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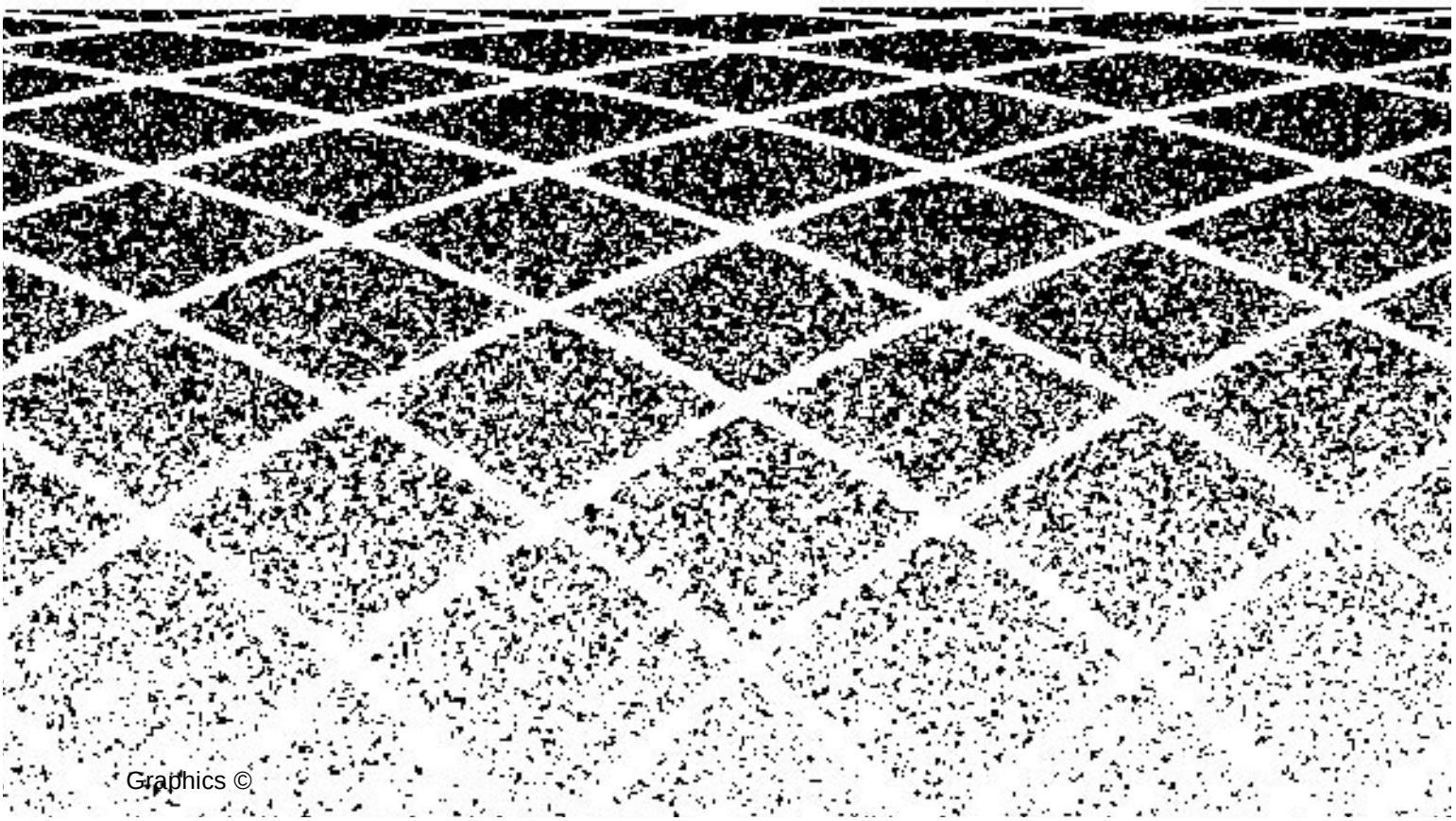
DEFINITY Communications System Generic 2 to Generic 3 Version 4 Transition Reference



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Contents

Contents

Contents

Contents

Contents

Contents

Contents

Contents

Contents

Contents

Contents

Contents

Contents

Contents

Contents

Contents

Contents

Contents

Contents

Contents

Contents

Contents

Contents

Contents

About This Document

Overview

This document is a summary of information needed by AT&T personnel and AT&T customers involved in planning upgrades or migrations from G2 to G3i/rV4. Since the migration path usually leads to G3rV4 and occasionally leads to G3iV4, G3V4 will stand to appropriately represent feature/functionality common to both systems. Therefore, even though G3V4 also can refer to G3vsV4 and G3sV4 outside of this book, in this book the term G3V4 only applies to G3iV4 and G3rV4 commonalities. The specific terms G3iV4 and G3rV4 are still used to talk about specific system capacities or to give known examples — usually from the more common G3rV4 perspective. Any references to G3, other than capacities, are universally applicable to G3iV4 and G3rV4.

This document focuses primarily on feature differences between G2 and G3V4 and provides information needed to implement G3V4 in a way that will minimize or take advantage of feature differences.

Organization

This book is divided into the following chapters:

- Chapter 1, "G2 to G3V4 Transition", introduces the enhanced features.
- Chapter 2, "G2 to G3V4 Feature Differences", provides detailed information on differences between these two systems.
- Chapter 3, "Capacity Comparisons", provides a capacity comparison for G3iV4, G3rV4, G2.1, and G2.2 in tabular form.
- Appendix A, "References", provides a complete list of G3 documentation.

- "Index" — provides both G2 and G3V4 keywords, to help you find what you need.

References

No document stands alone and this document is no exception. *DEFINITY® Communications System G2 to G3V4 Transition Reference* is meant to be used in conjunction with a number of other documents:

- *DEFINITY® Communications System Generic 3 Feature Description,* Issue 2, 555-230-204
- *DEFINITY® Communications System Generic 3 Version 4 Implementation,* Issue 1, 555-230-655
- *DEFINITY® Communications System Generic Version 1.1 - Version 4 Upgrades and Additions,* Issue 2, 555-230-107
- *DEFINITY® Communications System Simplified Provisioning Document*

The first two documents are essential to understanding the G3V4 features themselves and how to implement them for your company. The last two documents are needed by AT&T personnel as they plan the upgrade/migration and do the physical upgrade on site.

A complete listing of G3 documentation is found in Appendix A, "References" in this book.

G2 to G3V4 Transition

1

Enhanced Features

The following pages list G3V4 enhancements to features that existed with G2.

Abbreviated Dialing

- Programming of group lists by designated users
- Increased length for personal, group and system lists
- Alternative list numbering option for Group Number and System Number lists
- Automatic Dialing buttons with direct access to designated number that is not stored on an Abbreviated Dialing list

Abbreviated Dialing (Enhanced)

- Option of three or four digit list entry numbers
- Increased capacities
- Abbreviated and Delayed Ringing

Agent Call Handling

- Forced Multiple Call Handling

Attendant Display

- Administration of Call Type button to display type of active call

Attendant Priority Queue

- Assignment of priority by call type within priority queue categories

Automatic Alternate Routing

- Increased AAR/ARS dialed digit string maximum length to 28

Automatic Call Distribution

- Forced Multiple Call Handling is available
- Autodial buttons

Automatic Route Selection

- Increased AAR/ARS dialed digit string maximum length to 28

Bridged Call Appearance

- Station can be administered with only bridged appearances.
- Message lamp and certain feature buttons can be administered to apply to a specified extension rather than the extension of the terminal they reside on.
- Option that prohibits bridged terminals from bridging on to a call when the call has Data Privacy or Data Restriction enabled
- A call can appear at a terminal as both a bridged and a redirected call.
- An analog terminal can have a single bridged appearance of a multi-appearance voice terminal primary call appearance.
- New interactions with Conference, Facility Busy Indication, and Transfer

Call Detail Recording

- Call duration can be reported in hours/minutes/seconds with no truncation to tenths of minutes.
- The feat-flag bit can be administered to reflect whether an outgoing ISDN call was reported as interworked by the network.
- Adds incoming ring interval duration field.

Call Forwarding All Calls

- Call Forwarding Override
- List Call Forwarding command
- Call Forwarding Busy/Don't Answer

Call Management System (CMS)

- See the CentreVu™ Call Management System (CMS) documentation.

Call Vectoring

- Ability to add and delete vector steps on the switch
- *Route-to number* with coverage
- Addition of the i-silent keyword to the *wait-time* command
- Vector initiated Service Observing
- Passing ANI to CMS for inclusion in the CMS call record
- Specifying a priority level with the oldest-call-wait conditional
- Enhanced comparators (<>, >=, and <=) with the *goto* and *route-to* commands as well as use of “none” as an entry for digits checking, and “active” or “latest” VDN thresholds for indirect VDN references
- The use of wildcards in digit strings for matching on collected digits and ANI or II-digits
- Vector Routing Tables
- Multiple Audio/Music Sources for use with the *wait-time* command
- Rolling Average Speed of Answer (ASA), Expected Wait Time (EWT), VDN Calls, ANI, and II-Digits Routing
- Sending DTMF tones to a Voice Response Unit

CallVisor Adjunct/Switch Application Interface (ASAI)

- Retrieve Internally Measured Data used to provide VuStats information to terminals
- Send DTMF Signals
- Flexible Billing
- Redirect Call
- ASAI-Associated Integrated Directory Database Service
- Enhanced Event Reports
- New transport option, ASAI-Ethernet

Expert Agent Selection

- Message Waiting Lamp by default tracks messages waiting for EAS agent LoginID but can be administered to track messages for physical terminal.
- When talking to an agent, inspect button can be used to display name of the physical terminal where the EAS agent is logged in

Facility Test Calls

- Logoff Notification to notify system administrator that Facility Test Calls is still enabled

Move Agent from CMS

- Can change agents' split or skill assignments while agents are logged in
- With EAS, one skill can be added, deleted or moved simultaneously for a group of up to 32 agents.

Multiple Call Handling

- Forced Multiple Call Handling, which forces an agent to be interrupted with an additional ACD call from a split or skill.
- Multiple Music on Hold - subset of Tenant Partitioning

QSIG Global Networking

- Adds Call Forwarding (Diversion) and Call Transfer supplementary services

Recent Change History

- Recent Change History Report lists each time a user logs in or off the system

Recorded Announcement

- Multiple Integrated Announcement boards can be installed.
- External lineside T1 (DS1) connected announcements can be installed.
- Additional commands to reflect time used., etc.

Remote Access

- Logoff Notification to notify system administrator that Remote Access is still enabled.
- Status remote-access command displays status of feature and of remote access barrier codes.
- Tenant Partitioning

Service Observing

- Vector Initiated Service Observing

G2 to G3V4 Feature Differences

2

Introduction

This chapter contains detailed information on feature differences between DEFINITY Generic 2 and G3V4, what can be done to minimize any feature differences, and the implications for telephone end-users.

This chapter is divided into several discreet sections:

- The first side-by-side table in "General End-User Feature Differences" lists some of the general differences that are seen by *end-users* that are somewhat universal and may not fit into individual features.
- The second side-by-side table in"General System-Wide Differences" lists some of the general differences that are seen by *administrators* that are system-wide and not oriented to specific features.
- A "G3V4 Administration Overview" designed to specifically highlight key administration aspects in G3V4.
- Feature-by-feature pages detail G2/G3V4 operational and administrative differences, administrative workarounds to minimize feature differences, and end-user implications. Some features have been grouped together, such as attendant features and security features. This section contains cross references and is based on the alphabetical features described in the *Definity Communications System G2 Features Description,* but the description, where appropriate, is of the corresponding G3V4 feature. Check the index if you cannot find the information you need.

Remember that you must have a complete set of G3V4 documentation on hand. We will refer you to specific documents from the standard G3V4 set for more information on precisely how G3V4 works. The complete DEFINITY documentation set is listed in Appendix A, "References".

General End-User Feature Differences

The following general operation differences pertain to end-users who have moved from Generic 2 to G3V4:

G2	G3V4
Checking Your Own Line	
Can dial your own telephone internally or by going outside and back in on an outside line.	Cannot dial your own telephone to check operation; call gets routed immediately to coverage if you have coverage. If you don't have coverage, you get a busy tone.
G2 Automatic-Drop Vs. G3V4 Automatic-Hold	
G2 automatically drops previous call appearances as you move to the next call, unless you deliberately place the call on hold. For example, if you place a call after activating a call appearance and a second call appearance rings, you can press it, automatically dropping the call you were making on the first line appearance. To avoid Automatic-Drop, use the HOLD button to place the first call on hold before moving to the second call appearance.	The G3V4 default works the same as G2 for stations (and for attendants) — calls are automatically dropped when moving between call appearances. However, G3V4 supports an optional feature — system-wide administrable Automatic-Hold. This feature allows you to move between call appearances, automatically placing a previous call appearance on hold. For example, when a second call comes in, you can press the second line appearance and the first call is automatically placed on hold. To drop the first call, you must first hit the switch hook, the DROP button, or the disconnect button before moving to the second call appearance. Note that this optional feature will affect console operations — in the same way it affects station operations — if it is administered.

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G2	G3V4
Redirection Notification	
When calls are redirected due to the activation of Call Forwarding, there is always a redirection notification (ring-ping) to indicate a call has come in and is being redirected; redirection notification is optional per Class of Service for calls redirected via Call Coverage and Send All Calls.	G3V4 default works the same as G2. When calls are redirected via Call Coverage, Send All Calls, or Call Forwarding, redirection notification (ring-ping) can be administered (on a per station basis) to indicate that a call has come in and is being sent to coverage. The default is to enable the ring-ping for redirected calls. If this is not administered to match G2 functionality, you will notice a difference.
SAC-Ext/SAC-Group	
The SAC-Group button applies to a predefined group of extensions, each of which appears on the activating/deactivating station.	SAC groups are Terminating Extension Groups (that have a maximum of four members). The Send Term button activates and deactivates Send All Calls for a Terminating Extension Group. This feature is limited to the number of buttons available.
When User Busy	
When a user is busy on another line, incoming calls ring until they go to coverage.	G3V4 can be optioned to work the same as G2 for DCP stations. This is administrable on a per station basis. When a user is busy on another line, an incoming call rings only once and then the line appearance flashes until the call goes to coverage. The incoming call can be answered when ringing or flashing. This is optional, based on Active Station Ringing settings. Alerting options have been added.

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G2	G3V4
Automatic Incoming Call Display	
When a display set user is busy on another line and another call comes in, the called party must press the Inspect button to see who is calling.	When a display set user is busy on another line and anther call comes in, the calling party is automatically displayed for 30 seconds before redisplaying the information associated with the currently active call.
Inspecting the Contents of a Button	
While a G2 user is on-hook, the user can inspect the contents of an Abbreviated Dial button or a Last Number Dialed Button by pressing the button.	The Stored Number button is used to view the contents of an Abbreviated Dial button or Last Number Dialed button.
Breaking Dial Tone	
Dial tone is broken as soon as user begins dialing the first digit.	There may be a delay in breaking the dial tone when user begins dialing a number.
Automatic Callback	
Automatic Callback works only when the called party is busy.	Automatic Callback works both when the called party is busy or doesn't answer.

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G2	G3V4
Call Appearances/Primary Extensions	
Can have two multi-appearance voice terminals with the same extension (and only this extension).	This can be accomplished using bridging. Administer the second station with Zero Call Appearances of another extension (that will never be listed or used) and bridge the first station's extension onto the second station.
Can have many primary extensions assigned to one station. Often executives will have one published number and one private number for use by family, both primary extensions.	Cannot have two primary extensions assigned to one station. Administration without Hardware can be used to workaround this difference. Assign a dummy station with an X in the equipment location field as the private extension and bridge that extension onto the executive's station.
Called Party Display	
If a G2 switch prior to G2.2 is in a DCS network, the called party identification is not displayed. However, when the call is from or to a G2.2 switch or the DCS DCIU link tandems through a G2.2 or G3 switch endpoint, the called party identification is displayed. No called party is displayed if the endpoint is a System 85 or G2.1.	If there are only S75/G1/G3V4 switches in a DCS network, the called party is always displayed.
Manual Signaling	
A single manual signaling button may signal a preselected station OR a group of stations.	Each manual signaling button may signal only one other station.

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G2	G3V4
Data Hot Line/Default Dialing	
The Data Hot Line and Default Dialing features are implemented using the Automatic Dialing feature.	These options use numbers in the Abbreviated Dialing lists; there is a potential impact because of the lower capacity for Abbreviated Dial list entries in G3V4. For most customers, however, this will not be a problem and the G2 functionality can be matched in G3V4.
Terminal Alarming	
Supports Terminal Alarming.	There is no equivalent to this feature.
Accessing Individual Attendants	
Users access individual attendants using a FAC followed by the individual attendant number.	Users access individual attendants using an extension number.

General System-Wide Differences

The following is a list of general operation-approaches or architectural differences that may or may not be seen by end-users, but should be identified for administrators.

G2	G3V4
Stations/Extensions/Equipment Locations	
G2 sees stations as equipment locations. Once you have an equipment location with a station definition, extensions can be assigned at will — multiple extensions can be "home" on that station and each extension can be assigned to any 2-lamp button on that station.	G3V4 sees stations as extensions. An appearance of the primary extension is usually assigned to the first 2-lamp button on that station and the station is then identified by that extension. In G3V4, each phone must have its own unique extension. However, a phone does not need to have any appearances of its own extension (i.e., “Call-Appr” button), and instead can be administered only to have bridged appearances of a different extension
Soft Extensions	
G2 creates soft extensions by creating the extension and then assigning the extension button to an existing station. In G2, these soft extensions, when administered, come off the internal line number count but not off the station count for your system.	G3V4 creates the equivalent of soft extensions by assigning the soft extension without hardware then bridging that extension to whatever station(s) will be using this second extension. This use of the Administration without Hardware feature provides the necessary primary location for this "soft" extension. In G3V4, all stations/extensions, including those administered without hardware, come off the station/extension count for your system. This need to create nonexistent multifunction stations, using Administration without Hardware, will impact the total count of multifunction stations.

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G2	G3V4
Associated Extensions G2 creates Associated Extensions by associating a number with an existing extension number. You do not need to create an actual extension for the number.	G3V4 does not support Associated Extensions.
One-Touch Operation G2 does not provide One-Touch operation.	G3V4 provides One-Touch operation of appropriate voice features. G3rV4 is designed to allow speaker-phone users to activate certain features and turn on the speaker phone with a single button push. For example, when a speaker-phone user presses the Abbreviated Dialing button, G3rV4 will automatically turn on the speaker phone and place the call. When an on-hook speaker-phone user presses a call appearance button, G3rV4 automatically turns on the speaker-phone and connects the user to the selected appearance to originate, answer, or connect to a call on that appearance. This One-Touch operation also applies to pressing a feature button assigned to a feature such as "Call Pickup", "Automatic Callback", "Leave Word Calling", "Last Number Dialed", Return Call, PCOL, ICOM, Coverage Answer Group, and Terminating Extension Group.

