



DEFINITY[®]
Enterprise Communications Server
Release 8, Issue 4.0 (04.0.046.5)
Change Description

555-233-413
Comcode 700017213
Issue 1
November 2000

Copyright © 1999, Lucent Technologies
All Rights Reserved
Printed in U.S.A.

Notice

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

Your Responsibility for Your System's Security

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

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

Lucent Technologies Fraud Intervention

If you *suspect that you are being victimized* by toll fraud and you need technical support or assistance, call Technical Service Center Toll Fraud Intervention Hotline at 1 800 643-2353.

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 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 AV1USA-43023-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 prescrites dans le règlement sur le brouillage radioélectrique édicté par le ministère des Communications du Canada.

Trademarks

DEFINITY is a registered trademark of Lucent Technologies in the United States and throughout the world.

Ordering Information

Call: Lucent Technologies Publications Center
Voice 1 800 457-1235 International Voice 317 322-6416
Fax 1 800 457-1764 International Fax 317 322-6699

Write: Lucent Technologies Publications Center
2855 N. Franklin Road
Indianapolis, IN 46219

Order: Document No. 555-233-413
Comcode 700017213
Issue 1, November 2000

You can be placed on a Standing Order list for this and other documents you may need. Standing Order will enable you to automatically receive updated versions of individual documents or document sets, billed to account information that you provide. For more information on Standing Orders, or to be put on a list to receive future issues of this document, please contact the Lucent Technologies Publications Center.

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.

Intellectual property related to this product (including trademarks) and registered to Lucent Technologies Inc. has been transferred or licensed to Avaya Inc.

Any reference within the text to Lucent Technologies Inc. or Lucent should be interpreted as references to Avaya Inc. The exception is cross references to books published prior to April 1, 2001, which may retain their original Lucent titles.

Avaya Inc. formed as a result of Lucent's planned restructuring, designs builds and delivers voice, converged voice and data, customer relationship management, messaging, multi-service networking and structured cabling products and services. Avaya Labs is the research and development arm for the company.

Highlights

This change description document describes the changes incorporated in DEFINITY Enterprise Communications Server (ECS), Release 8, Issue 4.0 (04.0.046.5).

Highlights of features and enhancements

Adjunct Switch Applications Interface (ASAI)

Whenever a call comes in over a trunk with low Facility Restriction Level (FRL) to a station and the Adjunct Switch Applications Interface (ASAI) Redirect Alerting Calls feature is used to redirect the call over another trunk with higher FRL, appropriate Class of Restriction (COR) checking is now performed between the redirecting station and the outgoing trunk. The redirection succeeds if the station has the appropriate COR and FRL to use the trunk.

Administration and Maintenance

System Access Terminal (SAT) commands have been added for enabling and disabling system night service, hunt group night service, and trunk group night service.

The commands **list usage node-name** and **list usage ip-address** now provide an easy way to determine where a given node-name or IP-address is used.

Attendant

When an attempt is made to change or remove an attendant with an active position-busy button, a warning message now displays explaining why the attempt is denied.

Automatic Call Distribution (ACD)

An agent may now add or remove a reserve skill using the add/remove skill feature.

Call Center

Customers with Tenant Partitioning are now able to use call center oriented list-trace commands (for example, **list-trace-vector**).

DEFINITY Wireless Business Systems (DWBS)/Digital European Cordless Telephone (DECT)

The "Hunt-to Station" field has been added to the station form for the DWBS/DECT station type.

Integrated Services Digital Networking (ISDN)

SA8052 supports sending of Redirecting Number IE of ISDN-PRI trunks with SSA 1a protocol for calls redirected, conferenced, or transferred.

Change Descriptions

The following problems have been addressed and corrected in DEFINITY Enterprise Communications Server (ECS), Release 8, Issue 4.0 (04.0.046.5).

