

What's New in Release 3

Overview

This document provides a brief overview of the new and enhanced features and capabilities of DEFINITY[®] ProLogix[™] Solutions Release 3. It does not contain comprehensive instructions for DEFINITY ProLogix Solutions administration or complete feature descriptions, nor does it contain information about how to install, maintain, repair, or troubleshoot the DEFINITY ProLogix Solutions system.

The features are presented in alphabetical order.

8-Port Analog Trunk and Line Circuit Pack (TN797)

The 8-Port Analog Trunk and Line circuit pack (TN797) provides you with the capability to administer any of the eight ports of this analog circuit pack as:

- a Central Office (CO) trunk (loop start or ground start)
- a CAMA/E911 trunk
- a Direct Inward Dialing (DID) trunk (wink start or immediate start)
- an analog line (on or off premises) with or without LED message waiting indication (MWI)

If a port is administered as a CO trunk, that port will have the capabilities similar to a port on an analog CO trunk TN747B but with CAMA/E911 capabilities. If a port is administered as a DID trunk, that port will have the capabilities similar to a DID trunk TN753B. If a port is administered as an analog line, that port will have the capabilities similar to an analog line TN746B.

Note: The TN797 circuit pack does not support incoming Caller ID (ICLID) on the analog trunk to the CO or Caller ID on the line side to a terminal.

13-Digit Authorization Codes

The maximum length of authorization codes has been increased from 4 digits to 13 digits.

24-Port Analog Line with Caller ID Circuit Pack (TN793B and TN2793B)

The 24-Port Analog Line with Caller ID circuit pack (TN793B and TN2793B) enables users with analog telephones that have Caller ID display to view calling party information for an incoming call (for example, the telephone number and name of the calling party) when this information is provided by the originating switch or Central Office. The TN2793B circuit pack will be available with DEFINITY ECS Software Release 8.2.

64 Bridged Call Appearances

The maximum number of bridge call appearances has been increased from 26 bridged call appearances to 64 bridged call appearances.

6200 Series Native Support

Native support is provided for the 6200 Series analog telephones.

6400 Tip/Ring Module

The 6400 Tip/Ring module enables 6400 Series telephones to allow an analog adjunct such as a fax machine or modem to operate independently on the I2 channel with its own extension.

Abort Transfer

The Abort Transfer feature enables you to administer the Transfer feature for digital telephones on a system-wide basis with the following selections:

- Normal, which maintains present operation for a transfer
- Abort Transfer, which causes a transfer to be aborted when the person performing the transfer answers any call appearance before completing the transfer

Note: The Abort Transfer feature does not affect the transfer operation for analog telephones.

Automatic Exclusion

The Automatic Exclusion feature enables you to activate the Privacy - Manual Exclusion feature automatically on a Class of Service (COS) basis. If a user is assigned a COS that has the Automatic Exclusion option set to “y,” then Exclusion will be activated automatically when the user goes off hook on a station that has an Exclusion button assigned.

If the Automatic Exclusion feature is disabled in the COS for a user, that user can activate the Privacy - Manual Exclusion feature by going off hook, pressing the Exclusion button, and then dialing digits. The user can also activate the Privacy - Manual Exclusion feature by pressing the Exclusion button while active on a call.

When Automatic Exclusion is enabled, an exclusion call that is on hold can be answered by any station that has a bridged appearance of the appearance that placed the call on hold.

Brazil

Continuous E&M Signaling

The Continuous E&M Signaling feature enables users to make and receive calls over Brazil digital E&M signaling trunks. You can administer, per trunk group, the digital signaling protocol.

Note: Although intended mainly for Brazil, this feature can be used in Hungary, which has similar signaling. However, this feature can be administered only under the Brazil country code.

Pulsed E&M Signaling

The Pulsed E&M Signaling feature enables users to make and receive calls over Brazil digital E&M signaling trunks that use Pulse E&M protocol.