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G2	G3V4
PCOL/ICOM/Bridged Appearances In G2, Personal CO Line (PCOL), and Intercom (ICOM) are assigned their own dedicated line appearances on the user's multifunction set. This allows the user to use these features without using up a call appearance on their own extension. In G2, these dedicated feature buttons require buttons with both the red In-Use and green feature status lamps.	In G3V4, these features are assigned a feature button. When the user uses these features, they activate the feature using the feature button, but utilize a call appearance of their own extension to place or receive the PCOL or ICOM. In G3rV4, these feature buttons require only the green status lamp.
World Class Routing S85 and G2.1 utilize networking features called Automatic Alternate Routing (AAR) and Automatic Route Selection (ARS). G2.2 introduces a new feature called World Class Routing (WCR) that *replaces* AAR and ARS in G2.1	G3V4 has added an umbrella capability called World Class Routing under which are grouped a number of features: AAR, ARS, Generalized Route Selection, Toll Analysis, and others. As a result, G3V4 utilizes separate AAR and ARS features, each with its own independent feature interaction. In this "General End-User Feature Differences" section, we have discussed the differences under the entry for World Class Routing.

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G2	G3V4
A/Mu-Law Selection G2 uses the Mu-law method of voice companding, which is the voice reproduction technique used throughout North America and Japan. Mu-law is a type of logarithmic companding algorithm that provides an optimum number of quantizing levels for the preservation and reproduction of low-volume voice signals. As a result, fewer sampling slots are left over to provide high-volume fidelity.	As an international system, G3V4 offers Mu-law as well as A-law companding. A-law — found outside Japan and North America — is another type of logarithmic companding algorithm that alternately has an optimum number of quantizing levels for the preservation and reproduction of high-volume voice signals. As a result, fewer sampling slots are left over to provide low-volume fidelity. In G3V4, Mu-law is the default and therefore does not need to be administered. If you wish to select A-law, however, it is administrable through the System Parameter Country options form or through the DS1 trunk form.
7407D Dip Switches The DIP switches on the 7407D and the CallMaster voice terminals are set to the "2" or "G2" setting. (Newer CallMaster sets may not have dip switches.)	The DIP switches on the 7407D and the CallMaster voice terminals are set to the "1" or "G1" setting. Upon upgrading to G3rV4, make sure to set the switch (beneath the front cover lid — in the same location as the volume control) to either "1" or "G1." (Newer CallMaster sets may not have dip switches; in this case ignore this instruction.) The ability to customize certain display buttons is not allowed on G3V4.

G3V4 Administration Overview

The following is an at-a-glance guide to key G3V4 administrative aspects that may not be seen by end-users, but may be helpful for administrators. Many system aspects are viewed from a G3rV4 perspective.

- Configuration and Circuit Pack Administration

  G3rV4 supports the TN464D and TN464E Universal DS1 trunk circuits.

- EIA Port Support on Processor Complex

  G3rV4 does not support an EIA port on the processor complex. Instead G3rV4 provides the Packet Gateway for X.25 Data Module types and System Access Ports for asynchronous devices. The system-port data module type with administrable System Access Ports allows users to dial into or out of the switch.

- Fiber Link

  In G3rV4, fiber links are administered using the Fiber Link Administration form.

Alphabetical Feature Differences

This detailed feature difference information is based on the list of features found in the *System 85 and Generic 2 Features Description* for G2.2 and the *Generic 3 Version 4 Features Description.* If both systems have similar features or if the feature is a G3V4 feature not found in G2, the feature descriptions are provided in the *Definity Communications System G3V4 Feature Description* manual, 555-230-204. G2 features without matching G3V4 features are described from a G2 perspective.

When you are in doubt about where specific information is covered, check the index. It includes both S85/G2 key words and S75/G3V4 key words.

AAR/ARS Partitioning

Feature Definition

Provides for the Automatic Alternate Routing (AAR) and Automatic Route Selection (ARS) services to be partitioned among as many as eight different groups of users within a single DEFINITY Generic 3 switch. This provides individual routing treatment for the different groups of users.

A partitioned user group consists of those users who are grouped together and share the same Partition Group Number (PGN). All partitioned user groups share the same pool of Routing Patterns. (See the "Automatic Alternate Routing" (AAR) and "Automatic Route Selection" (ARS) features for further explanations on routing.) The translation tables that specify the Routing Pattern number are unique for each partitioned user group. Routing Patterns may be shared among the user groups or may be dedicated to a particular user group. Once a user activates the ARS or AAR feature and dials enough digits for the system to search for the Routing Pattern, the PGN of the originator's COR is used to select the table to look up the Routing Pattern.

Feature Differences

This is a feature in G3V4; G2 provides similar functionality. Related G2 features are Tenant Services and World Class Routing. See also G3V4 Tenant Partitioning. See *DEFINITY Communications System Generic 3 Feature Description,* 555-230-204, for more information.

Abandoned Call Search

Feature Definition

This feature provides identification of abandoned calls for CO offices that do not provide timely disconnect supervision.

Abandoned Call Search Administration Differences

Abandoned Call Search is administered using forms rather than PROCs. After being administered for a trunk group, this feature is performed automatically by the system. See the *DEFINITY Communications System Generic 3 Version 4 Implementation,* 555-230-655, document for the procedure for administering Abandoned Call Search in G3V4.

Feature Differences

This is a feature in G3V4; G2 also provides similar functionality. In G3rV4, TN747B CO circuit packs are needed to implement Abandoned Call Search. In G2, Abandoned Call Search is provided with Automatic Call Distribution. See *Definity Communications System Generic 3 Feature Description,* 555-230-204, for more information.

Abbreviated Dialing

Feature Definition

Abbreviated Dialing (AD) provides lists of stored numbers that can be accessed to place local, long-distance, and international calls; to activate features; or to access remote computer equipment. Stored numbers can be accessed by voice terminal users and data terminal users. Certain stored numbers can also be accessed by attendants.

Summary Table for Abbreviated Dialing

Table 2-1. Summary Table for Abbreviated Dialing

	System 85					DEFINITY			
Abbreviated Dialing	**R1**	**R2V1**	**R2V2**	**R2V3**	**R2V4**	**G2.1**	**G2.2**	**G3V4**	**Comments**
Abbreviated Dialing	X	X	X	X	X	X	X	X	
Automatic dialing	X	X	X	X	X	X	X	X	
Dial access code (speed calling)									
From touch-tone stations	X	X	X	X	X	X	X	X	
From rotary stations			Iss 1.2	X	X	X	X	X	
Last extension/number dialed									
Last number dialed				Iss 1.2	X	X	X	X	
Access to button-stored numbers (i.e., Auto-Dial)	X	X	X	X	X	X	X	X[#]	See "Facility Busy Indication"
Maximum Auto-Dial button entries/system	*	24,063	65,535	65,535	262,143	262,143	262,143	†	See "Facility Busy Indication"
Button entries									
Can point to list-stored numbers	X	X	X	X	X	X	X	X	
Can be independent of AD list (i.e., Auto-Dial)	X	X	X	X	X	X	X	X	
Associated busy indication									
For stations (terminals)								X	
For trunk groups								X	
Access to list-stored numbers	X	X	X	X	X	X	X	X	
List access assignment (per extension or per station)	Ext	Ext	Ext	Ext	Sta	Sta	Sta	Sta	
Maximum (all type) lists per extension/station		**	**	**	**	**	**	3	
Maximum group lists per extension/ station	2	2	2	2	2	2	2	3	

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Table 2-1. Summary Table for Abbreviated Dialing — *Continued*

Abbreviated Dialing	System 85					DEFINITY			Comments
	R1	R2V1	R2V2	R2V3	R2V4	G2.1	G2.2	G3V4	
Maximum personal lists extension/station	1	1	1	2	2	2	2	3	
System lists									
Basic system list (one/system)	X	X	X	X	X	X	X	X	
Maximum entries/basic system list	99	99	99	9999	9999	9999	9999	100	
7103A list (one/system)	X	X	X	X	X	X	X	X	
Max entries/7103A list	8	8	8	8	8	8	8	ϕ ‡	
Group lists maximum/system	100	500	1,000	9,999	9,999	9,999	9,999	1,000	
Maximum entries/group list	30	30	30	95	95	95	95	100	
Personal lists maximum/system	##	##	##	##	##	##	##	5,000	
Maximum entries/personal list	30	30	30	95	95	95	95	100	
Maximum lists & list entries/system									
Maximum (all type) lists/system	819	2,048	5,119	13,108	52,224	52,224	52,224	ϕ‡	
Maximum List entries/system	4,005	24,000	65,535	65,535	262,144	262,144	262,144	100,000	
List entry characteristics									
Max characters/entry	20	20	20	20	20	20	20	24	
Characters/digit (0-9)	1	1	1	1	1	1	1	1	
Characters/special functions									
(Pause, wait, mark, suppress)	2	2	2	2	2	2	2	2	
Manual digit insertion	3	3	3	3	3	3	3		
Programming function	X	X	X	X	X	X	X	X	
Suppressed digit outpulsing				X	X	X	X	X	
AD assigned per ELL					X	X	X		

ϕ Enhanced abbreviated dialing provides increased capacities in G3V4.

* Limited only by the number of feature buttons available. Up to 4 digits stored.

† Limited only by the number of feature buttons available. Up to 16 digits stored. Facility Busy Indication buttons can also be used to dial that station.

** Each S85/G2 extension (<=R2V3) or station (>R2V4 can access the system list in addition to 2 other (personal and/or group) lists.

‡ Up to 10 entries can be stored in the G3rV4 7103A list, but the 7103A telephone can only access 8 of them.

Limited only by the number of lists and/or list entries per system.

Feature Differences

G2	G3rV4
Group Lists Group lists have an owner who can program them.	G3V4 allows one designated voice terminal user or designated attendant (for example, a department secretary) to program entries in a group list. This designated extension is identified in the Program Extension field of the Abbreviated Dial Group List form. The system administrator can also program group lists.
Inspecting AD Buttons Users with displays can press an Abbreviated Dial button while on-hook to display the number associated with that button, enabling users with speaker phones to inspect AD numbers without dialing the number.	Users display Abbreviated Dial numbers by pressing an assigned Stored Number button while either on-hook or off-hook. It follows that a user with a speaker phone must have a Stored Number button to inspect a number without dialing the number.
Busy Lamp for AD Abbreviated Dial does not automatically provide a busy lamp for Abbreviated Dial buttons.	When a Facility Busy Indication button is pressed, G3V4 automatically dials the extension number or trunk access code assigned to the station or trunk group being tracked by the Facility Busy Indication Lamp.

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G2	G3rV4
Special Functions	
G2 allows the following special functions (called characters in G3V4): Pause, Wait, Mark, Stop or wait for dial tone, Manual digit entry, Suppress, End of Dialing (EOD).	G3V4 allows the following special characters (called functions in G2): Pause, Wait, Indefinite Wait, Mark, and Suppress, and End of Dialing. The G2 Stop or wait for dial tone, and Manual digit-entry special functions are not allowed in G3V4.
G2 accepts manual digit entry at any point in dialing the AD number.	G3V4 does not accept manual digit entry when using AD unless those manual digits are at the end of the string (for example, AD dials the prefix digits of a number), or unless the manual digits are between two AD buttons.
AD Entry Numbers	
Group and system list entries can have single-digit numbers.	Group and system list entries must have double-digit numbers. Enhanced list entries must have 3-digit or 4-digit entries.
Data Hot Line and Default Dialing	
In G2, the Data Hot Line and Default Dialing features are implemented using the Automatic Dialing feature.	In G3V4, these options use numbers in the Abbreviated Dialing Lists; there is a potential impact because of the lower capacity for abbreviated dial list entries in G3V4. For most customers, however, this will not be a problem.
Programming Feedback	
G2 users get audible feedback throughout the programming sequence.	G3V4 users get no feedback until programming is completed.
When programming Abbreviated Dialing numbers the digits are displayed.	When programming Abbreviated Dialing numbers the digits are not displayed, but the stored number button can be used to display them after entry is completed.

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G2	G3rV4
Actual AD Assignment Abbreviated Dialing is assigned to an extension (R2V3 and earlier).	Abbreviated Dialing is assigned to a station.
Privileged Lists G2 does not support Privileged Lists.	G3V4 Privileged Lists allow station users to call selected telephone numbers via Abbreviated Dialing that they would be restricted (by COR or FRL) from calling by manual dialing.
Attendants' Use of AD Attendants cannot use Abbreviated Dial.	Attendants can use Abbreviated Dial.

Additional Feature Characteristics in G3V4

G3V4 has the capability to assign one enhanced list per system. The enhanced list can have up to 10,000 entries. One enhanced list is allowed per system in addition to the system list. The enhanced list can contain any number or dial access code. The system administrator programs the enhanced list and sets which users can access the list.

G3V4 supports Privileged Lists.

Generic 2 Feature Characteristics Not Available in G3V4

The major differences between Generic 2 and G3V4 abbreviated dial are capacity differences as noted in the above table. See *Chapter 3, "Capacity Comparisons".*

Minimizing the Impact of Abbreviated Dialing Differences

- Display stored number — For users used to displaying a stored AD number by simply pressing the AD button in G2, assign a Stored Number button in G3V4.

- Programming Group Lists — For G2 users used to programming group lists for which they are the owner, assign an additional G3V4 personal list, if available, or make them the assigned programming extension for the group list.
- Special Characters — Abbreviated dial entries containing G2 special characters may have to be redone to work around the special characters that G3V4 does not support: "Stop or wait for dial Tone," "Manual digit entry," and "End of dialing."

  In working around G2 special characters, G3V4 is capable of ignoring unexpected pause characters, allowing a call to proceed.
- G2 7103 Buttons — Button assignments should be able to be entered in G3V4 without any change.
- G2 System List — If the G2 system list-entry size is set to one (the list has a maximum of 10 entries), or 2 (100 entries), the G2 system list can be entered completely as the G3V4 system list. However, the G3V4 system list requires 2-digit entries. All G2 system lists with G2 system size set to 3-, or 4-digit size can be moved to the G3V4 enhanced system list, system capacity permitting.

  A system option, "A/D Grp/Sys List Dialing: Start at 01?" set to "y(es)" will make these lists numbered like G2, i.e., 01-99, 00.

Abbreviated Dialing Administration Differences

Abbreviated Dialing is administered using forms rather than PROCs. See the *DEFINITY Communications System G3V4 Implementation,* 555-230-655, document for the procedure for administering Abbreviated Dialing in G3V4.

Abbreviated Dialing End-User Differences

Note that each company's implementation of this feature may be different, and each voice terminal may utilize a slightly different procedure. For this reason, we refer you to *G3V4 Voice Terminal Operations* or the appropriate voice terminal user's guides for more information. We strongly recommend that your company administrator customize an information sheet for each user using *DEFINITY Voice Terminal DocuMaster Kit,* 555-230-750.

Telephone users moving from Generic 2 to G3V4 will notice the following differences in procedures:

Displaying a Stored Number

Use the new G3V4 Stored Number button assigned to your telephone to display your stored AD numbers. Pressing the AD button dials the number in G3V4.

Programming Buttons with a 48-Button Telephone

Auto-dial buttons on G3V4 can only store 16 digits vs. G2's 20 digits.

Programming a Stored Number on a Phone That Has Programmable Abbreviated Dial Buttons

This procedure is slightly different in G3V4 than the same procedure in G2. See your voice terminal user's guide for more information.

Programming an Abbreviated Dial Personal List

Each user can have up to 3 personal lists with up to 100 entries per list.

To program your personal lists, use the following procedures, and see your voice terminal user's guide.

Accessing the Personal List

G3rV4 personal lists can have a maximum of 100 entries.

See "Accessing List Entries That Used G2 Special Functions" if any of your personal list entries used special characters.

Accessing the System List

- If you used a single digit to access the system list entries, entry 1 = 01, 2 = 02, ... 9 = 09, 0 = 10.

- If you used two, three, or four digits to access the system list entries, your entries should be unchanged.

  See "Accessing List Entries That Used G2 Special Functions" below, if any of your system list entries used special characters.

Accessing List Entries That Used G2 Special Functions

Two AD special functions available in Generic 2 are not available in G3V4 — "Stop or wait for dial tone," and "Manual digit entry." List-entries using these special functions will either not be available, will not work as expected, or will have been changed by your switch administrator. These special functions usually are used for making data connections. If you suspect a problem, call your switch administrator.

ACCUNET

Feature Definition

The ACCUNET feature has been replaced by the Bearer Capacity feature.

Adjunct-Switch Application Interface

See ASAI Gateway, G2 and "CallVisor ASAI Applications" Interface (ASAI), G3V4.

Administered Connections

Feature Definition

Administered Connections automatically establishes an end-to-end connection between two access/data endpoints. The Administered Connections feature provides the following enhanced capabilities.

- Support of both permanent and scheduled connections
- Auto Restoration (preserving the active session) for connections routed over Software Defined Data Network (SDDN) trunks
- Administrable retry interval (from 1 to 60 minutes) per Administered Connection
- Administrable alarm strategy per Administered Connection
- Establishment/retry/auto restoration order based on administered priority

Feature Differences

This is a G3V4 feature; the related G2 feature is Dedicated Switch Connections.

See "Dedicated Switch Connections" in this chapter for more information on the differences between "Administered Connections", "Permanent Switched Calls", and "Dedicated Switch Connections". See *Definity Communications System Generic 3 Feature Description,* 555-230-204, for more information.

Administration without Hardware

Feature Definition

Administration Without Hardware (AWOH) provides the ability to administer Station forms without specifying a port location. Such stations are referred to as *phantom* and do not generate alarms and errors when the station is translated but not yet installed. The Administration without Hardware feature works for administration the same way as administration with hardware translation does. For example, when terminals are moved, user-activated features such as call forwarding and send all calls are preserved and functional.

An AWOH station is considered *disassociated* when no hardware ports are assigned to the station. Once a port is assigned, the AWOH station is considered *associated.*

Feature Differences

This is a G3V4 feature. G2 has comparable capabilities. See "Bridged Calls" in this chapter. See also, *Definity Communications System Generic 3 Feature Description,* 555-230-204, for more information.