1. A Basic Rate Interface (BRI) station would not hear call progress tones such as ringback, if two BRI stations were wired to the same port.
2. There were no System Access Terminal (SAT) commands for enabling and disabling system night service, hunt group night service, and trunk group night service.
3. Attempts to change or remove an attendant with an active position-busy button were denied with a display of a warning message "object in use".
4. Video connections through Channel Associated Signaling (CAS) (out of band T1) trunks failed.
5. Third party make call did not support a long form component of 127 bytes.
6. If an agent who was service observed by a supervisor transferred a call to an offnet number when System Trunk-to-Trunk transfer was set to "none" and the COS of the agent and observer was the same and set to Trunk-to-Trunk Transfer Override "y", the call was dropped.
7. An incoming ISDN call to switch A contained ANI, but when covering to switch B to an Octel 7405ND, the DCS/ISDN display information was lost.
8. In Japan, a call redirected off the DEFINITY by Coverage of Calls Redirected Off-Net (CCRON) or Call Forwarding could time out prior to reaching its destination.
9. If attendant A received a call on its personal extension while talking to attendant B on B's personal extension, attendant A could not answer the personal call after releasing from attendant B.
10. A busyout of the ethernet link occasionally caused the system to reset.

-
11. If the feature Automatic Selection of Direct Inward Dialing (DID) Numbers to Rooms was turned on, and check-in was done using a PMS adjunct, the allocation could fail and the link to PMS could go down.
 12. When a customer with a NICE logger system for recording callers used service observing to listen to the calls, and DTMF digits were used to turn on and off the recorder, under some conditions when a call was answered by one agent and transferred to a second agent, the second agent's set would not send DTMF tones to turn on service observing.
 13. If an attendant used directed call pickup on a covered call and extended the call to a station that was Call Forwarding off-net, the call was dropped when the attendant released.
 14. In a dual connect configuration using IPagent or IP SoftPhone, if the data link was disconnected, the voice call could be dropped within 10-60 seconds with little or no warning. The time interval has now been extended to 40-120 seconds.
 15. With a call on hold, attendant consoles were blocked from performing a Leave Word Calling (LWC) cancel operation.
 16. If a burst of noise caused an X.25 link to go down, a continued low level of noise could prevent the link from restarting on its own. A technician would have to busyout and release the X.25 link in order to bring it back into service.
 17. incoming MFC trunk calls that terminated to an announcement via the night service destination would be disconnected instead of getting the announcement.
 18. If a direct agent call was not answered and followed coverage for don't-answer back to the Vector Directory Number (VDN) for the same hunt group, and Redirect On No Answer (RONA) on that hunt group was set to the same VDN with the same don't-answer interval (i.e., three rings) as the agents coverage path, the RONA interval would have been met, the second agent placed into AUX-WORK-MODE, and the call placed back into queue.
 19. Vector translations could be corrupted if a "consider" step was replaced by a "queue-to-best" step, using CMS vector administration.
 20. When deleting an announcement for customers with very large translations, it was possible for the change to be denied with an error message "System overloaded; please try again later".
 21. When connected via ISDN-PRI trunks to a DEC 600E central office switch, there was the possibility that the DEC could cause B-channels on the DEFINITY side to lock up.
 22. When a D-Channel was administered on a TN2313 DS1 board, the periodic maintenance test sequence sent "clear LAN error counter" messages to the board, resulting in the Error Log containing error code 3840 with Aux Data 4098.
 23. The ping test would fail when testing an H.323-IP station.