Call Center Solutions

Release 3 provides the following Call Center enhancements:

- Call Center Release Control
- Callmaster[®] V (6416D+) Native Support
- CMS High Availability Option
- Logged-In Advocate Agent Counting
- CentreVu[®] Computer Telephony on MAPD (NT)
- 12 agents of basic ACD

Centralized Voice Mail via Interswitch Mode Code

The Centralized Voice Mail via Interswitch Mode Code feature enables a DEFINITY ProLogix Solutions system/MERLIN LEGEND[®] system hybrid private network (connected via ISDN-PRI tandem trunks) to share a voice mail system that is connected directly to a DEFINITY ProLogix Solutions system.

China

Outgoing Call No Answer

The Outgoing Call No Answer feature enables the DEFINITY ProLogix Solutions system to disconnect (and apply tones) when an outgoing trunk call is not answered. This feature requires the China country code.

Special Dial Tone

The Special Dial Tone feature enables you to provide a special dial tone to a user when a feature is active or a condition exists that the user needs to be notified of. This special dial tone is administered via the China country code and current tone administration.

Time Supervision and Force Release

The Time Supervision and Force Release feature enables the DEFINITY ProLogix Solutions system to apply tones when any of the following times expire during an outgoing call attempt:

- Pre-dialing and interdigit timer
- Outgoing seizure acknowledge timer
- Answer supervision time

Circular Hunt Group

The Circular Hunt Group feature is a simple hunting path that enables agents to take turns answering the telephone. When a circular hunt group is administered, the DEFINITY ProLogix Solutions system keeps track of the last extension in the hunt group to which a call was connected. When the next incoming call arrives, the system determines the next idle extension in the circular hunt group. Extensions that are busy in the hunt group are skipped, and the next idle extension in the circular hunt group, regardless of past call history, receives the call. This feature can be administered to have a call go to coverage or to the attendant if there are no idle stations available in the hunt group.

Note: The Circular Hunt Group feature does not support queuing, Automatic Call Distribution (ACD), or vectoring.

Control LAN (C-LAN) Circuit Pack (TN799B)

The C-LAN circuit pack (TN799B) provides TCP/IP connectivity over Ethernet or point-to-point (PPP) protocol) to synchronous adjunct applications such as CMS Call Center, INTUITY[®] AUDIX[®], X.25 DCS networking, and DEFINITY IP Solutions. The TN799B supports a new “trace route” command, and the system capacity has increased from two C-LAN circuit packs per system to five C-LAN circuit packs per system.

Coverage of Calls Redirected Off-net (CCRON)

The Coverage of Calls Redirected Off-net (CCRON) feature provides administrable parameters that allows you to select the CCRON options you want. You can now administer the following general coverage and forwarding features (which are not CCRON specific):

- Feature access codes for Remote Send All Calls Activation and Remote Send All Calls Deactivation
- Threshold Activated Call Forward Timer
- Coverage After Forwarding (per station)
- An option to maintain or end a simulated bridged appearance on the principal's telephone whenever a call is redirected to coverage

DEFINITY-on-the-LAN

The DEFINITY-on-the-LAN feature provides you with the ability to

- allow users to use LAN-based H.323 multimedia endpoints to make and receive calls
- allow users to access the DEFINITY ProLogix Solutions system as a “local” station user or as an “outside” trunk user from across a local area network or the Internet
- use the Internet as a pathway for audio calls between switches (that is, IP trunking)

DEFINITY Site Administration (DSA)

DEFINITY Site Administration (DSA) is a general-purpose DEFINITY System Administration software application with a graphical user interface that runs on Microsoft® Windows NT® 4.0, Windows® 98, and Windows 95.

DS1 T1/E1 Circuit Pack (TN2313)

The DS1 T1/E1 circuit pack (TN2313) has the same functionality as the TN767 T1 circuit pack.

Enhanced Modem Interfaces

Release 3 introduces new internal and external modem interfaces that support internal or external modems at speeds up to 56 Kbps.

Group Call Pickup

The Group Call Pickup feature enables users to answer a call pickup call from a different call pickup group by dialing a feature access code and then a pickup group number.

Long Hold Recall - Warning

The Long Hold Recall - Warning feature provides visual or audible warnings to a telephone when a call placed on hold from that telephone remains on hold past an administered time. The warning is similar to the warning given to attendants when calls stay in queue too long.

Multi-Country - Administrable Loss Plan

The Multi-Country - Administrable Loss Plan feature enables you to administer the loss or gain applied on calls.