Advanced Private Line Termination

Feature Definition

The Advanced Private Line Termination (APLT) feature provides access to and termination from the following private-line networks:

- CCSA (Common Control Switching Arrangement)
- EPSCS (Enhanced Private Switched Communications Services)

The APLT feature allows network inward dialing and direct outward dialing to distant network locations. Incoming network calls are processed the same as a DID (Direct Inward Dialing) call. Active features at the called terminal such as Call Forwarding and Call Waiting operate as usual. (There are some feature interaction exceptions.)

These private networks provide call routing over dedicated facilities. Based on the network numbering plan, on-network calls are routed to terminals or attendants within the network. Private networks can optionally provide off-network calling to a desired destination based on the 10-digit public-network number.

Feature Differences

Both G2 and G3V4 support this feature.

Agent Call Handling

Feature Definition

Agent Call Handling provides ACD agents with the capabilities required to answer and process ACD calls.

The agent capabilities provided by this feature are:

- Agent Log-In and Log-Out
- Agent Answering Options
  - — Automatic Answer (zip tone)
  - — Manual Answer
- ACD Work Modes
  - — Auxiliary Work Mode
  - — After Call Work
  - — Auto-In
  - — Manual-In
- Agent Request for Supervisor Assistance
- ACD Call Disconnecting (Release button)
- Stroke Counts
- Call Work Codes
- Forced Entry of Stroke Counts and Call Work Codes

All of the agent capabilities listed above are also supported through the CallVisor ASAI.

Feature Differences

This is a feature in G3V4. In G2 this functionality is provided with the Automatic Call Distribution feature. Feature differences are covered in the "Automatic Call Distribution" (ACD) entry in this chapter. The related G2 feature is Automatic Call Distribution. See *Definity Communications System Generic 3 Feature Description,* 555-230-204, for more information.

Alphanumeric Dialing

Feature Definition

Alphanumeric Dialing enhances Data Terminal Dialing by allowing data terminal users to place a data call by entering an alphanumeric name, rather than dialing a string of numbers.

Feature Differences

Both G2 and G3V4 support this feature, known as Mnemonic Dialing in G2 and "Alphanumeric Dialing" in G3V4. See "Mnemonic Dialing".

G2	G3V4
Maximum Entries G2 has a storage capacity for a maximum of 1,000 mnemonics.	G3rV4 can hold a maximum of 1,250 alphanumeric dialing entries.
Mapped String Length A mapped string in G2 can be up to 20 digits.	In G3rV4 a mapped string can be up to 24 digits.
Alpha Name Length The alpha-name length in G2 can be up to 10 characters,	In G3rV4 the maximum alpha-name is 8 characters.
Special Code Restrictions G2 has restrictions on the special codes: a 13 must precede the codes 14-18.	G3V4 has no such restriction.
Mapped String in Dialed String G2 does not allow similar functionality.	A Mapped-String can contain a Mapped-String as part of the dialing string, just as long as it does not reference itself.

Alternate Facility Restriction Levels

Feature Definition

The Alternate Facility Restriction Levels feature allows the DEFINITY Communications System to adjust facility restriction levels for devices (lines or trunks) as well as authorization codes within a given system.

The Alternate Facility Restriction Levels feature provides an alternate mode of operation than that prescribed by the original set of facility restriction levels. Facility Restriction Levels (FRLs) are used to determine the privileges an originating party can have when making an outgoing trunk call. This originator can be either a line or a trunk. An FRL is assigned to all devices and/or device groups through its associate Class Of Restriction (COR). FRLs are administered within the system to allow or restrict outgoing calls according to their particular destination, tariffs applied on certain calls at certain times of day, or to facility problems (trunk outages for example).

The Alternate Facility Restriction Levels feature allows a change of the administered FRLs for all originating devices and authorization codes to a new value. Feature Differences

This is a G3V4 feature; G2 provides similar functionality. The related G2 feature is Facility Restriction Levels. See *Definity Communications System Generic 3 Feature Description,* 555-230-204, for more information.

G2	G3V4
Who can Activate AFRLs	
The administrator or attendant can activate AFRLs.	In addition to the administrator or attendant, users can activate AFRLs.

Answer Detection

Feature Definition

Answer Detection improves the accuracy of the call duration in CDR call detail records by detecting the state of outgoing trunk calls that do not receive Network Answer Supervision.

A timer determines when the called party has answered. Since Network Answer Supervision may or may not be sent back, a normal outgoing trunk call without the Answer Detection feature relies upon the Far End Answer Supervision timer once an outgoing call is placed.

Answer Detection allows the system administrator to set the answer supervision timeout to larger values while generating CDR call detail reports on short duration calls.

Feature Differences

This is a G3V4 feature; G2 provides similar functionality but without the hardware (tone removal detector) in the CDR feature. See *Definity Communications System Generic 3 Feature Description,* 555-230-204, for more information.

Attendant Features

Feature Definition

G3V4 provides several attendant features:

- Attendant Administration
- Attendant Auto-Manual Splitting
- Attendant Call Waiting
- Attendant Control of Trunk Group Access
- Attendant Direct Extension Selection With Busy Lamp Field
- Attendant Direct Trunk Group Selection
- Attendant Display
- Attendant Intrusion (Call Offer)
- Attendant Override of Diversion Features
- Attendant Priority Queue
- Attendant Recall
- Attendant Release Loop Operation
- Attendant Room Status
- Attendant Serial Calling

Table 2-2. Summary Table for Attendant Features

Feature	System 85					DEFINITY			Comments
	R1	R2V1	R2V2	R2V3	R2V4	G2.1	G2.2	G3rV4	
Attendant Console									
ZAGJ-09AF Console with DXS/BLF	X	X	X	X	X	X	X		
ZAAG-09AF Console without DXS/BLF	X	X	X	X	X	X	X		
Attendant Console Operation									
Attendant Release Loop Operation	X	X	X	X	X	X	X	X	
Attendant Switched Loop	X	X	X	X	X	X	X		
Max Number of Consoles in Attendant Group	28	28	40	40	40	40	40	28	
Centralized Attendant Service (CAS)									
Main	X	X	X	X	X	X	X	X	
RLT calls can route to Attendant Console Group	X	X	X	X	X	X	X	X	
RLT calls can route to ACD Group						Iss 3	X	X	
RLT calls can route to VDN						Iss 3	X	X	

Continued on next page

Table 2-2. Summary Table for Attendant Features — *Continued*

Feature	System 85					DEFINITY			Comments
	R1	R2V1	R2V2	R2V3	R2V4	G2.1	G2.2	G3rV4	
Branch	X	X	X	X	X	X	X	X	
Attendant Features									
Administrable Console Group Name								X	
Alternate FRL	X	X	X	X	X	X	X	X	
Attendant Alphanumeric Display	X	X	X	X	X	X	X	X	
Number of Display characters	8	8	8	8	8	8	8	40	
Calling Number Display to Attendant Instead of name	X	X	X	X	X	X	X	X	
COS/COR DIsplay	X	X	X	X	X	X	X	X	
Incoming Call Identification	X	X	X	X	X	X	X	X	
Trunk Identification	X	X	X	X	X	X	X	X	
Attendant One-Way Automanual Splitting	X	X	X	X	X	X	X	X	
Attendant Call Waiting (ACW)	X	X	X	X	X	X	X	X	
Option per called station	X	X	X		X	X	X	X	
Call waiting ringback delayed until attendant release	X	X	X	X	X	X	X		
Unanswered Call waiting call returned	X	X	X	X	X	X	X	X	
to the same console	X	X	X	X	X	X	X	X→	With Return Call option
to any console in group								X→	With Release Loop option
Attendant Conference									
Attendant and maximum 5 conferees						X→	X→		G2 systems without traditional modules only
Attendant and maximum 6 conferees	X→	X→	X→	X→	X→	X→	X→		Requires SN254 on traditional modules
Maximum simultaneous conferences	13	13	13	13	13	13	13	→	Unlimited in G3V4
Attendant Control of Trunk Group Access	X	X	X	X	X	X	X	X	
Attendant Direct Extension Selection (DXS)									
with busy lamp field (BLF)									
With 3- or 4-digit Extensions &/0r 5- or	X	X	X	X	X	X	X	X	
6-digit Prefix Dialing									
Hundreds Group Selection									
Maximum 100's group select buttons	18	18	18	18	18	18	18	20†	
Extended DXS feature (maximum hundreds groups)	32	100	100	100	100	100	100		
Attendant Direct Trunk Group Selection	X	X	X	X	X	X	X	X	
Maximum number of DTGS buttons	24	24	24	24	24	24	24	12/24#	
With 3 (busy, Warning, and Control) lamps	12	12	12	12	12	12	12	6/12#	
With 1 (busy) lamp only	12	12	12	12	12	12	12	6/12#	
Attendant Interposition Calling and Transfer	X	X	X	X	X	X	X	X	

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Table 2-2. Summary Table for Attendant Features — *Continued*

Feature	System 85					DEFINITY			Comments
	R1	R2V1	R2V2	R2V3	R2V4	G2.1	G2.2	G3rV4	
Attendant Lockout	X	X	X	X	X	X	X	X	
Attendant Recall	X	X	X	X	X	X	X	X	
Attendant Start (dialing)									
Manual Start (button)	X	X	X	X	X	X	X	X	
Attendant Transfer	X	X	X	X	X	X	X	X	
Automatic Circuit Assurance (ACA)	X	X	X	X	X	X	X	X	
With Referral Call:									
To attendant	X	X	X	X	X	X	X	X	
With Audit Trail to SM/CSM					X	X	X	X	
Number of Characters in Display	4	4	4	4	4	4	4	40	
Called Timed Reminder	X	X	X	X	X	X	X	X	
On held calls:	X	X	X	X	X	X	X	X	
Individual Attendant Access	X	X	X	X	X	X	X	X	
Via Feature Access Codes	X	X	X	X	X	X	X		
Multiple Listed Directory Numbers (MLDN)									
MLDNs via CO trunks	255	255	255	255	982	982	982	666	
MLDNs via DID (maximum number)	4	4	4	9	999	999	999	20	
Night Console	X	X	X	X	X	X	X	X	
With Auto-Drop default	X	X	X	X	X	X	X	X	
Serial Calling	X	X	X	X	X	X	X	X	
Straightforward Outward Completion	X	X	X	X	X	X	X	X	
Through Dialing	X	X	X	X	X	X	X	X	
Timed Recall on Outgoing Calls	X	X	X	X	X	X	X		
Trunk Group Busy/Working Indicators	X	X	X	X	X	X	X	X	
Trunk to Trunk Connections	X	X	X	X	X	X	X	X	
Two-Party hold on console	X	X	X	X	X	X	X	X	
Visually Impaired Attendant Service	X	X	X	X	X	X	X	X	

† There are 8 Hundreds Group Select buttons on the 301A DXS Console and 20 on the 302A1 DXS Console, but G3rV4 allows up to 12 feature/function buttons to be administered as Hundreds Group Select Buttons *(with the 301A DXS console only)* so that up to 20 hundreds groups can be selected with either console.

→ Entries marked with an arrow direct the reader to the Comment entries.

The lower numbers of DTGS buttons apply to original S75/G1 attendant consoles (301A) in all release/versions of S75/G1; the higher numbers apply in G1.1 Issue 5 and later only and G3V4 with the Enhanced G1 attendant console (302A1).

G2	G3V4
Attendant Display Attendants have 4- or 8-character displays, with a few display features. (Upon upgrading, G2 consoles are replaced with G3iV4/G3rV4 consoles and displays. Attendants will have to be retrained; the new operations will be learned in training.)	Attendants have 40-character displays, with most of the same features as display stations plus a few attendant-specific display features. Call status is updated regularly on the attendant display. A choice of languages is also possible with the default being English.
Switched/Release Loop Operation Attendant Switched Loop operation is the default with Attendant Release Loop available as an alternative option. The Release Loop feature allows calls ringing or waiting on a called station to be released from the console, be returned to the attendant queue, and recall ANY attendant if not answered before the timed reminder feature timeout interval. The difference is that the G2 Attendant Release Loop operation is an option; if Release Loop is not assigned the alternate feature (Switched Loop Operation) applies; in which case the ringing/waiting calls always remain on the same console until the called station answers and when timed reminder occurs it always alerts the same attendant.	Only Attendant Release Loop Operation is provided, there is no provision for Switched Loop operation. After timeout with the default operation, ringing/waiting calls are returned to the attendant queue for distribution to the first available console in the group. However, after timeout with the optional Attendant Return Call feature provided, a ringing/waiting call will attempt to return to the same console that had originally extended it, and will queue for any console only if the original console is not available.

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G2	G3V4
Waiting Calls With Attendant Call Waiting and the default switched loop operation, the waiting calls remain on the console. With the optional release loop operation, the waiting calls leave the console. If the waiting call leaves the console, and a Timed Reminder later occurs, it goes to any attendant. If the call remains on the console, then a Timed Reminder will always alert the same console.	With Attendant Call Waiting the waiting calls leave the console.
Timed Reminder Return With the default switched-loop operation, a timed reminder always alerts the same attendant; with the optional released-loop operation the reminder can come back to any attendant.	The timed reminder can come back to alert any attendant.
Attendant Priority Queuing Attendant Priority Queuing is not available.	Attendant Priority Queuing is supported.
Auto-Start Auto-Start is not available.	Auto-Start is supported.
Auto-Hold Auto-Hold is not available.	Auto-Hold is supported.
Extended Direct Extension Selection Extended Direct Extension Selection is supported.	Extended Direct Extension Selection is not available.
Attendant Override of Diversion Features Does not provide Attendant Override of Diversion Features.	G3V4 provides Attendant Override of Diversion Features, which allows the attendant to actually ring a station with diversion features activated (including Send All Calls, Call Coverage, and Call Forwarding All Calls).

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G2	G3V4
Interrupting a Call Provides a feature called "Busy Verification of Lines" that allows the attendant to interrupt a call.	In addition to Busy Verification, G3V4 provides a separate feature called Attendant Intrusion.
Recalling the Attendant Users use transfer/conference procedures to recall the attendant only if the call is not already held on a console; if it's already held on a console, the user merely flashes the switch hook or presses the RECALL button (if available) to recall the attendant. Because of the way other features work, the call is more likely to be held on the console in G2.	With Attendant Recall, users use transfer/conference procedures to recall the attendant.
"Serial Calls" Supports serial calling.	Supports similar serial calling but also an administrable option: Attendant Incoming Serial Calling.
Calling an Individual Attendant Users use a separate feature access code plus some digits to call an individual attendant.	When station users call individual attendants, they dial an extension.

Additional Feature Characteristics in G3V4

- 40-character displays
- Attendant Incoming Serial Calling
- Attendant Priority Queuing
- Auto-Start
- Auto-Hold
- Attendant Override of Diversion Features

G2 Feature Characteristics Not Available in G3V4

- Extended Extension Station Selection
- Switched Loop operation

Minimizing the Impact of Attendant Feature Differences

G3rV4 supports 20 hundreds groups for DXS from the attendant console. For companies desiring a greater capacity, administer a hundreds group button to be 00 (or use the enhanced DXS feature); then the attendant can dial any extension (any 4-digit extension) by choosing one, then another, DXS button. For example, for an attendant to dial X4321, the attendant would press the 43 button, then the 21 button. This workaround, however, does not display the status of the stations in a particular hundreds group via the busy lamp field.

Attendant Feature Administration Differences

Attendant features are administered using forms rather than PROCs. See the *Definity Communications System Generic 3 Version 4 Implementation* document for the procedure for administering Attendant Features in G3V4.

Attendant Console Differences

G3V4 supports the "Visually Impaired Attendant Service" (VIAS) feature. This hardware feature is designed for consoles and display-equipped stations and uses up to six assignable buttons.

G3V4 is completely different from G2 in providing a subset of features that work with VIAS, a choice of two display languages, and in the attendant consoles themselves. See the "Visually Impaired Attendant Service" (VIAS) section in this chapter for more details.

The G2 attendant console is replaced by the S75/G1/G3V4 attendant console and attendants will need training due to the differences.

Attendant Features End-User Differences

Calling Individual Attendants

Users call individual attendants by calling the attendant extensions, rather than a separate feature access code plus some digits as in G2.

Accessing the Attendant

If a different access code is administered, the users will need to be notified of the new procedure.

Recalling the Attendant

If G2 users have been used to using the Recall button to recall the attendant, they will now have to use transfer/conference procedures to add the attendant back onto the call.

Audible Message Waiting

Feature Definition

Audible Message Waiting is typically, but not necessarily, used on voice terminals without message waiting lights. (Often these are analog terminals.) The feature places a stutter at the beginning of station dial tone on a station that has a message waiting for it. The message can be waiting in system memory (to be accessed via display or via the voice synthesizer), PMS, MSA, or AUDIX.

This feature may not be applicable in countries that restrict the characteristics of dial tones provided to users.

Feature Differences

Both systems support this feature.

AUDIX

Feature Definition

Audio Information Exchange (AUDIX) Interface is a message-handling system for recording and distributing spoken messages or voice mail. The system contains stored voice prompts that guide users when creating, sending, retrieving, answering, saving, and forwarding spoken messages.

NOTE:
Your administrator is urged to consult the *GBCS Products Security Handbook,* 555-025-600, for information on measures to help secure this feature from possible toll fraud. Also see the Security Violation Notification (SVN) feature.

The following is a non-inclusive list of AUDIX applications. This list depends on the type of AUDIX system you are using:

- Voice Mail — allows users to send and receive messages to and from their voice mail
- Call Answer — provides switch extensions answer coverage via AUDIX
- Automated Attendant — presents callers with a voice menu of options, then routes calls according to the keys the caller presses
- Bulletin Board — (sometimes called Information Service) plays a recorded message to callers
- Broadcast Message — enables an AUDIX administrator to send broadcast messages to all AUDIX users on the system
- Directory Service — provides a directory of subscribers to the caller

The following activities are available for use by AUDIX subscribers:

- Create Message — Record or modify a new message, address it, schedule it for delivery, and save a copy (optional).
- Scan Incoming Mail— Review new messages and reply or redirect them with an added comment, and review or delete old saved messages.
- Personal Greeting Administration — Record or modify one or more personal greetings to be played for callers who reach AUDIX through the Call Answer feature, or select the standard AUDIX greeting.
- Scan Outgoing Mail— Review, modify, or redirect messages scheduled for delivery; check the status of delivered messages; and review, modify, redirect, or delete messages saved in the file cabinet.

- Password and List Administration — Change user's personal AUDIX password and create, modify, review, or delete mailing lists.
- AUDIX Networking — Send and receive network messages, status information, and administrative update information to and from other members of the AUDIX product family.