-
24. Disconnect messages were not sent if calls were redirected offnet to a PHS that was out of area or powered-off.
 25. List occupancy was high after layer 2 would go down on a TN2185 BRI trunk port.
 26. If a customer first dissociated and then associated an extension with messages, the message wait lamp required several minutes to turn on.
 27. After an upgrade, signaling-group fields occasionally contained incorrect information.
 28. Systems did not support multi-ASAI link versions.
 29. When an incoming call to the telecommuting access extension was sent via DCS to another DCS node, and the DCS node that actually received the call allocated a touch tone receiver from a port network, other than the port network receiving the call, through an ATM Center Stage, telecommuting would not work.
 30. When a customer executed the command "ping ip x.x.x.x", where x.x.x.x was the ip address of the near end of a Point to Point Protocol (PPP) link, the ping command failed without explanation. An error message now explains that the "board does not support the ping of local PPP IP address".
 31. An agent could not add or remove a reserve skill using the add/remove skill feature.
 32. System resets could occur if two stations of type XDID were assigned to each other by way of room check-in.
 33. It was not possible to delete a station with IP SoftPhone set to "y" and Multimedia Mode set to "basic", without first changing the Multimedia Mode to "enhanced".
 34. In a QSIG CAS environment, if the attendant using QSIG Call Offer called a busy analog station on the branch with "attendant call waiting" set to "yes", but "call waiting" set to "no", the QSIG Call Offer request was denied.
 35. Customers with Tenant Partitioning turned on were blocked from using call center list-trace commands (e.g. list-trace-vector).
 36. A Public Service Telephone Network (PSTN) incoming call routed over an ISDN DCS trunk to a Remote Access or Telecommuting Access Extension (TAE) sometimes was not able to break dial tone.
 37. For a Call Forward No Return (CFNR) rerouting call to a local station that is CFU to a busy station at the originating PBX, the CFNR party was dropped.
 38. After upgrading from Release 6 to Release 8, some customers were unable to make Automatic Route Selection (ARS) calls.
 39. An SAT PC doing a "display" or "remove" command, in which the user entered an up or down arrow keystroke, could cause an infinite loop, thus resetting the switch after 5 minutes.

-
40. On a G3r platform, if one administrator was changing a station, and a second administrator then tried to change the set "Type" on some other station, the operation was denied.
 41. When a VDN with announcement was the last coverage point in a coverage path, and the previous DCS or QSIG VALU coverage points had been enabled for Send All Calls (SAC), the announcement did not play.
 42. The cyclical trunk hunt option did not work for an ISDN-PRI trunk used for a DECT.
 43. The "Hunt-to Station" field did not appear on the station form for the DWBS/DECT station type.
 44. The calling number delivered over a DECT ISDN trunk could not be formatted using the ISDN public-unknown-numbering or ISDN private-numbering forms. Now, also works on DECT ISDN trunks.
 45. If a customer on station A put a call on hold and then transferred the call to station B, a customer on station B answered and transferred the call to a VDN that queued the call to a split which was answered by a customer on station C, the calling party display on C showed station A instead of the transferred party.
 46. QSIG path replacement did not work for answered calls (i.e., announced transfer).
 47. Following a set time command, calls placed from unmeasured trunks to measured splits would not show queued calls.
 48. The attendant console would lock up if the attendant called a station that covered to the attendant with Tenant Partitioning enabled, instead of skipping to the next cover point.
 49. PSA did not update time and date, even though administered on 6400 series stations.
 50. Calls transferred to AUDIX sometimes terminated to the wrong mail box when the ISDN Reroute Number to the remote voicemail was used.
 51. Customers did not have access to the display-events-denial command.
 52. If an ISDN trunk was set up with Replace Restricted Number on page two of the trunk form, customers were blocked from using the FAC for transfer-to-voicemail.
 53. Callers sometimes heard distorted ringback when calling DWBS/DECT station bridged on a regular station.
 54. Customers could not invoke Network Call Redirection via Call Vectoring.
 55. When an incoming call was routed to a vector where the 'collect' step was executed prior to being rerouted via the Release 8.3 Network Call Redirection (NCR) feature, all digits included in the incoming ISDN call were forwarded, confusing the processing of digits collected in the "collect digit" step.

-
56. A 9600 series wireless terminal that was manually busied out could not be brought back into service without removing and re-adding translations.
 57. A maintenance command such as test station run on a 9600 series WT incorrectly displayed ??????? in the port field of the command results screen.
 58. The originating party of an incoming UDP/AAR call to a station that redirected to a coverage path that included or covered to a UDP (DCS) coverage point would receive intercept treatment after the call traversed the UDP coverage point.
 59. It was not possible to change the name field on the communication interface link form. The message "Error encountered, can't complete request" displayed.
 60. If the remote switch had "Send Name" activated on the DCS/ISDN trunk group going to the main switch with the voice mail where the ports were assigned to 7405ND sets, the trunk group name would be displayed. The display would not completely clear when it updated with Calling Party Number (CPN) and the voice mail system would not see a valid number, so it would return the system greeting instead of a specific user mail box.
 61. If a system with a TN797 combination circuit pack had TTI or PSA enabled and a port from the board was then used in a trunk group, the trunk port would not come into service because it was designated as a station.
 62. Aliased stations with names six characters long, when upgraded to a software load in which the aliased stations were native, could not be removed from the alias table, and displayed the message "EECCR" (Error Encountered Cannot Complete Request).
 63. In order to change the address of a node-name that was used on the **ip-interfaces** form or the **signaling-group** form, the customer had to remove the name from the form. Now, if an assigned node-name's address changes:
 - I. If the old address is used and THE NEW ADDRESS IS UNIQUE:

If the address is used by an IP-interface, the customer must disable the interface before allowing the change. The message "Must disable associated IP-Interface before changing IP address" displays.

If the address is a Far-End on one or more signaling-groups, the customer must busyout all signaling-groups using the address before allowing the change. The message "Must disable all associated signaling-groups before changing IP address" displays.
 - II. If the old address is used ANYWHERE and THE NEW ADDRESS IS NOT UNIQUE:

The customer must delete, then add the node name. The message "Cannot change an assigned address to a non-unique value; must remove then add" displays.

-
64. There was no easy way to determine where a given node-name or IP-address was used. The commands **list usage node-name** and **list usage ip-address** now perform that function.
 65. ISDN trunk calls with Automatic Number Identification (ANI) that covered to a display-driven DEFINITY AUDIX would ring forever. For the call scenario described, the trunk group name now displays instead of the ANI digits, so AUDIX treats the call as external and answers it.
 66. Autodial buttons received intercept treatment when "ARS/AAR dialing without FAC?" was set to "yes", instead of routing correctly.
 67. The PMS link disconnected if a room check-in was performed with the Automatic Selection of DIDs feature turned on and the PMS protocol mode set to "transparent".
 68. The customer could administer two Feature Access Codes (FAC) of different lengths that shared the same first digit, without receiving a cautionary message.
 69. The **list measurements load-balance total** form contained Control Utilization measurements that are now no longer on the form.
 70. When page 2 of the **Station** form displayed with the Prime Appearance Preference feature activated, the associated field was overwritten by the Coverage After Forwarding field.
 71. Look Ahead Routing (LAR) call attempts on the second or subsequent preferences failed if digit conversion was used to change the original dialed digits prior to selecting a pattern.
 72. Several default speakerphone parameters specified on the **change terminal-parameters 6400** form did not match the needs of non-US country codes, thus requiring customization of the parameters for different countries.
 73. Failure to redirect to the first offnet coverage point in a coverage path blocked redirection to subsequent offnet coverage points.
 74. Digital European Cordless Telephone (DECT) XMOBILTY AMWI did not work with G3si and csi without installing a C-LAN board and administering the "bus-bridge". DECT no longer requires a C-LAN board.
 75. The help message for the "Number" field associated with a "grp-page" button being assigned to a set was less than helpful. Now, the help message indicates the field needs the extension of the Group Page group.
 76. Customer logins could not search by extension number with the **display-event** form to display denial events for that extension.
 77. When station and attendant user's attempts to transfer or conference were blocked, they received no indication why the conference or transfer was blocked. A denial event is now logged and can be displayed using the **display-events-denial** command.
 78. The switch sometimes reset because of infinite loops in station-linked lists.

