was possible to use TTI to merge TAAS ports.

186. When a multimedia-enhanced mode call was placed to a non-multimedia complex PC, the call received busy tone.

187. The trunk group Shared UUI Feature Priorities page appeared only if Group Type was **ISDN**, G3 Version was **V6** or later, and the `UUI IE Treatment` field had the value **shared**. Now, the page appears if `Group Type` is **ISDN**, `G3 Version` is **V6** or later, the `UUI IE Treatment` field has the value **shared**, and Supplementary Service Protocol is NOT **b**.

188. If an observed VDN was transferred to another VDN with an announcement step, the observer was taken off of the call.

189. When the CMS system attempted to log in to DEFINITY ECS and failed, the PAM process trapped and restarted itself. Removing a login caused corruption. Now, an entry is placed in the error log instead of causing the PAM to restart.

190. A reset system 3 or 4 with last year's translations caused BCMS reports to show line items containing dates from last year instead of the current year.

191. The CAMA Numbering Format form allowed 86 CESID entries on 3 pages. Now, the CAMA Numbering Format form allows 446 CESID entries on 15 pages.

192. Activating MCT failed to alert controllers on Callmaster sets that were administered with automatic answer ALL.

193. If a station activated multimedia call forwarding to a destination off-switch and then received a multimedia call from an originator off-switch, the call alerted at the correct destination, but neither voice path nor video existed.

194. The `UUI length` field for shared UUI on trunk group 81 could be zeroed when an audit was running.

195. **Upgrade firmware wfb all** aborted unless WFBs were busied out first.

196. If an outgoing AAR/ARS/UDP ISDN call was successfully routed via the non-first administered preference for the Route Pattern form AND Look Ahead Routing was not enabled for that preference, then **list measurements route-pattern x y** showed inconsistent traffic measurements.

197. MMCH calls to a voice station with call forwarding turned on covered offnet as Multimedia call.

198. ISDN calls that forwarded to AUDIX and contained the calling number failed even when administered.

199. When programming abbreviated dial or autodial buttons on an 8400 or 6400 series telephone, the feature prompted the user `Change number? Yes=1 No=2`. Now, this question is skipped unless the user is programming an abbreviated dial button on a softkey.

200. The user had to re-enter the station extension before leaving an AUDIX message.

201. Administering vectors 171 and 342 produced "Error Encountered".

202. When a multisite routing vector was administered incorrectly and the VDN routing to the vector was called, a vector event occurred. The events report showed only a vector event number and no description. Now, the description "No interflow VDN" is printed for this event.

203. A data-to-data transfer tried to attach a non-existent service observer, resulting in connecting a warning tone to a data call.

204. When an incoming ICLID call was made, the calling party number was displayed and the name was not displayed.

205. If a Best Service Routing (BSR) call could not interflow and was redirected to a local agent, the agent could not answer the call. The phone continued to ring after the agent went off-hook. Now, the phone stops ringing and the agent can answer the call.

206. A call to a principal that covered offnet on an ARS routing pattern for which no preference (trunk group) was assigned, resulted in the calling party listening to intercept tone while a previous local coverage point might be ringing, but unable to pick up the call. Now, the calling party listens to intercept tone, but all other parties are dropped from the call.

207. DCS transparency was lost because DCS calls saved all processed message buffers for the duration of the call. This caused a shortage of DCS message buffers in the switch.

208. A remote service observer using an AVD trunk could only observe in the listen-talk mode. Now, the observer can also use the listen-only mode.

209. The dB adjustment for the Call Classifier TN744 could not be administered. Now, it can be administered on the `Global Classifier Adjustment (dB)` field on page 1 of the System Parameters OCM-Call-Classification form.

210. A CDR record was generated with the service-observer extension on a blind transfer when ITCS was enabled. Now, if a transferred call is being observed the transfer-to party is output in the CDR record.

211. An AUDIX transfer did not complete when the number of outstanding calls was greater than 31. Now, an AUDIX transfer completes if the number of standing calls is 32. The number of maximum AUDIX ports allowed is 64 for G3si/csi and G3r systems.

212. Some voice calls on the TN767 DS1 circuit pack were considered to be data calls. Data tone was connected on these calls and cut-through trunk operation was not allowed.

213. An EAS "personal" call that went to coverage because the SAC was active on the called station displayed a reason code of `f` instead of `s` at the covered-to station. An example of a "personal" call is a call to an EAS login ID where the calling and called parties did not both have their COR `Direct Agent Calling` set to **y**.

214. Two switches generated the same random secret keys when `System Generated Secret Key` on the Login form was used.

215. Turning off TTI did not remove ports that were administered by TTI on cabinets that no longer existed. This caused translation corruption.

216. Collected digits from a vector did not display if the agent was not in the first split assigned to the call's queue.

217. The offer category was not set correctly on a duplicated system.

218. **Reset system 2** toggled the attendant service modes between **day** and **night**. Now, **reset system 2** sets the attendant service mode to **night**.

219. CO-to-CO calls had a transmission level that was too high. This caused instability (singing) on these calls.

220. Without offer category set, no administration commands were available for non-init logins. Only init login has permission to **change system offer**, **save translations**, and **reset system**. Now, without offer category set, craft, inads, and init logins have access to all the maintenance commands including **change system maintenance**, and all **list** and **display** commands. In order to set the offer category, the init login has access to **change system offer**.

221. The return-to-voice feature for a busy data module was denied. This feature allows a user with a data extension button to press the button to remotely drop the call, even while the data module associated with the button is active on a call.

222. Outgoing ISDN calls in Japan, those routed over a DS1 administered for Country Protocol 3, were always hard-coded with `Type of Number` **unknown** and `Numbering Plan` **unknown**. Now, the `Type of Number` and `Numbering Plan` are derived from ARS, AAR, and Route Pattern administration.