Two types of networking are available: Audio Message Interchange Specification (AMIS) analog networking and digital networking. AMIS networking is available with all AUDIX configurations; digital networking is available when AUDIX is configured as a system external to the DEFINITY switch.

Feature Differences

G2	G3V4
Networking AUDIX *Machines*	
Regarding DCP connectivity between AUDIX and the switch for AUDIX networking, G2 supports the transmission of data on both DCP information ("I") channels. G2 supports a maximum of four DCP connections with AUDIX (two DCP links with two I-channels each) for networking.	Supports data on one I-channel per DCP link. G3rV4 supports a maximum of two DCP connections (two DCP links with one I-channel each). If your company is networking AUDIX machines, the network may have to be re-engineered to handle the traffic with the reduced number of ports available with G3rV4.
AUDIX Voice Power	
AUDIX Voice Power and Voice Power Lodging are not available.	AUDIX Voice Power and Voice Power Lodging are supported.
AUDIX Access and Abbreviated Dial	
G2 does not allow the AUDIX login digits and password to be stored in an Abbreviated Dial list entry.	G3V4 allows the AUDIX login digits and password to be stored in a Abbreviated Dial list entry and accessed by an Abbreviated Dial button.
AUDIX and Leave Word Calling	
G2 gives intercept tone to callers when Leave Word Calling (LWC) is pressed after AUDIX answers a covered call. G2 leaves the call to AUDIX up but does *not* leave a LWC message.	G3V4 gives a confirmation tone to a caller when LWC is pressed after AUDIX answers. G3V4 leaves the call up, and *does* leave a LWC message.

Additional Feature Characteristics in G3V4

G3V4 supports AUDIX Voice Power and Voice Power Lodging.

G3V4 allows the AUDIX login digits and password to be stored in a Abbreviated Dial list entry and accessed by an Abbreviated Dial button.

G2 Feature Characteristics Not Available in G3V4

G2 supports the transmission of data on both DCP Information channels.

AUDIX Administration Differences

AUDIX is administered using forms rather than PROCs. See the *Definity Communications System Generic 3 Version 4 Implementation* document for the procedure for administering AUDIX in G3V4.

AUDIX End-User Differences

G3V4 allows the AUDIX login digits and password to be stored in a Abbreviated Dial list entry and accessed by an Abbreviated Dial button.

G2 gives intercept tone to callers when Leave Word Calling (LWC) is pressed after AUDIX answers a covered call; leaves the call to AUDIX up; but does *not* leave a LWC message. G3V4 gives a confirmation tone to a caller when LWC is pressed after AUDIX answers; leaves the call up; and *does* leave a LWC message.

Since G3rV4 supports up to eight AUDIX adjuncts, user-defined adjunct names are supported. G3V4 also adds multiple hunt groups for each AUDIX, resulting in slight changes to data-link connectivity administration.

Authorization Codes

Feature Definition

The Authorization Codes feature provides the means for extending control of system users' calling privileges and security for remote access callers.

The Authorization Codes feature is optional, is closely linked to the FRL feature, and can be used with the ARS, AAR, and Remote Access features, as well as with incoming trunk calls.

Authorization codes may be used for any or all of the following reasons:

- To allow a calling user to override the FRL assigned to the originating station or trunk
- To restrict individual incoming tie trunks and remote access trunks from accessing an outgoing trunk
- To identify certain calls on CDR records for cost-allocation purposes
- To provide additional security control for the system

Summary Table for Authorization Codes

Table 2-3. Summary Table for Authorization Codes

	System 85					DEFINITY			
Authorization Codes	**R1**	**R2V1**	**R2V2**	**R2V3**	**R2V4**	**G2.1**	**G2.2**	**G3rV4**	**Comments**
Authorization Codes (Max Number of Codes, 4-7 digits)	9,000	9,000	9,000	90,000	90,000	90,000	90,000	90,000	
Use for Incoming Trunks									
Tie and Remote Access	X	X	X	X	X	X	X	X	
Provisioning/Administration									
Algorithm Selection & Validation	X	X	X	X	X	X	X	X	
Random Selection									

Feature Differences

Although the details of the G2 and the G3V4 Authorization Codes features differ, both switches use this feature to improve switch security for Remote Access calls and to change calling permissions on a per-call basis. From the perspective of changing calling permissions, G3V4 provides increased flexibility by correlating each user's Authorization Code with a specific class of restriction. From the perspective of external routing, G3V4 is more likely to lower calling permissions during a call.

G2	G3V4
Barrier Codes and Authorization Codes	
After having entered either a barrier code or an authorization code to access the switch, a Remote Access user can then dial a WCR access code. Then, given a low FRL assigned to the incoming Remote Access trunk group, G2 can prompt the user for an Authorization Code (if not already entered) to potentially raise the default FRL for outside routing. However, for placing local station calls or accessing switch features, G2 always applies Class of Service 31 to Remote Access calls. (The G2 does not prompt for an authorization code to potentially improve Remote Access feature permissions by correlating the dialed code with a different class of service).	G3V4 can request that a Remote Access user dial a barrier code *and* an authorization code during access to improve switch security. Then, G3V4 can correlate the dialed authorization code with a specific class of restriction for access to an assortment of station calling and switch features.
Facility Restriction Levels (FRLs)	
Prior to G2.2, the AAR/ARS features substitute the authorization code FRL for the call's current FRL without comparing the value of the authorization code FRL to the call's current FRL. Beginning with G2.2, the WCR software compares the value of the authorization code FRL with the call's current FRL (to be sure the call's FRL would be raised) before making a substitution.	In G3V4, the routing software substitutes the authorization code FRL for the call's current FRL without comparing the value of the authorization code FRL to the call's current FRL.

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G2	G3V4
Network Access Flag For G2, a network-access flag is assigned to each authorization code that can either allow or deny off-net (usually Remote Access) users of the Authorization Code to access the switch.	G3V4 provides no corresponding capability.
Retrying Preference Selections Prior to G2.2, the AAR/ARS features automatically allowed users to retry preference selection (by dialing "1" after recall dial tone). Beginning with G2.2, the WCR feature automatically allows users to retry preference selection (by dialing "1" or "#" after recall dial tone). If retry fails, call may queue, go to an attendant, get reorder tone (fast busy), or intercept treatment.	The G3V4 users' ability to retry preference selection with the same FRL is an administrable option called "CACR (Cancellation of Authorization Code Request)." For calls where the retry fails to find a route, the CACR function of the G3V4 Authorization Codes feature, can be assigned to "time-out" to the attendant group after the user dials "1," "#," or allows the interdigit timing interval to elapse.

Additional Feature Characteristics in G3V4

- Cancellation of Authorization Code Request (CACR) allows routing to an attendant.
- The G3V4 Ranging and Filtering functionality, administered via the list command, is supported for Authorization codes. See "Ranging and Filtering" in this G3V4 documentation for more details.

G2 Feature Characteristics Not Available in G3V4

Network Access flags are available per Authorization Code.

Minimizing the Impact of Authorization Codes Differences

Appropriate choice of options can produce identical results in both switches with the exception of the network access flag.

Authorization Codes Administration Differences

Authorization Codes is administered using forms rather than PROCs. See the *Definity Communications System Generic 3 Version 4 Implementation* document for the procedure for administering Authorizations Codes in G3V4.

Authorization Codes End-User Differences

If G3V4 is administered to require both Barrier and Authorization Codes for Remote Access, the dialing sequence will vary in G2:

In G2.1:

[Remote Access Number] +
[Barrier Code] +
[AAR/ARS] [Destination Number] +
[Authorization Code]

In G3V4 and G2.2:

[Remote Access Number] +
[Barrier Code] +
[Authorization Code] +
[AAR/ARS] [Destination Number]

Please note that G3V4 *can* be administered to require the same dialing sequence as G2.2.

Automatic Alternate Routing

Automatic Alternate Routing (AAR) is discussed with "World Class Routing" later in this chapter.

Automatic Callback

Feature Definition

Automatic Callback allows internal users who placed a call to a busy or unanswered internal voice terminal to be called back automatically when the called voice terminal becomes available.

A single-line voice terminal user activates Automatic Callback by pressing the Recall button or flashing the switchhook and then dialing the Automatic Callback access code. Only one Automatic Callback call can be activated at any given time by a single-line user.

A multi-appearance voice terminal user can activate Automatic Callback for the number of Automatic Callback buttons assigned to the terminal. After placing a call to a voice terminal that is busy or that is not answered, the caller simply presses an idle Automatic Callback button and hangs up.

Summary Table for Automatic Callback

Table 2-4. Summary Table for Automatic Callback

	System 85					DEFINITY			
Automatic Callback	**R1**	**R2V1**	**R2V2**	**R2V3**	**R2V4**	**G2.1**	**G2.2**	**G3V4**	**Comments**
ACB On Busy	X	X	X	X	X	X	X	X	
MFT Set Dial Code ACB Activation	X	X	X	X	X	X	X		

Feature Differences

G2	G3V4
Busy and Busy/Don't Answer	
Automatic Callback works for busy calls.	Automatic Callback works for busy and don't answer calls.
Activating Automatic Callback	
Automatic Callback can be activated by a feature button or by using a dial access code.	Automatic Callback must be activated by a feature button on a multifunction station (activation by a dial access code is not allowed for multifunction stations) or by a dial access code on an analog set.

Additional Feature Characteristics in G3V4

Automatic Callback works for "busy and don't answer calls" and can be activated while the call is in progress.

Automatic Callback Administration Differences

Automatic Callback is administered using forms rather than PROCs. See the *Definity Communications System Generic 3 Version 4 Implementation* document for the procedure for administering Automatic Callback in G3V4.

Automatic Callback End-User Differences

Users need to be notified that Automatic Callback now works for calls that aren't answered as well as for calls that are busy. They also need to know that they can activate Automatic Callback while the call is in progress.

Automatic Call Distribution

Feature Definition

Automatic Call Distribution provides automatic connection of incoming calls to specific splits (hunt groups). Calls to a specific split are automatically distributed among the agents (hunt group members) assigned to that split. ACD data, transmitted from the switch to the CMS or BCMS, is used to generate various reports on the status of ACD agents, splits, and trunks.

An ACD split is simply a hunt group that is designed for use wherever a high volume of similar calls are received. ACD split call handling features can be measured by BCMS/CMS.

Members of a split are called agents. An agent can be a voice terminal extension or individual attendant extension. A voice terminal or individual attendant can be an agent in one or more splits. However, at any one time, an agent can be logged into a maximum of three or four ACD splits, depending on the CMS release being administered. (Non-EAS agents can only be logged into one split if that split is administered for Multiple Call Handling.)

In addition to the agents, a split supervisor can be assigned to each split. The split supervisor can listen in on agent calls, monitor the split queue status (discussed later) via queue warning buttons (see "Queue Status Indicators" feature) and can assist agents on ACD calls. Although split supervisors can assist agents on ACD calls, the supervisors themselves do not normally receive ACD calls unless they are also members of the split. The request for assistance comes from the agents. An agent can request supervisory assistance by pressing an Assist button or by dialing the assist feature access code and the split number.

Summary Table for Automatic Call Distribution

Table 2-5. Summary Table for Automatic Call Distribution

Feature	System 85					DEFINITY			Comments
	R1	R2V1	R2V2	R2V3	R2V4	G2.1	G2.2	G3V4	
Call Distribution Algorithm:									
Terminal (Linear, Direct) Hunting	X	X	X	X	X	X	X	X	
Circular Hunting	X	X	X	X	X	X	X		
Most Idle Agent (MIA) Hunting				X	X	X	X	X	
Moves MIA agent to bottom of queue after an outgoing call				X	X	X	X		
Agents in ACW on MIA Queue								X	

Continued on next page

Table 2-5. Summary Table for Automatic Call Distribution — *Continued*

Feature	System 85					DEFINITY			Comments
	R1	R2V1	R2V2	R2V3	R2V4	G2.1	G2.2	G3V4	
Agents in AUX on MIA Queue						X	X		
Queuing	X	X	X	X	X	X	X	X	
w/Priority Queue			X	X	X	X	X	X	
w/Queue Size Limiter					X *	X *	X *	X	
w/Queue Status									
Status Warning via Beehive†			X	X	X	X	X	X	
Number of Queued Calls (NQC) and Oldest Queued Time (OQT) via Display#					X	X	X	X	
Call Prompting								X	
Call Vectoring					X	X	X	X	
Abandoned Call Search	X	X	X	X	X	X	X	X	
Announcements to Incoming Callers				X	X	X	X	X	
Announcement w/Forced Disconnect					X *	X *	X *		
1st Announcement			X	X	X	X	X	X	
Forced 1st Announcement					X *	X *	X *	X	
Non-Recurring 2nd Announcement			X	X	X	X	X	X	
Recurring Announcement	X	X			X *	X *	X *	X	
ACD Night Service									
For new calls					X *	X *	X *		
For calls already in queue					X	X	X	X *	
RLT calls can route to ACD Group						Iss 3	X	X	
Dialed Number Identification Service (DNIS):									
Switch Support			X	X	X	X	X	X	
CMS Support					X	X *	X *	X	*
DNIS info passed to host/adjunct					X	X	X	X	
Malicious Call Trace (MCT)					Iss 1.1	X	X	X	
BCMS (Basic CMS Report Functions								X	
Integrated in Switch)									
Interface to CMS Adjunct				X	X	X	X	X	
CMS Adjunct Hardware									
3B2				X	X	X	X	X	
386					X	X	X	X	
486								X	
3332								X	
Sun Sparc 5								X	
Sun Sparc 10								X	
CMS Software Releases Supported									

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Table 2-5. Summary Table for Automatic Call Distribution — *Continued*

Feature	System 85					DEFINITY			Comments
	R1	R2V1	R2V2	R2V3	R2V4	G2.1	G2.2	G3V4	
R2				X	X	X	X	X	
R3.0					X	X	X	X	
R3V2						X	X	X	
R3V4						X	X	X	
CMS Adjunct Functions									
Status (Reports)				X	X	X	X	X	
Agent Login/Logout				X	X	X	X	X	
Administration				X	X	X	X	X	
Audio Difficulty; Reporting				X	X	X	X	X	
Event Counts				X	X	X	X	X	
Single button Stroke Count				X	X	X	X	X	
With Forced Entry Split Option				X	X	X	X	X	
With Status Lamp Indication							X◊	X◊	
Call Work Codes							X	X	
With Forced Entry Split Option							X	X	
With Status Lamp Indication							X	X	
Transferred ACD Calls Tracking							X	X	
Separate Internal/External & Dialed Number							X	X	
Passing Inbound ISDN SID/ANI							X	X	
or Internal Call Extension to CMS									
Enhanced Tracking for Lookahead Interflow							X	X	
Individual Split Assignment							X	X	
for Measurement									
OCM Tracking							X	X	
Agent Features & Work Modes									
After Call Work			X	X	X	X	X	X	
Agent Call Work Codes							X	X	
Agent Hold w/Multiple Call Handling									
ACD Agent Hold					X	X	X	X	
MCS Agent Hold					X	X	X		via MCS Screen
Agent Log In/Out				X	X	X	X	X	
Agent Position Staffed/Unstaffed			X	X	X	X	X	X	
Assist (Agent to Supv)			X	X	X	X	X	X◊	
Manual Answer			X	X	X	X	X	X	
Auto Answer w/Zip Tone			X	X	X	X	X	X	
On ACD Calls			X	X	X	X	X	X	

Continued on next page

Table 2-5. Summary Table for Automatic Call Distribution — *Continued*

Feature	System 85					DEFINITY			Comments
	R1	R2V1	R2V2	R2V3	R2V4	G2.1	G2.2	G3V4	
Auto-In			X	X	X	X	X	X	
Automatic Available Split				Iss 1.4	X	X	X	X	
Aux_Work/Make_Busy	X	X	X	X	X	X	X	X	
City/Queue of Origin ID									
Via Display	X	X	X	X	X	X	X	X	Nonvectoring
VOA Announcement and Repeat	X	X	X	X	X	X	X	X	
Manual-In	X	X	X	X	X	X	X	X	
Agent Console									602A2/602A3
CallMaster ACD Agent Terminal			X	X	X	X	X	X	602A1 (DCP)
Change Split Parameter:									
From CMS				X	X	X	X		
From Switch	X	X	X	X	X	X	X	X	
Lamp Monitoring of Agents			X	X	X	X	X		106B Display Unit
Move Agents & Trk Grps:									
Via CMS:				X	X	X	X	X	
Move Agents				X	X	X	X	X	
Move Trunks				X	X	X	X		
Via MAAP/SAT	X	X	X	X	X	X	X	X	
Via Supervisor's Terminal			X	X	X	X	X	X	Agents only
Service Observing									
Agent Override			X	X	X	X	X		
Service Observing				X	X	X	X	X	
Intraflow: (non-vectoring)††									
Time in Queue	X**	X**						X	
Number of Calls			X	X	X	X	X		
All Calls	X	X	X	X	X	X	X	X	
Interflow: (non-vectoring)††									
Time in Queue									
Number of Calls			X	X	X	X	X		
All Calls			X	X	X	X	X	X	
Split Supervisor			X	X	X	X	X	X	
System Reload Indicator	X	X	X	X	X	X	X	X	
Indicator Extinguished by									
PBX Attendant	X	X	X	X	X	X	X	X	
Agent Supervisor			Iss 1.4	Iss 1.2	X	X	X	X	
Outbound Call Management (OCM)					X◊◊	X◊◊	X◊◊	X◊◊	

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Table 2-5. Summary Table for Automatic Call Distribution — *Continued*

Feature	System 85					DEFINITY			Comments
	R1	R2V1	R2V2	R2V3	R2V4	G2.1	G2.2	G3V4	
OCM/Switch Interface									
Via ASAI using PRI link					◊◊	◊◊	◊◊	X	
Dialing Features									
View First (preview) Dialing					◊◊	◊◊	◊◊	X	

* Only with Call Vectoring in System 85 and G2.

† Available on demand via a button in G3V4; only available with incoming ACD calls on S85/G2.

Different interfaces are required. See additional information under Telemarketing Indicator Equipment in *Chapter 2, "G2 to G3V4 Feature Differences".*

◊ With G2, the status lamp indicates that Call Work Code has been sent only if CMS link is up. G3V4 status works whether or not CMS is up or not.

ϕ In G3V4, you don't have to be a supervisor to assist with ASAI.

** S85 R1 & R2V1 UCD allows Intraflow after a fixed (7 seconds) timeout.

†† Call vectoring allows intraflow and interflow based on time in queue, calls in queue, number of agents available, number of staffed agents, or time of day/day of week.