-
79. Incoming QSIG ISDN calls, transferred out of OCTEL, were disconnected while ringing and could not be answered.
 80. Certain calls over the older Australian ISDN-PRI network failed because of the way the ISDN messages were encoded.
 81. The value of calls queued values in BCMS were not correct for some vector calls that included a queue-to skill step, followed by a route-to VDN (Vector Directory Number) step, followed by a queue-to the same skill.
 82. Customer logins could not trace data calls using the **list-trace data-module** command.
 83. Whenever a call came in over a trunk with a low Facility Restriction Level (FRL) to a station and ASAI Redirect Alerting Calls was used to attempt to redirect the call over another trunk with higher FRL, the redirection failed regardless of the FRL of the redirecting station. Appropriate COR checking of FRLs is now performed between the redirecting station and the outgoing trunk. The redirection succeeds if the station has the appropriate FRL to use the trunk.
 84. The number of outstanding Adjunct Routes was 500 for si/csi platforms, and 4000 for r platforms. The number of outstanding Adjunct Routes has been reduced to 300 for si/csi platforms, and 2000 for r platforms.
 85. When administering the "Signaling Mode" field of a TN767 DS1 as "isdn-pri" on G3si and csi platforms, no warning message displayed indicating a limit of only eight active at any one time.
 86. For call routing failures resulting from no disconnect supervision or from too low a Facility Restriction Level (FRL), no denial events were logged.
 87. Incoming calls over ISDN PRI facilities to an AUDIX hunt group may have received special audible ringback and special display treatment, rather than regular treatment.
 88. The "Data Bits" and "Parity" fields were previously administrable on the **system-parameters maintenance** form, but are now fixed at "8" and "none", respectively.
 89. Maintenance testing and call processing activity occasionally interfered with each other on an announcement port, causing the port to lock up and callers to hear a squeal. Maintenance testing now defers to call processing.
 90. A digital station with a bridged appearance of a DWBS/DECT would lock up if the DWBS/DECT was the incoming station of a CO trunk with the Incoming Line Identification (ICLID) feature active.
 91. Trunk Access Code (TAC) dialing over H.323 IP trunks, with the far-end administered for 'enbloc' receiving of digits, did not work.
 92. With the "AAR/ARS Shortcut Dialing" feature enabled, the TTI feature failed. "ARS/AAR Shortcut Dialing" was used for the feature title in the custom-option form. "ARS/AAR Dialing without FAC" is now used.

-
93. Distributed Communications System (DCS) over H.323 IP trunks with reroute occasionally failed if the call came in on a CO trunk.
 94. Route-to steps in attendant vectoring left calls in the attendant queue, causing the Call Management System (CMS)/Basic Call Management System (BCMS) to report the queued calls incorrectly.
 95. If a station with music-on-hold COR restricted called another station where music-on-hold was not COR-restricted, and put the call on hold before the call was answered, the answering party would be connected to music.
 96. If a user with two or more bridged appearances of a principal answered a call on one of the bridged appearances, pressed transfer, dialed the FAC for transfer-to-AUDIX, and pressed transfer again, the call would be conferenced and not transferred.
 97. Executing the **list meas load-balance total last** command on switches with multiple port networks resulted in the data for each port network overwriting each other, instead of displaying on a separate, new line.
 98. H.323 IP trunk calls to a VDN routed to a vector with collect steps did not pass the collected digits.
 99. Calls transferred out of AUDIX that were routed to AUDIX via coverage failed and received an intercept tone.
 100. QSIG Message Waiting Indication (MWI) did not always send lamp updates.
 101. Abbreviated dialing programming did not work for 4600 series phones.
 102. The PMS Link was unstable.
 103. BRI station customers on IP trunk calls could not hear in-band touchtone digits.
 104. H.323 IP trunk calls from R9 to R8 platforms were torn down after 5 minutes.
 105. When a TN744D call classifier board was reseated or the system reset, the board failed for outgoing calls.
 106. Network Call Redirection (NCR)/Network Call Transfer (NCT) did not allow an incoming 800-number call to be redirected with the Nortel DMS250 PSTN switch, because the only "service type" the DMS250 allows for the NCT operation to the second leg of the call is "SDN", and the DEFINITY was using the non-SDN "service type" of the incoming 800-number call.

The "service type" sent to the DMS250 for the second leg of the call for the NCT operation is now always "SDN", regardless of the incoming call service type.
 107. Executing a **list signaling-group** command sometimes caused a System Reset.

-
108. When a call redirected to a Coverage of Calls Redirected Off-Net (CCRON) coverage point and then to a local coverage point, the redirection code on the display of the local coverage point incorrectly indicated that the call redirected because the principal did not answer.
 109. The display that showed Incoming Call Line Identification (ICLID) over loopstart CO trunks was not working in Canada.
 110. The loss group that was administered for IP trunk groups was not used to calculate the loss/gain to be applied to the call.
 111. H.323 IP signaling groups could become corrupted during transactions.
 112. Path replacement did not work over IP trunks. Although the path was replaced, there was no talk path.
 113. An IP SoftPhone operating as a telecommuter could not place the PSTN callback call over an R2-MFC trunk.

