Lucent Technologies
Bell Labs Innovations

DEFINITY® ProLogix™ Solutions

Release 3.0
(Software Releases 8 and later)
What's New in Release 3

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Contents

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 new features and enhancements are presented in the following sections:

- Telephony Enhancements
- Telephone/Terminal Support Enhancements
- New Circuit Packs
- System Administration Enhancements
- New Hospitality-Related Features
- Call Center Enhancements
- Networking Enhancements
- Country-Specific Enhancements

Telephony Enhancements

13-Digit Authorization Codes

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

64 Bridged Call Appearances

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

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.

Attendant Vectoring

The Attendant Vectoring feature provides a highly flexible approach for managing incoming calls to an attendant on a DEFINITY ProLogix Solutions system. (No vectoring software is required.) The Attendant 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.

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 a 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.

Circular Station Hunt Group

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

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

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.

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 Call Back

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

Telephone/Terminal Support Enhancements

6200 Series Analog Telephones Native Support

Native support is provided for the 6200 Series analog telephones.

6400 Tip/Ring Module

The 6400 Tip/Ring module adds an interface to support one user installable module to the 6416D+M and 6424D+M voice terminals. This interface is based on the Application Mode Interface (AMI) of the Global Digital Telephone (GDT) chip iii used by the 6400 Series telephones. In addition, a separate headset jack is added to these telephones.

> **Note:** All other 6400 telephones are not changed. The new telephones will enhance the original versions. Because these are additional products that require type approval in different countries, replacements will be phased.

The initial use for the modular interface supports a Tip/Ring interface module.

DEFINITY station forms are modified so that the 6400 Tip/Ring interface can be administered. Support for a Tip/Ring interface on the I2 channel on the 6408, 6416, and 6424 telephones is available on DEFINITY Release 8 and later systems. Without that support, the Tip/Ring interface is only usable on the I1 channel. (This level of support is the same as provided for the 8411 DCP telephone.)

> **Note:** The status of the Tip/Ring port when administered onto the I2 channel can be displayed by administering a "data" button onto one of the flexible feature buttons. In this case, the green indicator will show the status of the Tip/Ring port on the I2 channel. If the Tip/Ring port is optioned to operate on the I1 channel, the green indicator associated with the base telephone's active call appearance will provide status.

Enhanced Modem Interfaces

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

X-Station Mobility - DECT and Message Waiting Indication

The X-Station Mobility feature enables DEFINITY Prologix to control and manage wireless WT-9610 Handsets that are not directly connected to the system, but appear as wired stations. The WT-9610 can have bridged appearances on wired terminals and can access many DEFINITY features such as call forwarding and call pickup via feature access codes.

> **Note:** Message Waiting Indication is enhanced for handsets where a firmware upgrade has been applied. The off hook symbol will flash when there is a message waiting. This is a permanent display, but there is a refresh period if the handset is either switched off or goes out of coverage.

New Circuit Packs

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.

DS1 T1/E1 Circuit Pack (TN2313)

The DS1 T1/E1 circuit pack (TN2313) has the same functionality as the TN767 T1 circuit pack. **This new circuit pack does not support E1.**

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.

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.

System Administration Enhancements

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.

DEFINITY Site Administration 1.5 contains the following enhancements:

- AUDIX subscriber import, export, and fine/replace support
- Vector object support in templates, export, import, and find/replace
- Direct data export from AUDIX and DEFINITY to LDAP directories
- Generic devices for terminal emulation support
- Monitor Alarms, Monitor Trunks, Trunk Analyzer, Processor Occupancy Report, Call Traffic Reports, and System Capacity Reports

New Hospitality-Related Features

Auto Digit Rotation for Direct Inward Dial (DID)

The Auto Digit Rotation for Direct Inward Dial (DID) Numbers features enables the DEFINITY ProLogix Solutions system to assign a DID number to a guest's room upon check-in. The system selects this DID number automatically from a list of available DID numbers. This feature is useful for hotels that want to give guests telephone numbers that are not related to the room number. All calls made to the DID numbers are directed to the room's extension as if the room was called directly.

Crisis Alert to Pager

The Crisis Alert to Pager feature enables the DEFINITY ProLogix Solutions system to make an outgoing call to a pager when the Automatic Route Selection (ARS) feature dialed digit string matches the predefined emergency call codes in the ARS digit analysis table. In an emergency situation, the message sent to the pager can also include the extension and location where the emergency call originated, enabling the person receiving the page to know where to send the emergency team it arrives.