◊◊ ASAI Gateway (AG)

ϕϕ ASAI

Feature Differences

See also *DEFINITY Communications System Generic 3 Call Vectoring Guide,* 555-230-520, for a comparison of Call Vectoring in G2 and G3V4; *CentreVu Call Management System Administration, Release 3, Version 4,* 555-215-800, Appendix A, ACD Basics, for a comparison of the basic ACD operations from S85/G2 and G1/G3V4 perspectives, and *Call Management System, Release 3.0, Change Description,* 585-215-411, for a description of the differences between R2 and R3 CMS.

The following table provides ACD feature differences seen in a standard ACD, non-vectoring environment. In a vectoring environment, feature differences are likely to change. See the "Call Vectoring" entry in this chapter.

G2	G3V4
ACD Splits	
G2 supports ACD splits that are separate from station hunting groups.	In G3V4, an ACD split is a special type of hunt group. See "Hunting" for more information.
Distributing Calls	
G2 supports three ways of distributing calls among ACD agents: most idle agent hunting (MIA); circular hunting (also called Uniform Call Distribution (UCD) in G2); and terminal hunting (also called "Direct Department Calling" (DDC) in G2).	G3V4 supports three ways of distributing calls among ACD agents: most idle agent (called UCD), direct (terminal) hunting (called DDC), and EAD (EAS only).
After Call Work	
G2 does not support an ACW button, therefore it requires an agent to be in Manual-In mode in order to change to After Call Work (ACW) mode after an ACD call releases.	G3V4 also allows an agent to change to ACW without going to the Manual-In mode, via use of an ACW button.
Call Work Codes	
G2 does not require the use of display terminals to use call work codes.	G3V4 requires the use of display terminals to use call work codes.
With G2, the status lamp indicates that Call Work Code has been sent only if CMS link is up.	G3V4 status lamp lights up whether or not CMS is up.

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G2	G3V4
Queue Size for Splits	
G2 does not have a capacity constraint on the number of calls waiting for a particular split.	G3V4 requires the administrator to set the queue size for splits. Once the queue is full, calls receive busy treatment. There is a queue slots system maximum that must be preassigned and allocated over all ACD splits and hunt groups.
Queue Status	
Queue status display is given automatically only during incoming ACD calls.	G3V4 VuStats can be administered to provide queue status updates when calls arrive. G3V4 provides queue-status updates, via display, on demand, using a button. In addition, button lamp provides continuous queue-status threshold feedback. Buttons can be assigned for Oldest Queue Time and/or Number of Calls in Queue. These buttons can be administered on any terminal that has an available button.
Service Observing	
See "Service Observing" section in this chapter for information on Service Observing feature differences.	
When you service observe, you hear a ring before being connected to the call you are observing.	When you service observe, you don't hear a ring before you are connected to the call you are observing. If activation of Service Observing is successful, the system returns confirmation tone. If it was not successful, the system returns intercept, reorder, or busy tone depending upon the reason for denial.

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G2	G3V4
Announcements In a non-vectoring environment, G2 supports a unique first announcement and a common second announcement.	G3Vr can be administered to work as G2 does. In addition to a unique first announcement and a common second announcement, G3V4 supports a forced first announcement, a unique second announcement, recurring announcements, and a forced disconnect after announcement (in a non-vectoring environment).
City-/VDN-/Queue-of-Origin G2 supports city-/VDN-/queue-of-origin announcements and displays to agents in a non-vectoring environment.	G3V4 supports the city-/queue-of-origin displays but not the announcements in a non-vectoring environment. G3V4 does support the VDN-of-origin announcement and display in a vectoring environment.
Announcement Devices Announcement devices are connected with G2 using auxiliary-trunk circuits. If you elect to change from an AUX trunk interface to an analog-line interface, the Cook Electric requires a new option board	G3V4 supports the G2 options. Announcement devices can be connected with G3V4 using auxiliary-trunk, analog-line, or lineside T1 circuits. G3V4 also supports multiple integrated announcement boards not supported in G2.
System Reload Indicator G2 supports a system reload indicator via contact interface.	G3V4 supports a System Reload Indicator that uses the ICI button administered on any ACD agent's terminal to indicate that agents should log in because the system has restarted.

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G2	G3V4
Logging In A G2 agent logs in by dialing the login access code and 4-digit ID twice.	Using the Agents in Multiple Splits feature, a G3V4 agent must dial the login access code, the split number, and the 1- to 9-digit ID (once).
Multiple ACD *Extensions* G2 allows multiple independent ACD extensions on a single voice terminal. G2 also allows one extension for non-ACD calls and one for ACD calls.	G3V4 does not allow multiple ACD extensions but provides an enhancement to this capability by allowing agents to be assigned and logged into multiple splits. G3V4 supports Forced MCH, allowing an ACD call to be delivered if active on a non-ACD call.
Direct Agent G2 supports the Direct ACD feature for calls originating from the G2 CallVisor ASAI Gateway feature for connectivity to the host and provides zip tone answer and minimal ACD tracking.	G3V4 supports Direct Agent Calling from a host application via an ASAI link to an Automatic Call Distribution (ACD) agent on the switch. G3V4 Direct Agent Calling allows zip tone, calls to queue to the agent, expanded ACD tracking, and After Call Work. Direct Agent is also available via EAS (without ASAI).
Assist Button The Assist button is on an Abbreviated Dial button that dials the Split Supervisor. Agents must put the current ACD call on hold.	The Assist button is a priority call to the supervisor. The current ACD call is automatically put on hold.
Non-ACD *Calls* Non-ACD calls ring until answered, covered, or abandoned.	Non-ACD calls with automatic answer optioned for the agent are automatically cut through unless the agent is active on a call. If an agent has auto answer, ACD and non-ACD calls are automatically connected with zip-tone. (G3V4 also provides a single burst ring on non-ACD calls.)

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G2	G3V4
Administration without Hardware	
G2 allows bridging of an agent's call appearance button to an agent terminal Administered without Hardware to accomplish multiple split login. Agent is tracked as separate people in CMS.	G3V4 does not allow an ACD agent to be associated with an Administration without Hardware extension.
Calls in Queue	
Calls always queue to a split when No Agents Available.	Calls only queue when at least one agent is logged in. Calls will not queue if all agents are in AUX Work mode (non-vector controlled split) or if there is no available queue slot.
G2 allows a call to queue to only one split at a time.	G3V4 allows a call to queue in up to 3 splits.
Music Sources	
G2 provides a music source per module.	G3V4 supports a single music source for each Tenant Services Partition. G3V4 Call Vectoring supports multiple music sources for vector delay.
Adding and Moving an Agent	
G2 supports the adding and moving of an agent via Add Agent and Delete Agent dial access codes put on Abbreviated Dial buttons. G2 also allows administration or CMS moves.	G3V4 does not support moving non-EAS agents via a button. Agents are moved via CMS, G3-MT, or G3-MA. Can add or remove skills from telephone.
Call Forwarding a Split	
A supervisor can activate redirection of split calls.	Console permission is required for any station to activate redirection of split calls.
Supervisors	
Supervisors are required to be split members.	G3V4 can be administered to work as G2 does. Supervisors are not required to be split members.

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G2	G3V4
Advancing in Queue Agents advance in MIA queue while in Aux Work, but not while in After Call Work mode. Optionally, when outgoing calls are considered work-related, agents are not advanced while on an outgoing call and in Aux Work.	Agents advance in queue while in After Call Work mode, but not while in Aux Work. G3V4 does not support an option for treatment of outgoing calls.
Agent Override G2 provides agent override that can provide remote access and OPX observation of agents.	G3V4 provides these agent functions with Service Observing.
Intraflow/Interflow G2 bases intraflow on the number of calls in queue. Also, G2 provides interflow threshold (based on calls in queue) and interflow at all times. (Note again that this table of differences is for a standard ACD, non-vectoring environment.)	G3V4 bases intraflow on a call's time in queue. G3V4 provides interflow at all times and does not provide interflow threshold. (Note again that this table of differences is for a standard ACD, non-vectoring environment.)
Automatic Answering Automatic answering applies only to ACD calls. Personal calls will ring the first idle appearance.	G3V4 can be optioned to work as G2 does. Automatic answering can apply to both ACD calls and personal calls and these calls can be distinguished via distinctive tones and alerting options. An agent using automatic answering in the Aux Work or After Call Work mode, will still receive personal calls via automatic answering. Agents should be notified of this difference. Automatic Answering can be administered for ACD only, if desired.
Zip Tones ACD calls have distinctive zip tones to identify their source — direct to split, interflow, or intraflow.	There are no differences in zip tones to distinguish interflow and intraflow calls.

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G2	G3V4
Staffed Button There is a Staffed button.	A Staffed button is not required, since the agents must always log in.
Entering Aux-Work Mode Agents can enter Aux-Work mode at any time.	The last agent in a non-vector controlled split cannot enter the Aux-Work mode while calls still remain in queue; however, the agent can log out at any time.
106B Status Display G2 supports the use of 106B Status Display.	G3 does not support the use of the 106B Status display. In G3V4, VuStats, BCMS and R3 CMS can provide a comparable service with real-time agent/split reports.
Split-Overflow Indication Split-overflow indication is automatic and can be tied to an audible warning device. Both systems provide the same queue warning indication using different interfaces.	On a G3rV4, split-overflow is accomplished with a 21C-49 beehive lamp or audible warning device such as a bell. Also a VuStats lamp can flash when a call is in queue, or the time in queue threshold is met.
Terminal Dialing If the customer has an application that allows terminal dialing, G2 automatically sets up a connection on a line appearance. The user does not need to press the call appearance button. Since these calls are on a call appearance, these terminal-dialed calls are recorded as Aux-Out calls in CMS.	With a terminal dialing application, G3V4 sets up a connection on a bridged line appearance and the user must press the call appearance button. Since these calls are treated as if they were bridging onto an existing call, these terminal-dialed calls are pegged as Aux-In calls in BCMS/CMS.
Contact Interface G2 supports contact interface.	G3V4 does not support this specific capability.
Queuing for Splits and Hunt Groups In G2, you don't have to administer queuing for splits and hunt groups.	In G3V4, you do have to administer queuing for splits and hunt groups.

Additional Feature Characteristics in G3V4

- After Call Work button
- On-demand queue-status updates using a button along with continuous queue-status feedback via the button lamp
- Integrated announcement board
- Automatic Answering for personal calls as well as ACD calls
- VuStats
- BCMS
- Agent can be member of multiple splits
- Forced Multiple Call Handling

G2 Feature Characteristics Not Available in G3V4

- Circular hunting
- City/Queue-of-origin announcements (replaced by VDN of Origin Announcements)
- Staffed button
- Support for 106B Status Display

Minimizing the Impact of Automatic Call Distribution Differences

Personal Calls

Administer AutoAnswer for ACD calls only.

Depending upon what happened to personal calls to an agent's ACD extension in G2 when the agent left his/her position (but didn't log out), similar treatment can be provided in G3V4. For instance, if the agent in G2 had AUDIX coverage, the agent in G3V4 could have a Send All Calls button and activate it before leaving his/her position. In this example, personal calls would be routed to AUDIX coverage.

If personal calls in G2 were left ringing only, in G3V4 the agent could forward personal calls to a VDN where the associated vector has one step "wait 998 seconds hearing ringback." If the agent logs out, the call continues to ring at the agent's set.

Train Agents

Create a "How G3V4 Features Work" instruction card for all agents based on your implementation of ACD on G3V4.

Automatic Call Distribution Administration Differences

Automatic Call Distribution is administered using forms rather than PROCs. See the *Definity Communications System Generic 3 Version 4 Implementation* document for the procedure for administering Automatic Call Distribution in G3V4.

Automatic Call Distribution End-User Differences

Multiple Splits

In G2, "agents in multiple splits" was accomplished by providing separate independent ACD extensions on the agent's terminal. G3V4 allows agents to be members of multiple splits (up to 4 splits). When active on a call, the agent is unavailable in the other splits, unless Multiple Call Handling is activated. Agents will need to be told of this different implementation.

Expert Agent Selection (EAS)

In both G2.2 and G3V4, "Expert Agent Selection (EAS)" allows managers to match the needs of the caller to the skills and talents of the agents. There are major differences between the two versions of EAS, however.

Redirect on No Answer

G2 does not support Redirect on No Answer. In G3V4, Redirect on No Answer is an ACD hunt group optional feature that redirects an unanswered ACD call to the split after an administered number of rings. Redirect on No Answer only redirects the call after making the agent unavailable and notifying the Call Center Manager via CMS.

Login/Logout

A G3V4 agent, with the Agents in Multiple Splits feature, must dial the login access code, the split number, and the optional 1-9 digit ID (once), unless EAS is activated.

Queue Status

G3V4 provides queue-status updates, via display, on demand, using a button. In addition, the button lamp provides continuous queue-status feedback. Buttons can be assigned for" Time in Queue and or Number of Calls in Queue. G2 provides the queue-status display when the agent receives a call.

Call Work Codes

G3V4 requires the use of display terminals to use call work codes.

ACW Button

G3V4 allows an agent to change to ACW without going to the Manual-In mode, via use of an After Call Work button.

Staffed Button

A Staffed button is not required in G3V4.

City/Queue of Origin Announcement

G3V4 supports the displays of city-/queue of origin, and supports the announcements as part of vectoring. G3V4 has VDN of Origin Announcement which replaces City/Queue of Origin Announcement when the Call Center has Call Vectoring.

Zip Tone

G3V4 does not have differences in zip tones to distinguish interflow and intraflow calls.

Minor Differences

Agents will need to be instructed about other minor differences, such as "City/Queue of Origin Announcement" and "Queue Status" Display format.

Automatic Call Distribution — Auto-Available Split

Feature Definition

Automatic Call Distribution (ACD) — Auto-Available Split (AAS) provides a way for members of an ACD *split* (Automatic Call Distribution group members: usually found in call centers) to be in a continuously AUTO-IN work mode. Although not restricted to such, this feature is intended to be used for splits containing only nonhuman members (for example, recorders or Voice Response ports). Its principal value is in bringing ACD members back into AUTO-IN work mode after a system restart.

Feature Differences

This is a separate feature in G3V4; in G2, this feature is only provided with the Automatic Call Distribution feature. See *Definity Communications System Generic 3 Feature Description,* 555-230-204, for more information on Automatic Call Distribution — Auto-Available Split.

G2	G3V4
Moving Auto-Available Agents	
G2 allows the moving of Auto-Available Split agents while staffed, by the supervisor, using the dial code procedure, via switch administration, and via R3 CMS.	G3V4 allows CMS to move these agents (VRU ports) while staffed when the agent is not on a call. The supervisor dial code procedure is not available.

Automatic Circuit Assurance

Feature Definition

Automatic Circuit Assurance helps users identify possible trunk malfunctions. The system maintains a record of the performance of individual trunks relative to short and long holding time calls. The system automatically initiates a referral call to an attendant or display-equipped voice terminal user when a possible failure is detected.

Summary Table for Automatic Circuit Assurance (ACA)

Table 2-6. Summary Table for Automatic Circuit Assurance (ACA)

Automatic Circuit Assurance (ACA)	System 85					DEFINITY			Comments
	R1	R2V1	R2V2	R2V3	R2V4	G2.1	G2.2	G3rV4	
w/Referral Call:									
To Attendant	X	X	X	X	X	X	X	X	
w/Audit Trail to SM/CSM					X	X	X		
w/Audit Trail available with Mgr1-G3MT-SAT								X	
Number of Characters in Display	4	4	4	4	4	4	4	40	

Feature Differences

G2	G3V4
ACA Referral Destinations	
ACA referrals are sometimes sent to an attendant; they can also be sent to a central referral point (such as Trouble Tracker) where the audit trail of the switch generating the referral can be consulted for more information.	ACA referrals go to a designated attendant or station, group of attendants, or Centralized Attendant Service.

Automatic Circuit Assurance Administration Differences

Automatic Circuit Assurance (ACA) is administered using forms rather than PROCs. ACA uses the Feature Related Parameter, Attendant Console, Trunk Group, and Station forms. See the *Definity Communications System Generic 3 Version 4 Implementation, 555-230-655,* document for the procedure for administering Automatic Circuit Assurance in G3V4.

Automatic Identification of Outward Dialing

Feature Definition

Automatic Identification of Outward Dialing (AIOD) is a G2 feature. The AIOD feature is used by both the telephone company and the customer to provide valuable information about outgoing calls. The AIOD feature identifies, translates, and transmits the calling party's extension number and trunk-group access code to the serving CO (Central Office), or either the CCSA (Common Control Switching Arrangement) or EPSCS (Enhanced Private Switched Communications Service) switching office. The CO, CCSA, or EPSCS switching office contains AMA (Automatic Message Accounting) equipment for recording this information for later billing.

The telephone company uses the AIOD feature to provide the customer with reports containing detailed toll-call information. This information helps the customer with cost allocation, traffic analysis, and the policing of toll calls. Call Screening is possible because each toll-call record includes the calling extension number and the called (destination) telephone number. The duration of a call is part of the call record. This record assists in identifying calls that are made frequently and of excessively long duration. The time of the day is recorded in each call record to assist in identifying any suspicious out-of-hours calls.

Feature Differences

This feature is not available in G3V4. This is a feature associated with G2 traditional modules; traditional modules are not supported in G3V4.

Automatic Route Selection

Automatic Route Selection (ARS) is discussed later in this chapter with the "World Class Routing" feature.

Automatic Transmission Measurement System

Feature Definition

Automatic Transmission and Measurement System (ATMS) is an integrated hardware- and software-based facility monitoring system that allows you to verify automatically that facilities (such as Tie, CO, FX, and WATS trunks) are providing satisfactory performance. ATMS allows for several measurements of noise and attenuation on trunk lines to help identify trunks that would otherwise have to be investigated manually. These tests can be initiated as either Demand and/or Scheduled tests.

Feature Differences

G2	G3rV4
Reports	
ATMS requires an ATMS adjunct to print reports.	Provides reports on the switch, either on the screen of the G3 Management Terminal (G3-MT), on the screen of the G3 Management Applications (G3-MA), or on a system printer. This difference may mean that your company's G2 ATMS adjunct is no longer required in G3rV4; historical reporting, however, would still require polling by a user-supplied application. This G3rV4 feature requires the TN771C or later circuit pack.
Number of Tests at One Time	
ATMS can only run one test at a time.	G3rV4 ATMS can run up to four tests at one time.
Number of Scheduled Tests	
Allows the administration of up to 16 scheduled tests.	Allows up to 30 scheduled tests.