Feature or category See item numbers**Numerics**

7405ND Terminal 7

A

Abbreviated Dialing 101

Adjunct Switch Applications Interface (ASAI) 5, 28, 83, 84

Administrable Loss Plan 110

Administration 2, 3, 19, 20, 27, 33, 34, 39, 40, 59, 61, 63, 64, 68, 70, 75, 85, 88, 101, 111

Agents 6, 18

Announcements 17, 20, 41, 89

Asynchronous Transfer Mode (ATM) 29

Attendant 2, 3, 9, 13, 15, 34, 48, 94

Audio Information Exchange (AUDIX) 50, 52, 65, 87, 96, 99, 100

Australia 80

Automatic Alternate Routing (AAR) & Automatic Route Selection (ARS) 38, 58, 66, 92

Automatic Call Distribution (ACD) 19, 31, 55, 81, 106

Automatic Number Identification (ANI) 7

B

Basic Call Management System (BCMS) 47, 81

Basic Rate Interface (BRI) 1, 103

Bridging 96

C

Call Coverage 24, 41, 48, 58, 73, 99, 108

Call Forwarding 8, 24, 37

Call Management System (CMS)/Management Information System (MIS) 19, 81

Call Pickup 13

Call Vectoring 54, 55, 81, 94, 98, 106

Canada 109

Centralized Attendant Service (CAS) 34

Class of Restrictions (COR) 95

Coverage of Calls Redirected Off-Net (CCRON) 8

Feature or category See item numbers**D**

Debugging 35, 51, 76, 77, 82, 86

DEFINITY Wireless Business Systems (DWBS) 42, 43, 44, 53, 56, 57, 74, 90

Dial Plan 68

Digital European Cordless Telephone (DECT) 42, 43, 44, 53, 74, 90

Direct Agent Call 18

Displays 7, 45, 60, 70

Distributed Communications System (DCS) 7, 29, 36, 41, 60

Dropped Calls 13

Dual Tone Multi-Frequency (DTMF) 12

E

Electronic Tandem Network (ETN) 7, 41

Error Codes 30

Expert Agent Selection(EAS) 31

F

Feature Access Codes (FAC) 52, 96

G

Germany 46

H

Hotel/Motel & Property Management System (PMS) 11, 32, 67, 102

Hunt Group 2, 18

I

Integrated Services Digital Networking (ISDN) 7, 21, 24, 34, 36, 37, 41, 46, 52, 54, 60, 71, 79, 80, 85, 87, 100

Integrated Services Digital Networking (ISDN) Primary Rate Interface (PRI) 74

International Integrated Services Digital Networking (ISDN) Primary Rate Interface (PRI) 80, 87, 100

International Trunks 109

Internet Protocol (IP) Solutions 14, 23, 91, 93, 98, 103, 104, 112, 113

Feature or category See item numbers

J

Japan 8

L

Leave Word Calling (LWC) 15

Links 10, 16, 30, 59

M

Maintenance 22, 25, 30, 57, 88, 105

Measurements 69, 97

Mexico 17

Music on Hold 95

N

Network Call Redirection (NCR) 54, 55

Night Service 2, 17

O

Octel 7

P

Paging 75

Personal Station Administration (PSA) 26, 49

Q

QSIG 34, 37, 46

R

R2-MFC Signaling 4

Redirect On No Answer (RONA) 18

Remote Access 29, 36

S

Service Observing 6, 12

System Access Terminal (SAT) PC 39

System Resets 10, 32, 39, 78, 107

Feature or category See item numbers

T

Telecommuter Access Extension (TAE) 29, 36

Tenant Partitioning 35, 48

Terminal Support 72

Terminal Translation Initialization (TTI) 26, 49

Terminals 1, 103

Transfer 6, 12, 45, 46, 50, 52, 96, 99

Trunks 2, 4, 21, 22, 52, 61, 90, 93, 98, 103, 110, 111

U

Uniform Dial Plan (UDP) 58

Upgrades 38, 62

V

Vector Directory Number (VDN) 18

Video 4