223. For oldest-call-wait and rolling-asa using BSR, the `help` message gave a range down to 0 or 1, but the validation did not allow numbers less than 2.

224. A 6-character alias station caused corruption.

225. SLS call selection was based on the actual time in queue regardless of the threshold levels administered for various skills. Now, call selection is based on a ratio of the time in queue and the administered thresholds.

226. Logging a vector event with enhanced information could not be sent over a trunk-group administered with the SSA protocol and the Service Provider IE Treatment options. Now, If the switch is V5 or lower, even with R6.3 software the event related to the enhanced information forwarding or retrieving is not logged.

227. Software errors were issued when Switch Classified Calls attempted a trunk-to-trunk transfer and more than one call was being classified at a time. The errors were entered into the software log, which bumped the errors that users needed to diagnose more serious problems.

228. The TCM command **klog** did not work. Now, it displays the Kernal Log.

229. When `Group Type` was changed and **add trunk group** or **change trunk group** commands ran, the `Trunk Type` and `Outgoing Dial Type` fields were reset to original default values (blank for `Trunk Type` and **tone** for `Outgoing Dial Type`). Now, when the **add trunk group** command runs, `Trunk Type`, `Outgoing Dial Type`, and `Incoming Dial Type` fields are reset to default values only when the `Group Type` field is changed from CAMA to other group types.

230. Coverage to a remote VDN over ISDN trunks with DCS gave the VDN extension as the called party number in the adjunct route request. Now, the called party number IE correctly has the extension of the principal station (the station that went to coverage).

231. BRI trunks could not be used to place calls after a cool restart.

232. The Shortcut to ARS feature did not route if the dialed digits equaled the digits in the dial plan table.

233. DUPINT error 2049 caused a `MINOR` alarm that had to be manually resolved. Now the error causes a `MINOR` alarm that is resolved by background maintenance within 15 minutes, if it is not a hard fault.

234. When Abbreviated Dialing system/group lists were being administered, the SAT screen displayed list numbers starting at 01, and then changed and displayed list numbers starting at 11.

235. There was no way to determine if the auxiliary power on a WFB was lost.

236. An attendant could conference together a station call and a trunk call that had not been answered at either end. Now, the attendant receives denial until at least one of the ends answers.

237. A message was sent many times to the same MAPD for different call-reference values (CRV) and different links. Now, a new message is sent to the MAPD that contains link and CRV association information for each different association that is supposed to receive the message.

238. If the outgoing trunk display was turned off, display phones showed only 15 digits of a dialed number. Outgoing trunk calls with more than 15 dialed digits showed incorrect displays.

239. If a call ringing at a coverage point failed to redirect to an offnet coverage point because no trunks were available, the call was left at the ringing coverage point but it could not be answered.

240. When the same tone was repeated on calls in a multiport network, time slots were used up.

241. Alarms generated for initialization errors were cleared even when the error still existed.

242. If a user entered a TAC for the principal when doing a voice synthesis WC message retrieval, the system reset. Now, the caller hears a message indicating an invalid principal entry and the system does not reset.

243. When an incoming R2-MFC call tandemed out the DTMF tie trunk, the pause character was not processed correctly.

244. Only 20 members could be added to a non-ACD hunt group. Now, more than 20 members can be added depending on the system.

245. The calling party number was not displayed on DCS+ tandem calls for Japan ICLID.

246. A QSIG Path Replacement message with fewer than the minimum number of digits needed for routing did not return an error.

247. Vector steps `goto...rolling-asa...< 1` and `goto...oldest-call-wait...< 1` failed.

248. MMCH enhanced mode multimedia calls to a group video system through an ASCEND VSX mux did not complete.

249. No more than 6 permanent mode MMCH service links could be established simultaneously. Now, the maximum capacity for service links can be reached with the correct hardware.

250. If Move Agent was active from CMS during a warm start, agent moves were blocked after the DEFINITY ECS came back into service.

251. Users attempting to retrieve messages were blocked. The display showed `Message unavailable, try later.`

252. Reserve agents were not ignored when LOA and MIA were determined.

253. The measurements used in LOA were incorrect following an **add skill** operation.

254. If a station had an active multimedia call when the system went through a reset level 2, the station did not receive a video connection after the restart, and the system trapped.

255. The TAC did not appear in CDR records in the "unformatted" output for calls that went to coverage.

256. Wireless phone lamps were not updated properly during lamp audits.

257. Agent occupancy was not visible to users except through TCM. Now agent occupancy displays in the `ACD Status` field on the Status Station form.

258. BRI trunk capable circuit packs were not updated to indicate that online TDM tone bus tones were on. Now, the tone information updates periodically and updates when the circuit pack is inserted.

259. On the G3i platform, the user could not tab to the `Expand DS1` field because it was a restricted field. Now, the user can tab to the `Expand DS1` field on the G3i platform. If the user enters **y** and submits the form, an error displays stating that the feature is available only on G3r.

260. When the user had MST enabled and filtered an outgoing number with more than seven digits, it caused the switch to trap.

261. All vector events put the call ID into "Event Data 2". Now, certain BSR-related vector events contain an E followed by the VDN extension.

262. An application number of 0 caused the system to trap. Now, the application number is validated before being used.

263. When glare occurred for a BSR poll, a glare retry did not take place, the poll failed, and redirection from the originating switch to the receiving switch was suppressed for 30 seconds.

264. Save announcements to flash card did not complete and returned an error approximately ten minutes after the command was entered.

265. VDN skill indirection on goto vector steps were saved as skill numbers. Now, they are saved as VDN skill indirection.

266. Some goto step reference values were not correctly modified during vector editing.