G2	G3rV4
Trunk Groups on Test Schedule	
Allows up to 192 trunk groups on a test schedule and does not allow the testing of member ranges within a trunk group.	Allows up to 80 trunk groups on a test schedule and supports the testing of member ranges.
Removing Faulty Trunks	
G2 does not automatically remove faulty trunks from service upon detection.	G3V4 automatically removes faulty trunks.

Bearer Capability

Feature Definition

The G3V4 Bearer Capability feature allows the switch to match the calling requirements of a specific call with the most appropriate resources to support that call. Bearer Capability has evolved from, and supports, the *interworking* function of ISDN. The Bearer Capability feature uses information that will normally be available in an ISDN environment (and provides equivalent information for non-ISDN situations) to effectively apply available resources for the best support arrangements to meet the service needs of each call.

In G3V4 Generalized Route Selection, there are five Bearer Capability Classes (BCCs). Customers may specify routing for each BCC according to their particular transmission needs.

Feature Differences

G2	G3V4
Classes of Service/Capability Classes	
G2 provides 256 flexible bearer capability classes of service. Nine of these are predetermined for a variety of transmission needs. Switch administrators can use the remainder to specify transmission characteristics such as: The transmission modes that can be transmitted over a preference from a set of ten possible bearer capabilities: including voice, Mode 0 data, Mode 1 data, Mode 2 data, Mode 3 data, voice-grade data, unknown digital, unknown analog, Mode 3/2, and X.25. Whether a modem should be inserted for a call using the preference. Whether the information within a transmission should be treated as clear-channel or restricted.	The Bearer Capability feature is not provided by G3V4 unless the ISDN — PRI feature is enabled. Also, the G3V4 feature does not support user-defined bearer capability classes of service. Instead, for example, the G3rV4 uses five fixed bearer capability classes: Voice or voice-grade data Mode 1 data (suitable for ACCUNET service transmissions) Mode 2 data (low speed, usually asynchronous, data transmission from 300 to 19,200 bps) Mode 3 data (circuit-switched packet data, with undefined bit rates and packet specifications) Mode 0 (64 Kbps clear-channel or restricted voice/data transmission)

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G2	G3V4
Inserting Conversion Resources	
The G2 always uses bearer capabilities to insert conversion resources for calls, block calls, or circuit-switch calls. It does not require the use of an ISDN — PRI feature, the use of an ISDN — PRI facility, nor the use of AAR/ARS/WCR for routing.	G3V4 uses Bearer Capability to insert conversion resources (modem pools) according to the following rules: If the ISDN — PRI feature is not enabled, G3V4 always inserts modems using the AVD (Alternate Voice/Data) algorithm. If a user dials a trunk-group access code to place a call, the G3V4 always inserts modems using the AVD algorithm. If ISDN — PRI is enabled and a user places an AAR/ARS call, then the AAR or ARS feature only uses bearer capabilities (to decide when to insert a conversion resource) when an ISDN preference is selected. If a non-ISDN preference is selected, the G3V4 inserts conversion resources according to the AVD algorithm.

Bearer Capability Administration Differences

Bearer Capability is administered using forms rather than PROCs. See the *Definity Communications System Generic 3 Version 4 Implementation* document for the procedure for administering Bearer Capability in G3V4.

Bridged Calls

Feature Definition

G3V4 provides two features for bridged calls:

- Bridged Call Appearance — Multi-Appearance Voice Terminal

  The Bridged Call Appearance — Multi-Appearance Voice Terminal allows users to have an appearance of another user's primary extension number. The bridged call appearance can be used to originate, answer, and bridge onto calls to or from the other user's primary extension number.

- Bridged Call Appearance — Single-Line Voice Terminal

  The Bridged Call Appearance — Single-Line Voice Terminal allows a multi-appearance voice terminal to have an appearance of a single-line extension number. The appearance of the single-line terminal's extension number at a multi-appearance terminal is called a bridged call appearance. Refer to the following Summary Table for Bridged Calls.

Table 2-7. Summary Table for Bridged Calls

	System 85					DEFINITY			
Feature	R1	R2V1	R2V2	R2V3	R2V4	G2.1	G2.2	G3rV4	Comments
Multifunction to Multifunction Set									
Max Bridged Stations (partners)	16	16	16	16	16	16	16	15†	
Shared Extension									
Max Bridged Stations (partners)			16	16	16	16	16	15†	
Analog Single Line to Multifunction			Iss. 1.2	X	X	X	X	X	
Multifunction to Analog Single Line			Iss. 1.2	X	X	X	X	X	
Terminating Extension Group (TEG)									
Max Bridged Stations (partners)	*	*	*	*	*	*	*	4	
Bridged Call (Max Bridged Parties									
Off-hook on Same Call)	2	2	2	2	2	2	2	5	
Bridged PCOL									
Max Bridged Stations (partners)	16	16	16	16	16	16	16	4	
Bridged Manual ICOM	X	X	X	X	X	X	X		
Total bridged appearances		15,000	19,145	32,703	32,703	32,703	32,703	10,000	

* S85/G2 Bridging features (MFT/MFT and/or SLS/MFT bridging) provide functional equivalent of S75/G1/G3V4 TEG feature.

† G3rV4's 15 partners plus the extension's primary station are equivalent to G2's 16 images, except that on G3rV4 all Call Appearances of an extension must have a button on the extension's primary station. G2 has no such restriction - all images may be assigned to any station.

Overview of Feature Differences

Within the two systems, call bridging (See the section "Bridged Calls") interacts differently with the following features and capabilities: ACD/DDC/UCD, analog station soft-hold, "Automatic Callback", "Busy Verification of Lines", "Call Coverage", calling party display, "Conferencing", data calls on BRI sets, "Data Protection — Temporary", "Data Protection — Permanent", "Intercom", "Line Lockout" with warning, "Multi-Appearance Preselection and Preference", ring-ping (see "Call Forwarding" section), "Personal Central Office Line", and "Send All Calls".

The following table shows the major feature differences between DEFINITY Generic 2 and G3V4:

G2	G3V4
General Features	
Bridging provides relatively the same feature set for users active on bridged extensions as it does for users on their own primary extensions, considering bridging users as peers to principals.	G3V4 does not provide this kind of bridging functionality. In G3V4, the primary user is in charge; the bridged images have less functionality. For example, in G3V4 bridged appearance users cannot answer ACD calls, cannot activate Automatic Callback, and the display is in the "calling to principal" format (the same format used at covering user's stations).

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G2	G3V4
Call Appearance Images Each image of a Call Appearance (whether on a principal user's or other bridged user's station) is a 2-lamp button (with a red In-Use and a green Status lamp) that is dedicated to calls to or from the bridged extension. Separate dedicated 2-lamp buttons are used for calls associated with ICOMs, PCOLs, groups, and different extensions.	The principal user's image of each Call Appearance differs from other bridged user's images of that same Call Appearance, as follows: The principal user's image of each Call Appearance is a generalized Call Appearance (with a red In-Use and a green Status lamp) that is nominally associated with and used for calls to or from the bridged extension. However, it will also be used for calls associated with ICOMs, PCOLs, ACD/DDC/UCD groups, TEGs, and Coverage Answer Groups (CAGs) if any of these other features are assigned to the principal user's station. Each other bridged user's image of a principal user's Call Appearance is dedicated to calls to/from that bridged extension only. It cannot be used to answer, originate, or bridge onto calls associated with ICOMs, PCOLs, ACD/DDC/UCD groups, TEGs, and CAGs that appear on the principal user's image of that Call Appearance.
Call Forwarding The Call Forwarding button lamp shows the feature status for the extension that is currently selected. One Call Forwarding button serves all extensions on that station.	There are individual Call Forwarding buttons assigned for each extension to be tracked. The lamp shows the feature status for its associated extension.

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G2	G3V4
Assigning Extensions Most stations are assigned a unique extension, but G2 does not require that each station have its own unique primary extension. Frequently, DTDMs, TDMs, PDMs, Data Lines do not get unique extensions. A common practice is to assign a separate appearance of one extension to reach a "data module." So, for example, 12 users with separate extensions could — with each user having its own data module — share the same data module extension. This reduces the number of extensions needed for data modules.	Each voice terminal has its own unique primary extension number. That extension number can be bridged onto other voice terminals, but it must be a primary extension on one voice terminal in order to be bridged. New extension numbers will have to be created for data modules, if G2 customers have followed the scenario suggested to the left.
Soft Extensions G2 supports the use of soft extension numbers that can be bridged onto multibutton terminals. Soft extensions in the G2 are extensions that are not programmed onto a specific equipment line location (ELL).	The Administration Without Hardware feature or Coverage Answer Groups allow G3V4 to provide functionality similar to G2 soft extensions.
Terminating Extension Groups Terminating Extension Groups (TEGs) cannot be defined in G2; instead, soft extensions, that is, ones that do not have equipment associated with them, are often used. An example is department numbers that can be bridged onto multibutton terminals. Soft extension numbers can be bridged onto 16 stations.	G3rV4 uses TEGs to route calls to a group (maximum of four) of stations. When a TEG extension is dialed, the associated TEG group extensions on voice terminals ring. A maximum of four primary extensions can be assigned to a TEG.
Number of Station Groupings The maximum number of 16 station groupings is limited only by the maximum number of line records (32,703 in G2.2).	There is a system limit of 32 TEGs and 10,000 bridged appearances.

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G2	G3V4
Multibutton Terminals	
A multibutton terminal can have up to 12 call appearances of a given extension.	A multibutton terminal can have up to 10 call appearances of a given extension.
G2 allows for a given call appearance to be accessed from a maximum of 16 multibutton terminals.	G3rV4 allows for a given call appearance to be accessed from a maximum of 16 multibutton terminals, one being the primary terminal for that extension.
Bridging and ACD *Agents*	
With G2, a bridged extension is sometimes placed on the supervisors terminal to make training of new agents more convenient.	G3V4 allows an agent extension to appear on another terminal; however, ACD calls cannot be received.
G2 allows one phone to be set up with bridged appearances to allow two different agents to login to different bridged extensions from the one phone. For example, this is used where the true appearance of the lines logged into is used for TTD conversations with hearing-impaired people.	In this scenario, two phones can be used, each with a bridged appearance of the other phone. However, the status lamp will not light to indicate that the bridged appearance is logged in.
Bridging and PC/PBX	
Bridging allows PC/PBX to receive display information that customers can use to develop customer ACD reports and applications using the PC/PBX developer kit.	The capability exists in G3V4 but works differently from G2 because the display information is different. For example, on incoming calls the G3V4 bridged appearance display is in "a=caller-to-called" format (G2 display is in "a=caller" format). The PC application has to be designed with all such display differences taken into consideration. On an upgrade from G2 to G3V4, the old PC application program may not work right and may have to be replaced by one written for use with S75/G1/G3.

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G2	G3V4
Two Primary Extensions In G2 you can have two or more primary extensions assigned to one station. Often executives will have one published number and one private number for use by family — both primary extensions. Only one prime line can be administered.	In G3rV4, you cannot have two primary extensions assigned to one station.
Two Phones with Same Extension In G2, you can have two phones with the same extension (and only that extension).	In G3rV4, each phone must have its own unique extension. However, a phone does not need to have any appearances of its own extension and instead can be administered only to have bridged appearances of a different extension.
Data Modules In G2, each data module can have a feature control button on multiple sets and DCP sets can have control buttons for multiple data modules.	In G3rV4, there may be only one data extension button for each data module but each set can have multiple data extension buttons.
BRI Sets G2 BRI sets (unlike DCP sets) can be assigned the same extension for both voice and data calls. However, only voice calls can be accessed via the Bridged Call feature, data calls cannot. Voice-only images of a BRI voice/data extension's appearances can be provided on other (BRI,DCP, Hybrid, and/or analog) telephone sets so long as at least one of the maximum 16 images is on a voice/data BRI set and no more than one image is analog.	In G3V4 BRI sets different extensions are used for voice and data.

Additional Feature Characteristics in G3V4

Terminating Extension Groups

G3V4 Bridging allows the use of Terminating Extension Groups (TEG)s, a sub-feature not available in G2. TEGs allow an incoming call to ring (either audibly or silent alerting) as many as four voice terminals at one time. Any user in the group can answer the call. Terminating Extension Group is a feature of G3V4. See *Definity Communications System Generic 3 Feature Description,* 555-230-204, for a complete understanding of Terminating Extension Group.

A call to the primary terminal that is directed to a TEG cannot be bridged onto by terminals with bridged appearances of the primary terminal. The primary terminal should not be assigned to a TEG.

Temporary Bridged Appearance — Additional Scenarios

G3V4 Temporary Bridge Appearance is provided for attendant originated or extended calls, redirections from DDC/EUCD/UCD group, redirection to message center, redirection to non-AUDIX.MCS ACD/DDC/EUCD/UCD group. G2 does not provide Temporary Bridged Appearance in these scenarios.

Bridging and Conferencing Tones

Beginning with G3V4, an administrable bridging and conferencing tone is possible within the countries for which it was intended: Italy, Australia, United Kingdom, and Belgium. Outside of these countries, a tone must be customized by system administration. Refer to *Definity Communications System Generic 3 Version 4 Implementation* document for the procedure.

G2 Feature Characteristics Not Available in G3V4

Bridging and Manual Intercom

Manual Intercom is not a feature in G3V4, therefore, bridged manual intercom is not available.

Minimizing the Impact of Feature Differences

- In G2 you can have two or more primary extensions assigned to one station, a capability not allowed in G3V4.
- In G3V4, each phone must have its own unique extension. However, a phone does not need to have any appearances of its own extension (i.e., “Call-Appr” button), and instead can be administered only to have bridged appearances of a different extension.

- G2 supports soft extensions that can be bridged onto multibutton terminals. Use the G3V4 Administration Without Hardware feature or Coverage Answer Groups to provide similar functionality.
- G2 allows one phone to be set up with bridged appearances to allow two different agents to login to different bridged extensions from the one phone. For example, this is used where the true appearance of the lines logged into is used for TTD conversations with hearing-impaired people. In this G3V4 scenario, two phones can be used, each with a bridged appearance of the other phone. However, the status lamp will not light to indicate that the bridged appearance is logged in.

Administration Differences

Bridging is administered using forms rather than PROCs. See the *Definity Communications System Generic 3 Version 4 Implementation* document for the procedure for administering Bridging in G3V4.

Busy Verification of Lines

Feature Definition

This feature is called Busy Verification of Terminals and Trunks in G3V4. It allows attendants and specified multi-appearance voice terminal users to make test calls to trunks, voice terminals, and hunt DDC and UCD groups. These test calls check the status of an apparently busy resource.

Busy verification of voice terminal extensions, hunt group extensions, and trunks can be done by either multi-appearance voice terminal users or attendants or station user. Feature activation is via a Busy Verify button.

Summary Table for Busy Verification

Table 2-8. Summary Table for Busy Verification

	System 85					DEFINITY			
Busy Verification	**R1**	**R2V1**	**R2V2**	**R2V3**	**R2V4**	**G2.1**	**G2.2**	**G3rV4**	**Comments**
Verification of Lines									
by Attendant	X	X	X	X	X	X	X	X	
by Station	*	*	*	*	*	*	*	X	
Verification of Trunks									
by Attendant	X	X	X	X	X	X	X	X	
by Station	X	X	X	X	XX	X	X	X	
w/Busy Out of Trunks									
for One-Way Trunks	X	X	X	X	X	X	X		
for Two-Way Trunks				X	X	X	X		

* Verification function is provided by the S85 Override feature.

Feature Differences

Both systems provide similar capabilities for verifying trunks and lines; however there is one difference and the features have different names.

G2 Override is similar to G3V4 Busy Verification of Terminals by station users. G2 Busy Verification of Terminals is similar to G3V4 Busy Verification of Lines by attendant. G2 Trunk Verification is similar to G3V4 Busy Verification of Trunks (by station users or attendants).

Override and Trunk Verification are related features.

G2	G3V4
Busying Out a Trunk	
Allows users to busy-out a trunk.	G3V4 does not allow users to busy-out trunks. In G3V4 busy-out functionality is only provided via a maintenance procedure.

G2 Feature Characteristics Not Available in G3V4

G2 allows users to busy-out a trunk; In G3V4 busy-out, functionality is only provided via a maintenance procedure.

Busy Verification Administration Differences

Busy Verification is administered using forms rather than PROCs. See the *Definity Communications System Generic 3 Version 4 Implementation* document for the procedure for administering Busy Verification in G3V4.

Busy Verification End-User Differences

Busy-Out Trunks

Users who are used to busying out trunks will have to be notified of the change.

Call-By-Call Service Selection

Feature Definition

Call-By-Call Service Selection allows a single ISDN-PRI trunk group to carry calls to many services or facilities (such as a SDN, MEGACOM telecommunications service, MEGACOM 800 service, and so on) and/or to carry calls using different Inter-exchange Carriers.

NOTE:
The Call-by-Call Service is only applicable for Country Protocol option 1 (U.S.).

Call-By-Call Service Selection uses the same routing tables and routing preferences that are used by AAR, ARS, and GRS. The service or facility used on an outgoing Call-By-Call Service Selection call is determined by information assigned in the AAR/ARS/GRS routing patterns.

Without Call-By-Call Service Selection, each trunk group must be dedicated to a specific service or facility. Call-By-Call Service Selection eliminates this requirement by allowing a variety of services to use a single trunk group. These services are specified on a call-by-call basis. Trunking efficiency is immediately obtained with Call-By-Call Service Selection by distributing traffic over the total number of available trunks.

Feature Differences

This is a feature in G3V4; G2 provides similar functionality as a function of ISDN—PRI. See "Integrated Services Digital Network — Primary Rate Interface" in this chapter for feature differences. See *G1 and G3V4 Feature Description,* 555-230-204, for more information on Call-By-Call Service Selection.

G2	G3V4
Accessing Services All services can always be accessed on a CBC trunk group.	G3V4 supports three usage Allocation Plans per trunk group to specify how many calls using a given service can be made on the trunk group. G3V4 also can reserve a minimum number for each service.
Incoming Call Treatment Incoming call treatment is always the same (G2.1 and earlier) or based on PRI messaging (G2.2).	Incoming call (digit-modification) treatment for Service Identification Number (SID) and Automatic Number Identification (ANI) requests are determined by digit-string length or by service.
SID/ANI SID/ANI is received on all or no incoming calls.	SID/ANI can be requested on an incoming call type basis.

Call Coverage

Feature Definition

Call Coverage provides automatic redirection of certain calls to alternate answering positions in a Call Coverage path.