Networking

Attendant Call Vectoring

The Attendant Call Vectoring feature provides a highly flexible approach for managing incoming calls to an attendant on a DEFINITY ProLogix Solutions system. The Attendant Call Vectoring feature allows unique treatment for each of the attendant-seeking calls according to a number of factors as defined by the Vector Directory Numbers for each functionality. This is a stand alone feature that is supported on a single DEFINITY ProLogix Solutions system with or without Centralized Attendant Service.

Australian CIN Board Support

The CIN board provides QSIG and private networking transparency on demand across a switched network.

BellCore Calling Name ID

The BellCore Calling Name ID feature enables DEFINITY ProLogix Solutions to accept calling name information from a local exchange carrier (LEC) network that supports the Bellcore calling name specification. DEFINITY ProLogix Solutions can send calling name information in the Bellcore format, if administered.

Japan National Private Networking

ISDN-PRI for Japan now supports the private networking environment.

Multiple Pubnet Calling/Connect Numbers/System

The Multiple Pubnet Calling/Connect Numbers/System feature allows multiple Calling/Connected numbers to be administered for trunks provided by different network carriers.

Non-DID Calling via Uniform Dialing Plan

The Non-DID Calling via Uniform Dialing Plan feature provides users who do not have Direct Inward Dialing with the capabilities of direct dialing users on a remote PBX (via the public network).

Pass AOC to BRI Endpoints

The Pass AOC to BRI Endpoints feature will pass Advice of Charge information received from PRI networks to Word Class BRI endpoints transparently.

QSIG

Release 3 provides the following QSIG enhancements:

- Centralized Attendant Service Display
- Centralized Attendant Service Attendant Display of COR
- Centralized Attendant Service Attendant Return Call
- Centralized Attendant Service Priority Queue
- Centralized Attendant Service RLT Emulation via PRI
- QSIG Temporary Signaling Connections
- DEFINITY/OMD QSIG Integration: QSIG Transfer to QSIG Voicemail
- VALU: Distinctive Alerting
- VALU: Call Coverage
- VALU: Call Coverage and Centralized Attendant Service

Restricted Presentation

The Restricted Presentation feature enables you to control (on a per ISDN trunk group basis) whether to display “Presentation restricted” or “Number not available due to interworking” calling/connected numbers or to replace the numbers with an administrable text string for display. This feature can also append a special character to Restricted Calling numbers passed to ASAI. Restricted Calling numbers are not passed to AUDIX, CMS, and PMS adjuncts.

OverLAN Serviceability Tool

Packet Error History

The Packet Error History feature enables the CUSTOMER login to view a history of packet transmission errors on the LAN. The Packet Error History accesses the packet transmission error counters on the C-LAN board and provides a tabular display of the counter values, which are sampled every 15 minutes for the last 24 hours.

Trace Route

The Trace Route command enables you to trace the route of C-LAN originated packets through the LAN. If the C-LAN circuit pack has trouble communicating with a far end device, you can use the Trace Route command to determine how far packets travel toward the destination.

Variable Size Ping Packet

The Ping command now enables you to set the packet size to a value between 64 bytes and 1500 bytes.

Reset Shift Call

The Reset Shift Call feature provides a special dial tone when an internal call is made to a busy station. After hearing the special dial tone, the caller may enter a single digit that replaces the last digit of the extension that the caller just dialed. If the caller enters a digit, the call is then placed to the new destination. If the busy station has call coverage, the call goes to coverage. The Reset Shift Call feature applies to internal calls only.

Station Self Display

The Station Self Display feature causes the extension number of a telephone to be displayed on that telephone whenever the user goes off hook. Once the user starts to dial, the dialed number is displayed on the telephone. A user can also view the extension number by entering a feature access code or pressing the Normal button on a telephone.

Transfer Recall

The Transfer Recall feature returns an unanswered transfer to the person who initiated the transfer (if the call does not go to coverage).

X-Station Mobility

The X-Station Mobility feature enables wireless telephones to use many DEFINITY ProLogix Solutions features (including bridging). This feature enables wireless telephones connected remotely over a trunk interface to be controlled by the DEFINITY ProLogix Solutions system as if the telephones were connected directly to the DEFINITY ProLogix Solutions system.