Suite Check-In via the Hunt-To Feature

The Suite Check-In via the Hunt-To feature enables users to have the system check in several related extensions automatically with one check-in command. This feature enables hotels that offer suite rooms with several telephones to check in all the telephones associated with that suite at one time. For example, if guest room 101 has extension numbers 4101 and 5101 assigned, one check-in command for room 101 will assign all other extensions in the guest room.

Call Center Enhancements

Release 3 provides the following Call Center enhancements:

- Advocate Reporting Enhancements

    ~ Logged-In Advocate Agent Counting

    ~ Standard Advocate Reports

- ASCII Agent Administration Support

- ATM Networking Support

- ASAI/CTI Enhancements for R8.1 Summary

    CentreVu® Computer Telephony R3.3 will only be available for a customer provided external server and not the MAPD as previously announced.

    ~ Capacity Increases for ASAI Multiple CTI Application Control Support

    ~ Active Route Requests (from 126 to 4,000)

    ~ Split/Skill Third Party Domain Controls (from 300 to 2,000)

    ~ ASAI Pending Work Mode Changes

    ~ ASAI DEFINITY Switch Software Version Query (only used by CentreVu Computer Telephony)

    ~ CentreVu Computer Telephony on the external server with support for the R8.1 features and backward compatibility for previous DEFINITY release

    ~ JTAPI client support will be limited for pre-R8 features

- ASAI/CTI Enhancements for R8.2 Summary

  ~ ASAI Trunk Group Identification Information in Event Reports (R8.2)

  ~ Full JTAPI support will be available in DEFINITY R8.2

  ~ CVLAN Client Administration

  ~ Increase UUI from 32 bytes up to 96 bytes

- ACD Capacity Increases

  Increased Call Center capacities:

  ~ Measured Vector Directory Numbers (VDNs) (from 8,000 to 2,000)

  ~ Hunt Groups (from 600 to 999)

  ~ Member/Group (from 999 to 1,500)

  ~ Queue Slots (from 15,000 to 25,000)

  ~ Recorded Announcements/Audio Sources (from 256 to 1,000)

- Site Statistics for ATM Connected Remote EPNs

  ~ CMS Measurement of ATM Trunks

- Call Center Release Control

- IP Networking Support

- Callmaster® V

  The Callmaster V Call Center Edition (CCE) terminal is a lower-priced, call center digital voice terminal. The Callmaster V is an alternative to the Callmaster IV terminal, not a replacement. The Callmaster V is a 2-wire DCP terminal that works on either the 2-wire/16-port TN2181 DCP line circuit card or the 2-wire/24-port TN2224 DCP line circuit card.

- Dual CMS Links for High Availability

- Remote Agent

- Network Call Redirection

- 12 Agent Basic Call Center provided at no charge with DEFINITY ProLogix Release 3.

Networking Enhancements

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.

C-LAN Serviceability Tools

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.

Centralized Voice Mail via Interswitch Mode Code

The Centralized Voice Mail via Interswitch Mode Code feature enables all DEFINITY ECS/ProLogix Solutions/BCS, MERLIN LEGEND® and MERLIN MAGIX™ R1 Networks to share a voice mail system. This feature provides an inexpensive networking solution with a shared voice mail for small to mid-size market DEFINITY and MERLIN LEGEND/MERLIN MAGIX customers.

DEFINITY IP Solutions

DEFINITY IP Solutions brings together the flexibility of IP networks with the richness of voice communication, providing investment protection and optimization in IP, ATM, and PSTN networks. With DEFNITY IP Solutions, full applications, features, and management capabilities are carried into the IP environment. Remote workers have full access to communication system features from their PCs

DEFINITY IP Solutions provides 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)

ISDN Feature Plus - Non-DID Calling via Uniform Dialing Plan

The Feature Plus - 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).

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.

Country-Specific Enhancements

Australian CIN Board Support

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

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.

China

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 about which the user needs to be notified. This special dial tone is administered via the China country code and current tone administration.

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.

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

Italy

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.

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.

Japan National Private Networking

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

Multi-Country - Administrable Loss Plan

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