A Call Coverage path is a list of one, two, or three alternate answering positions (covering users) that are accessed, in sequence, when the called individual or group (principal) is not available to answer the call. Any of the following can be assigned a call coverage path and are thus eligible to have their calls redirected to coverage.

- Voice terminal
- UCD group
- DDC group
- TEG
- PCOL group
- ACD split

The System Manager establishes the coverage paths and sets the redirection criteria at the time the system is implemented. These paths and criteria can be changed at later dates. If a coverage path is not assigned to a particular facility, calls are not redirected from that facility, unless another feature such as Call Forwarding All Calls or Call Forwarding Busy/Don't Answer is assigned. A coverage path can include any of the following:

- Voice terminal
- Attendant group
- UCD group
- DDC group
- ACD split
- Coverage Answer group, which is a group of up to eight voice terminals specifically established to answer redirected calls. All group members are rung simultaneously. Any group member can answer the call.
- AUDIX

A principal can be assigned multiple coverage paths. Each extension is assigned a coverage path. That coverage path, in turn, can be linked to up to three other coverage paths. This makes a total of four coverage paths that can be assigned to each extension and so on. If a call does not meet any of the redirection criteria in the first coverage path, the call then goes to the next coverage path.

Summary Table for Call Coverage

Table 2-9. Summary Table for Call Coverage

Feature	System 85					DEFINITY			Comments
	R1	R2V1	R2V2	R2V3	R2V4	G2.1	G2.2	G3rV4	
Principal user's extension									
Individual or bridged analog extension	X	X	X	X	X	X	X	X	
Individual or Bridged Multifunction Voice Extension	X	X	X	X	X	X	X	X	
Coverage Point									
Individual or bridged extension	X	X	X	X	X	X	X	X	
ACD/DDC/EUCD/UCD group	X	X	X	X	X	X	X	X	
Any point in path								X	
Last point in path	X	X	X	X	X	X	X	X	
Announcement	X	X	X	X	X	X	X	X	
Vector Directory Number (VDN)					X	X	X	X	
Call coverage features for the calling party									
Coverage redirect feedback	X	X	X	X	X	X	X	X	
Caller response interval (CRI)	X	X	X	X	X	X	X	X	
Can activate LWC during CRI	X	X	X	X	X	X	X	X	
Go to cover								X	
Call coverage features for called principal									
Coverage Criteria									
Cover on Active	X	X	X	X	X	X	X	X	
Meaning of "Active":									
Ext Active (that is, has at least 1 call)	X	X	X	X	X	X	X		
Principal Sta User Off-Hook								X	
Cover All	X	X	X	X	X	X	X	X	
Cover on Busy	X	X	X	X	X	X	X	X	
Cover on don't answer	X	X	X	X	X	X	X	X	
Separate Criteria for Internal vs. External Calls	X	X	X	X	X	X	X	X	
Non-DCS Tie Trunks Are:									
Always External	X	X	X	X	X	X	X		
Optionally External or Internal								X	
Coverage Paths									
Maximum coverage paths per principal	1	1	2	2	2	2	2	4	
Maximum coverage points per path	3	3	3	3	3	3	3	3	
Multiple covering users per point									
Via Bridged Covering Ext	X	X	X	X	X	X	X	X	

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Table 2-9. Summary Table for Call Coverage — *Continued*

Feature	System 85					DEFINITY			Comments
	R1	R2V1	R2V2	R2V3	R2V4	G2.1	G2.2	G3rV4	
Via Cover Answer Group	NA	NA	NA	NA	NA	NA	NA	X	
Optional ring-ping on immediate redirection					X	X	X	X	
Send all calls	X	X	X	X	X	X	X	X	
Temporary bridged appearance	X	X	X	X	X	X	X	X	
Call coverage features for the covering user									
Principal ID									
Via alphanumeric display	X	X	X	X	X	X	X	X	
Via dedicated covering answer group per principal								X	
Via dedicated "soft extension number" per principal	X	X	X	X	X	X	X		
Via DCIU/SCI/PI link to covering messaging service									
AUDIX			X	X	X	X	X	X	
Messaging Center Service	X	X	X	X	X	X	X	X	
Reason for redirection	X	X	X	X	X	X	X	X	
Features with implied principal addressing	X	X	X	X	X	X	X	X	
Consult/return	X	X	X	X	X	X	X	X	
Coverage callback (message = call calling party)	X	X	X	X	X	X	X	X	
Leave word calling (message = call covering user)	X	X	X	X	X	X	X	X	
Send all calls	X	X	X	X	X	X	X	X	
Interaction w/Call Forwarding #									
If Called Principal Activated CF									
Calls *Normally* Redirect to Forward-to-Sta	X	X	X	X	X	X	X	X	
If Principal's Redirect Criteria is Met⟶									at forward to-station
Calls Redirect to Principal's Call Cov Path								X	
Calls Don't Redirect At All	X	X	X	X	X	X	X		
If Covering User Activated CF									
Calls Redirect to Next Point in Principal's Cov Path	X	X	X	X*	X*	X*	X*	X	
Calls Redirect to Forwarded-to-Ext				ACD*	ACD*	ACD*	ACD*		

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Table 2-9. Summary Table for Call Coverage — *Continued*

Feature	System 85					DEFINITY			Comments
	R1	R2V1	R2V2	R2V3	R2V4	G2.1	G2.2	G3rV4	
Send All Calls (SAC)	X	X	X	X	X	X	X	X	
If Coverage Point **not** Administered									
SAC Allowed but Calls Ring Called									
Principal					Iss 2	X	X		
SAC Allowed but Calls Route to Busy Tone		X	X	X	Iss 2				

* In S85 R2V3 and later, if CF-All is activated for an ACD Group extension in a Principal's Coverage Path and the Principal's Coverage Criteria is met, calls will redirect to the Forwarded-to-extension. However, if CF-All is activated for a non-ACD extension in a Principal's Coverage Path and the Principal's Coverage Criteria is met, calls will bypass the coverage point and attempt to redirect to the next point in the Principal's Coverage Path.

\# Call Forwarding/Busy-Don't Answer operation is same as Call Forwarding-All after Call-Forwarding Don't Answer interval has expired.

Feature Differences

G2	G3V4
Busy multi-appearance Users When multi-appearance users are busy on an appearance, subsequent calls ring until they go to coverage.	When users are busy on an appearance, subsequent calls ring once and then flash until they go to coverage. This feature is administrable via station's "Active Station Ringing:" option. -silent -single -if-busy-single -continuous (like G2)
Coverage Answer Groups No coverage answer groups are available.	Coverage answer groups are available.

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G2	G3V4
Simultaneously Ringing for One Covered User	
Can use bridged soft extensions (maximum of 16 users) to ring simultaneously for one covered user.	Can use coverage answer groups (maximum of 8 users) to ring simultaneously for one covered user.
Assigning Coverage	
Coverage cannot be assigned to ACD/DDC/UCD group, PCOL, or individual attendant console.	Coverage can be assigned to ACD/DDC/UCD group, PCOL, and individual attendant console.
Redirecting to an Attendant Group	
Can redirect to an attendant group via call vectoring only.	Can redirect to an attendant group via call coverage.
Number of Coverage Paths	
Maximum number of coverage paths for any principal is 2 (Dual Call Coverage).	Can assign up to 4 coverage paths per principal. Each extension is assigned a coverage path; that coverage path, in turn, can be linked to up to three other coverage paths.
Call Coverage Tone	
Provides call coverage tone to internal callers only if a coverage point is available. If no coverage point is available, the caller continues to receive the previous tone (if any) or receives busy tone.	Provides call coverage tone to internal callers immediately upon determining that the condition meets one of the principal's redirection criteria. This does not mean, necessarily, that a coverage point on the chosen path is available.
Incoming DCS Calls	
Always treats incoming DCS calls as internal and all other incoming private network (tie) trunk calls as external.	Always treats incoming DCS calls as internal except that attendant originated DCS calls are treated as external calls. G3V4 provides an option per non-DCS incoming private network (tie) trunk group to allow calls from those trunks to be treated either as internal or external. (**NOTE:** This option is shared by the Call Coverage and Distinctive Ringing features.)

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G2	G3V4
Caller Response Interval The caller response interval (CRI) is the time between the coverage tone and the actual redirection to coverage. The length of the CRI is administrable from 0 to 10 seconds in 2 second increments.	The length of the CRI is administrable from 0 to 10 seconds in 1 second increments.
Attendant-Extended Calls An attendant-extended call to a principal with coverage to an ACD group will queue to the ACD group if the attendant releases the call within 4 seconds of receiving coverage tone. Otherwise the call will not queue.	This functionality does not exist in G3V4.
Automatic Callback Activation The caller cannot activate Automatic Callback while a call is in progress.	While the user is being rung or during the call response interval, local and DCS users can activate Automatic Callback and the call will not redirect to coverage.
Go To Cover Go To Cover is not provided.	A multifunction station user can activate Go To Cover while a (local, same switch) call is ringing or during the CRI to redirect the call immediately to the called principal's coverage path.

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G2	G3V4
"Cover Active" Criteria Definition of the "cover-active" criteria is that one appearance of extension has a call.	Definition of the "cover-active" criteria is that the station user is off hook.
Don't Answer Intervals Don't answer intervals can be administered to be between 2-6 ring cycles.	Don't answer intervals can be administered to be between 1-99 ring cycles.
Wait for Principal Wait for principal is provided via 3B2 Messaging Server.	Not provided.
Identification of Principal Provides identification of the principal (without display on coverage station) via the soft extension appearance.	Provides identification of the principal (without display on coverage station) via the coverage answer group lamp.
Send All Calls Redirection Send All Calls redirection criteria and path selection is implied from other assigned criteria.	Send All Calls redirection criteria and path selection is determined by the assigning of unique criteria assigned to Send All Calls or Go To Cover.
Send All Calls and Bridging Users can activate Send All Calls via FAC (Feature Access Code) for other bridged extensions on their station. Users can activate SAC for any extension when a SAC-Ext button for that extension is assigned.	New Send All Calls button in G3V4, with subfield to send to another extension.

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G2	G3V4
Temporary Bridged Appearance (TBA)	
Temporary Bridged Appearance (TBA) is not provided for attendant originated or extended calls, redirection from DDC/EUCD/UCD group, redirection to message center, redirection to non-AUDIX/MCS ACD/DDC/EUCD/UCD group.	TBA is provided in all these scenarios.
Call Coverage provides a TBA that is dropped after the first transfer/conference button is pressed by covered or covering user or after the maximum allowable bridged parties are already on the call.	Call Coverage provides a Temporary Bridged Appearance (TBA) using a call appearance on both covered and covering station. When the principle picks up, the covering station's call appearance is tied up for the duration of the call unless the covering station picks up and hangs up again. Principals can't bridge on via Temporary Bridged Appearance when the maximum allowed bridged parties would be exceeded, but the principal can bridge on after one of the bridged parties disconnects.
ACD Split in Coverage Path	
A split (ACD group or AUDIX) must be the last point in a coverage path.	This requirement does not exist in G3V4.

NOTE:
There are additional differences in the way Call Coverage interacts with Attendant Console, ACD/DDC/UCD groups, Automatic Callback, Bridged Extensions, Call Detail Recording, Call Forwarding, Conference, Distinctive Ringing, Exclusion, Hold, Incoming Call Identification, Intercom, Intraflow, Line Lockout, Multiple Appearance of an Extension, Night Service, Personal CO Line, Priority Calling, and Transfer. See the G3V4 standard documentation set to determine how these features interact with Call Coverage.

Additional Feature Characteristics in G3V4

Call Coverage Off Premises (Remote Call Coverage)

This feature allows a system administrator to assign coverage points off premises or remote from the switch that are called when a user's coverage criteria is met. The numbers could be UDP (no DCS transparency), TAC, ARS or AAR numbers — up to sixteen digits. G3V4 provides DCS transparent call coverage points. When activated, a call to the principal will cover to that number just as if the caller called the number directly. No temporary bridge appearance is maintained once the call covers to the remote point and no return call timeout is provided if the no answer timer expires. Thus, the remote coverage point will continue to ring until the caller abandons the call.

Go to Cover

The Go to Cover button can be administered in G3V4 and not on G2. See *Definity Communications System Generic 3 Feature Description,* 555-230-204, for more information.

Coverage Answer Groups

Coverage Answer Groups are available in G3V4. See *G3V4 Feature Description* for complete information on this G3V4 feature.

Coverage Points

In G2, a secondary station may have a bridged appearance for the primary and remain a point of coverage. In G3V4, set "Terminate to Coverage Pts. with Bridged Appearances?" to "y(es)".

Additional Coverage Assignment

Coverage can be assigned to ACD/DDC/UCD groups, PCOL, and individual attendant consoles.

Additional Coverage Redirection

Coverage can redirect to an attendant group via call coverage.

Automatic Callback

Automatic Callback can be activated while the call is in progress, while the user is being rung or during the call response interval (CRI).

G2 Feature Characteristics Not Available in G3V4

Wait for Principal

Wait for Principal is provided via the 3B2 Messaging Server and G2.

Minimizing the Impact of Call Coverage Feature Differences

- Dual coverage paths may be replaced by the multiple coverage paths available with G3V4, where one path can branch to three others, for a total of four.
- By simply NOT taking advantage of any of the features that are different in G3V4, such as Go to Cover, moving from a maximum of 2 coverage paths to 4 coverage paths, being able to administer non-DCS trunks to appear as internal, etc., you can minimize the feature difference between the two switches.

Call Coverage Administration Differences

Call Coverage is administered using forms rather than PROCs. See the *Definity Communications System Generic 3 Version 4 Implementation* document for the procedure for administering Call Coverage in G3V4.

Dual Call Coverage paths can be duplicated (and exceeded in functionality) in G3V4. Read the above document carefully and see the Call Coverage Path form for more information.

Call Coverage End-User Differences

Ringing When Busy

When users are busy on an appearance, subsequent calls ring once and then flash until they go to coverage by default. Stations may be optioned to not ring, ring once, or ring continuously (like G2).

Call Coverage Paths Enhancements

G2 Call Coverage paths can be duplicated in G3V4, but there are enhancements. If you take advantage of any of these enhancements and additional capabilities you must notify the users of any impact to their call coverage scenarios.

Trunk Administration

The administrator needs to be careful to match the G2 criteria for non-DCS trunks as they can be administered in G3V4 to appear as either internal or external calls. If this is not matched, a user's calls could route to a different Call Coverage path. If you chose to utilize this enhancement, you need to notify your users of the differences they may encounter.

Private network calls are treated as internal or external as follows: G2 always treats incoming DCS calls as internal and all other incoming private network (tie) trunk calls as external. G3V4 always treats incoming DCS calls as internal, and provides an option per non-DCS incoming private network (tie) trunk group to allow trunks to be treated as either internal or external. This option is shared by the Call Coverage and Distinctive Ringing feature.

Go to Cover

If your company chooses to administer the Go to Cover button on G3V4, this will need to be explained to users as this is a feature they will not be accustomed to. Not administering this new button will eliminate the feature difference.

Automatic Callback Activation During Call

In G3V4 local and DCS users can activate Automatic Callback and the call will not redirect to coverage. In G2, you cannot activate Automatic Callback while the call is in progress. This should be mentioned to users, although it is an enhancement.

Wait for User

If your company uses Message Center, users may be used to the agent using the "wait for user" feature. This is not available in G3V4.

Temporary Bridged Appearance

Temporary Bridged Appearances are not dropped until the second press of Transfer/Conference button by the covering user. In G2, the first press of the Transfer/Conference button drops the call.

A principal can't bridge on via Temporary Bridged Appearance when the maximum allowed bridged parties would be exceeded. Principals can, however, bridge on after one of the bridge parties disconnects.

DCS Attendant Originated Calls

Attendant originated calls on DCS are treated as external calls. This may change the Call Coverage path that some calls are routed to.

Call Detail Recording

Feature Definition

Call Detail Recording (CDR) records detailed call information on all incoming and outgoing calls on specified trunk groups and extensions administered for intraswitch recording and sends this information to a CDR output device. The CDR output device provides a detailed printout that can be used by the System Manager to compute call costs, allocate charges, analyze calling patterns, detect unauthorized calls, and keep track of unnecessary calls. For additional information on CDR, see the *Call Detail Acquisition & Processing Reference* manual, 555-006-202.

Call detail information is provided on trunk groups, loudspeaker paging, and code calling access administered for CDR.

Feature Differences

Most G2 record formats can be matched using G3V4 customized formats

.

G2	G3V4
Collection Device Support	
G2 supports SMDR cabinets, both direct output unit and 9-track unit.	G3rV4 supports only ASCII CDR output. CDR data collection devices that use BCD formats must be replaced. (These include the SMDR direct output and 9-track, and the LSU (94A).)
Opcode Formats	
Supports opcode formats.	Opcode formats are not supported in G3rV4; any G2 format with opcodes can be simulated with a G3rV4 customized format.
Digits Sent/Dialed Number	
G2 can record the digits sent and the dialed number.	G3V4 can record the digits sent or the dialed number.

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G2	G3V4
Dating Records	
G2 can be customized to put the date right in the CDR record.	G3V4 can be customized to put a date-stamp on all records. G3V4 also generates a date-stamp at midnight.
Recording Redirected Calls	
Incoming calls on a G2 that are either covered, transferred, or forwarded will record the covering, forwarded-to, or transferred to number.	Incoming calls on a G3V4 that are either covered, transferred, or forwarded will record the dialed number; G3V4 doesn't follow the coverage or transfer.

Call Forwarding

Feature Definition

This feature is called Call Forwarding All Calls in G3V4. It allows all calls to an extension number to be forwarded to a selected internal extension number, external (off-premises) number, the attendant group, or a specific attendant. This feature is activated or deactivated by dial access code or by a Call Forwarding button.

Call Forwarding All Calls can be activated or deactivated by voice terminal users and data terminal users. Also, an attendant or voice terminal user with console permission can activate or deactivate the feature for a particular extension number, TEG, DDC, UCD group, or ACD split (but not vector-controlled splits; see Call Vectoring for more information).

Additional functionality is also offered by the G3V4 Call Busy/Don't Answer feature. See the *Definity Communications System Generic 3 Feature Description*, 555-230-204, for more information.

Summary Table for Call Forwarding

Table 2-10. Summary Table for Call Forwarding

	System 85					DEFINITY			
Abbreviated Dialing	**R1**	**R2V1**	**R2V2**	**R2V3**	**R2V4**	**G2.1**	**G2.2**	**G3V4**	**Comments**
Call Forwarding — Busy/Don't Answer	x	x	x	x	x	x	x	x	
Call Forwarding — Don't Answer	x	x	x	x	x	x	x		Call Coverage provides for these calls to be answered.
Call Forwarding — All Calls (Follow Me)	x	x	x	x	x	x	x	x	
Activated by									
Principal Station	x	x	x	x	x	x	x	x	
Attendant	x	x	x	x	x	x	x	x	
Call Forwarding — All Calls on-net	x	x	x	x	x	x	x	x	
Call Forwarding — All Calls off-net (max digits)	7*	7*	7*	7*	7*	7*	31	16	
Call Forwarding — All Calls for Hunt Groups	x	x	x	x	x	x	x	x	

* Non-toll 7-digit numbers only.

Feature Differences

G2	G3V4
General Features	
G2 has three call forwarding features: Call Forwarding — Follow Me; Call Forwarding — Busy/Don't Answer; and Call Forwarding — Don't Answer.	G3V4 has two call forwarding features: Call Forwarding All Calls, which is similar to G2's Call Forwarding — Follow Me, and Call Forward Busy/Don't Answer. The closest equivalent to the other call forwarding feature might be call coverage, which can redirect calls to another voice terminal for answering. If the other call forwarding feature is usually used to provide coverage by a neighboring voice terminal, setting up the call coverage path to route calls to that neighboring voice terminal would provide the equivalent service.
Activating Call Forwarding Remotely	
Call Forwarding for an individual extension cannot be activated from a different extension. It can also be activated from the Attendant Console.	Call Forwarding for an individual extension can be activated from another voice terminal (a different extension), providing the activating terminal has console permission, or a Call Forward feature button associated with that extension. A user may activate Call Forwarding for an extension bridged to their station by going off-hook on the bridged extension and pressing a Call Forward feature button assigned with no extension specified. This button, however, cannot be used to cancel Call Forwarding for the bridged extension.

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G2	G3V4
Call Forwarding a Group Extension Call Forwarding for a group extension cannot be activated from another terminal other than the group (split) supervisor's terminal or the attendant console. The same restrictions apply for canceling Call Forwarding.	Call Forwarding for a group extension can be activated from another terminal other than the group (split) supervisor's terminal or the attendant console, providing the activating terminal has console permission. The same restrictions apply for canceling Call Forwarding.
Forwarding to an Attendant Calls can be forwarded to an attendant group but not to an individual attendant.	Calls can be forwarded to an attendant group or to an individual attendant.
Ring Ping Ring ping at forwarding voice terminal is always provided.	Ring ping at forwarding voice terminal is optional per forwarding station.
Forwarding Data Terminal There is always a text message at a forwarding data terminal.	This is optional per forwarding station.
Call Forwarding Override G2 provides Call Forwarding override that allows a forwarded-to extension user to call (or transfer a call to) the forwarded-from extension when Call Forwarding has been activated. With Call Forwarding override, these calls are not forwarded; such calls ring the forwarded-from extension normally.	G3V4 provides the system option "Call Forward Override?" to control this operation. If the option is set to "n(o)", calls from the forwarded-to extension user do not forward but instead, go to the forwarding-from user's coverage path. If the option is set to "y(es)", Call Forwarding Override works just as in G2. G3V4 also provides Attendant Override of Diversion, which allows the attendant to ring a station with Call Forwarding activated.
Feature Button and Lamp Call Forwarding feature button and lamp applies to the extension associated with the currently-selected line appearance.	Call Forwarding feature button and lamp applies to the button's associated extension.

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G2	G3V4
Call Forwarding Off-Net A station may be either allowed or denied Forwarding Off-Net via Class of Service (COS) separately from its permission to activate basic Call Forwarding. If Call Forwarding Off-Net is allowed, toll permission checking is done on the forwarded-to number in G2.2.	A G3V4 station also may be either allowed or denied Forwarding Off-Net via COS restrictions. This capability is offered as a customer option.
Forwarded-to Number Maximums G2.2 allows forwarding calls to numbers up to 31 digits including the trunk or AAR/ARS access code. G2.1 allows a maximum of 7-digit private or non-toll public network numbers excluding the trunk or AAR/ARS access code.	G3rV4 allows forwarding calls to numbers up to 16 digits including the trunk or AAR/ARS access code.
Canceling Call Forwarding User must cancel Call Forwarding before reactivating with another forwarded-to number.	User can reactivate with another forwarded-to number without first canceling.
Call Forwarding and Bridging A bridged user can activate and deactivate call Forwarding for a principal's appearance. When the call forwarded bridged appearance is selected the call forward button lights.	A bridged user can activate Call Forwarding, but only the principal or a user with console privileges can deactivate Call Forwarding. When the call forwarded bridged appearance is active, the call forward button does not light.

G2 Feature Characteristics Not Available in G3V4

Call Forwarding — Don't Answer

Call Forwarding — Don't Answer is not available on G3V4. Call Coverage might be able to be used to make up this difference.

Minimizing the Impact of Call Forwarding Feature Differences

- Call Coverage may be able to be used to make up for the lack of Call Forwarding — Don't Answer.
- Administer ring ping for stations with Call Forwarding and users will not notice the difference. (An exception is that if you administer ring-ping for stations with Call Forwarding that didn't have ring-ping on Call Coverage on the G2, they'll notice a difference for Call Coverage but not for Call Forwarding, because ring-ping is a *per-station* option in G3V4.)
- Administer a text message for every data terminal with Call Forwarding and users will not notice the difference.

Call Forwarding Administration Differences

Call Forwarding is administered using forms rather than PROCs. See the *Definity Communications System Generic 3 Version 4 Implementation* document for the procedure for administering Call Forwarding in G3V4.

Call Coverage Instead of Call Forwarding Features

If you have elected to use "Call Coverage" to make up for the lack of "Call Forwarding — Don't Answer", you must notify the users that their calls will always forward to a certain terminal or call coverage point and that they are no longer in control of the activation of this feature.

Forwarding to Individual Attendant

You will want to let your users know that they can now forward their calls to an individual attendant.

Call Forwarding Override

Assign "Call Forward Override?" as "y(es)" on the "Feature-Related System Parameters" form.

Call Forwarding Off-Net

The ability to Call Forward Off-Net to toll numbers may be new to S85/G2.1 users. Off-network Call Forwarding can be restricted in G3V4 via Class of Restriction (COR) administration.

Reactivating Call Forwarding

Users can reactivate Call Forwarding with another forwarded to number without first canceling Call Forwarding. Canceling is required in G2 before reactivating with another number.

Call Management System

Feature Definition

Call Management System (CMS) provides real-time and historical reports for monitoring ACD facilities and personnel. Unlike BCMS, the CMS software resides in a computer (usually referred to as an adjunct) that connects to the switch via a data link. For more information, refer to the appropriate CMS section in the *DEFINITY Communications System Generic 3 Feature Description*, 555-230-204.

Summary Table for Call Management Capacities

Table 2-11. Summary Table for Call Management Capacities

Call Management Capacities	System 85					DEFINITY			Comments
	R1	R2V1	R2V2	R2V3	R2V4	G2.1	G2.2	G3rV4	
Max Agents/Split									
Supported by switch	40	40	512*	1024*	1024*	1024*	1024	999	
Measured by CMS	NA	NA	NA	1024	1024	1024	1024	999	
Measured by BCMS	NA	NA	NA	NA	NA	NA	NA	200	
Max Agents/System									
Supported by switch	1120	1120	512	1024	1024	1024	2048	3000	
Measured by CMS	NA	NA	NA	1023	1023	1023	1023	1023	
Measured by BCMS	NA	NA	NA	NA	NA	NA	NA	200	
Max Queue Slots									
Per System	†	†	†	†	†	†	†	6000	
Per Split		981	981	981	981	981	981	999	
Max Splits per System									
Supported by switch	28	28	30	30	60	60	60	255	
Measured by CMS R3 (max 99)		NA	NA	30	60	60	60	99	
Measured by BCMS		NA	NA	NA	NA	NA	NA	99	
Max Split Supervisors per System			30	30	60	60	60	255	
Max **Measured** Trunk Groups per System									
Measured by CMS		NA	NA	237	255	255	255	255	
Measured by BCMS		NA	NA	NA	NA	NA	NA	32	

* In S85 R2V2 through G2.1, the number of agents per split must be a multiple of 16. This limitation is removed in G2.2.

† Unlimited in S85/G2.

Feature Differences

Moving from G2 to G3V4 may require updating your Call Management System software.

See also *DEFINITY Communications System Generic 3 Call Vectoring Guide,* 555-230-520, for a comparison of Call Vectoring in G2 and G3V4; *Call Management System Administration, Release 3,* 555-215-511, Appendix D, ACD Basics, for a comparison of the basic ACD operations from S85/G2 and G3V4 perspectives, and *Call Management System, Release 3.0, Change Description,* 585-215-411, for a description of the differences between R2 and R3 CMS.

G2	G3V4
Moving Trunk Groups	
Can move trunk groups using CMS.	G3V4 cannot move trunk groups using CMS.
Split Parameters and Intraflow Thresholds	
Split parameters allows you to administer intraflow thresholds for splits in a non-vectoring environment from CMS for G2.	Split parameters does not allow you to administer intraflow thresholds for splits in a non-vectoring environment from CMS.
Call Tracking	
G2 supports personal call tracking.	G3V4 will provide more information about personal calls and held calls than what is available for G2. G3V4 gets hold times for held calls and other times for ringing calls.
Reports on Split References	
Reports on split references in vectors can be requested from a CMS connected to a G2.	Such reports cannot be requested when CMS is connected to a G3V4.
Moving Agents	
Can move up to 1,023 agents (at one time) between splits via CMS.	Can move up to 32 agents (at one time) between splits via CMS.

Continued on next page

G2	G3V4
Split 0 Agents can be placed in measured Split "0" for training and service observing purposes.	Agents cannot be moved into split "0;" however, users do not need to be agents to be service observed.
Number of Measured Splits and Other Requirements G2 supports a maximum of 60 measured splits. Prior to G2.2, these splits have to be in consecutive order starting with one.	G3rV4 supports a maximum of 256 measured splits and there is no order requirement.

Call Park

Feature Definition

Call Park allows users to put a call on hold and then retrieve the call from any other voice terminal within the system.

When a voice terminal user, active on a call, needs to go to another location for information, the call can be placed in Call Park and retrieved at the other location.

Conference calls can also be placed in Call Park.

Summary Table for Call Park

Table 2-12. Summary Table for Call Park

	System 85					DEFINITY			
Call Park	**R1**	**R2V1**	**R2V2**	**R2V3**	**R2V4**	**G2.1**	**G2.2**	**G3rV4**	**Comments**
Call Park	X	X	X	X	X	X	X	X	
With Music-on-hold			Iss 1.3	X	X	X	X	X	
Upon Timeout Call Unparked and Returned/Redirected to:									
Attendant Group	X	X	X	X	X	X	X	X*	

* In G3rV4, Call Park Time-outs are either returned to the party that had parked the call (with Deluxe Paging and Call Park Timeout to Originator option assigned) or redirected to the attendant group (default operation when above option is not assigned). Even if LS Paging is not provided at all, this same option is used to select the Call Park timeout destination.

Feature Differences

This feature provides similar functionality on the two systems, but the feature is implemented in different ways.

G2	G3rV4
Relationship to Loudspeaker Paging	
This feature is closely related to Loudspeaker Paging and Loudspeaker Paging is required on the switch for Call Park to be available.	This feature is a stand-alone voice feature that is related to (but not dependent on) Loudspeaker Paging.
Limit for Parked Calls	
The system limit is nine Call Park/Loudspeaker Paging answer-back channels, which these two features share.	Supports a system maximum of 723 parked calls.
Parking a Call	
Users park a call on an answer-back channel.	Users park a call on an extension.
Attendant Group Shared Extensions	
	Also supports 80 attendant group common shared extension numbers used exclusively for Call Park.

Call Park Administration Differences

Call Park is administered using forms rather than PROCs. G3rV4 supports 80 common shared extensions via a new 3-page Console Parameters form. See the *Definity Communications System Generic 3 Version 4 Implementation* document for the procedure for administering Call Park in G3V4.

Call Park End-User Differences

G3V4 users park a call on an answer-back extension, rather than an answer-back channel as in G2.

Call Pickup

Feature Definition

Call Pickup allows voice terminal users to answer calls to other extension numbers within the user's specified Call Pickup group.

Call Pickup groups are established so that when one member of a group is away, other members of the group can answer that member's calls. A Call Pickup group usually consists of users who are located in the same area or have similar functions.

Summary Table for Call Pickup

Table 2-13. Summary Table for Call Pickup

Feature	System 85					DEFINITY			Comments
	R1	R2V1	R2V2	R2V3	R2V4	G2.1	G2.2	G3rV4	
Maximum Number of Groups	255	999	999	999	999	999	999	5,000	
Call Pickup Members/System	800	7,000	8,000	32,000	32,000	32,000	32,000	25,000	
Call Pickup Members/Group	800	7,000	8,000	32,000	32,000	32,000	32,000	50	

Feature Differences

G2	G3V4
Size of Pickup Groups	
G2 allows very large pickup groups — up to 32,000 members.	G3rV4 limits the pickup groups to 50 members.
Picking Up Intercom Calls	
The Call Pickup feature cannot be used to pickup an Intercom call, but can be used to pick up station-to-station calls.	The Call Pickup feature can be used to pickup an Intercom call as well as station-to-station calls.

Continued on next page

G2	G3V4
Temporary Bridged Appearances Temporary Bridged Appearances are not created for calls picked up via Call Pickup.	Temporary Bridged Appearances are created for calls picked up via Call Pickup.
Hot Line Service/Manual Originating Line Service This same limitation is true for G2.	Voice terminals assigned Hot Line Service and Manual Originating Line Service can be Call Pickup group members so their incoming calls can be answered. However, voice terminal users with these features assigned cannot answer calls for other group members.
Temporary Bridged Appearance Because G2 does not provide a Temporary Bridged Appearance for Call Pickup, the called station cannot bridge onto the call after it is answered by Call Pickup.	G3V4 maintains a Temporary Bridged Appearance at the called station and the called station can the bridge onto a call after it's been answered by Call pickup. If the called station picks up and the answering station places the call on hold (in either order) the call remains on the station that picked it up.
Extension/Station Based Call Pickup is extension based in G2; extensions, not stations, are assigned as members of Call Pickup groups.	Call Pickup is station based in G3V4; stations, not extensions, are assigned as members of Call Pickup groups.
Call Pickup and Agents Large G2 pickup groups can be created so that members of a group of ACD agents can cover for each other using a call pickup button on their set (typically) with a coverage module to show the status of the appearances in the group.	Call pickup groups are limited to 50 members. This may cause an operational disruption if the G2 capability is used.

Continued on next page

G2	G3V4
Picking Up Calls Because G2 pickup groups are assigned on a per extension basis (extensions are not tied to a terminal), a user may be able to pick up calls from a number of pickup groups. I.e., the user can pick up calls for each group that has a member's appearance on the user's terminal.	Calls alerting a bridged appearance can be picked up by members of the principal's pickup group and members of a non-principal's pickup group. If the principal and non-principal users are not in the same pickup group, then calls alerting at other members of the principal user's Call Pickup group cannot be picked by non-principal users or by members of the non-principal user's Call Pickup group. Users are only able to pick up calls for the group that their primary extension is in. That is, a user will not be able to pickup a call by using a bridged appearance.

Call Pickup Administration Differences

The G3V4 Ranging and Filtering functionality, administered via the list command, is supported for Call Pickup. Call Pickup is administered using forms rather than PROCs. See ''Ranging and Filtering'' in the *Definity Communications System Generic 3 Version 4 Implementation* document for the Call Pickup administration procedures.

End-User Differences

Bridged Appearance Difference

G2 users with multi-appearance terminals can pick up calls for each group that has a member's appearance on the user's terminal.

Calls alerting a bridged appearance can be picked up by members of the principal's pickup group and members of a non-principal's pickup group. If the principal and non-principal users are not in the same pickup group, then calls alerting at other members of the principal user's Call Pickup group cannot be picked by non-principal users or by members of the non-principal user's Call Pickup group. Users are only able to pick up calls for the group that their primary extension is in. That is, a user will not be able to pickup a call by using a bridged appearance.

Call Pickup Group Size

Call pickup groups are limited to 50 members. If your company uses large pickup groups, the operational impact will have to be passed on to the user.

Picking up Intercom Calls

Unlike G2, the G3V4 Call Pickup feature can be used to pickup an Intercom call. Both systems can pickup station-to-station calls.

Interaction with Call Forwarding

A forwarded call cannot be picked up at the forwarded-to voice terminal unless the forwarding and forwarded-to voice terminals are in the same call pickup group. If this is not possible, users should be notified of this difference.

Call Vectoring

Feature Definition

The Call Vectoring feature provides processing of incoming and internal calls according to a programmed set of commands. The commands, called Vector commands, determine the type of processing that specific calls receive. Vector commands may direct calls to on-premises or off-premises destinations, to any hunt group or split, or to a specific call treatment such as an announcement, forced disconnect, forced busy, or delay treatment.

It is possible for the system to collect digits from the user, route calls to a destination specified by those digits, and/or do conditional processing according to those digits. The Call Coverage feature utilizes the Call Prompting feature and a set of specialized vector commands. Also, the Lookahead Interflow feature uses the vectoring feature for its operation. Expert Agent Selection (EAS) uses vectors to direct calls to agents with specific skills. Also see Voice Response Integration (VRI) for information about integrating call vectoring with the capabilities of VRUs and the CONVERSANT Voice Information Service.

Summary Table for Call Vectoring

Table 2-14. Summary Table for Call Vectoring

	System 85					DEFINITY			
Call Vectoring	**R1**	**R2V1**	**R2V2**	**R2V3**	**R2V4**	**G2.1**	**G2.2**	**G3rV4**	**Comments**
Call Vectoring									
Call Vectoring Capacities									
Max VDNs per Switch		NA	NA	NA	→	→	→	20,000	Unlimited in S85/G2
Max Vectors per Switch		NA	NA	NA	128	128	511	512	
Max Steps per Vector		NA	NA	NA	15	15	15	32	Includes "go to vector" command
Max Announcements		NA	NA	NA	84*	84*	255*	256*	
Route-to-Destinations									
Max Destinations		NA	NA	NA	95	95	475	→	Unlimited in G3V4
Max Address Digits per Destination		NA	NA	NA	20	20	20	16	
VDN can route to Remote Access ext.		NA	NA	NA				X	
VDN in coverage path		NA	NA	NA	X→	X→	X	X	Final Coverage Point only
w/Delay Announcements		NA	NA	NA	X	X	X	X	
w/Delay of Vector Processing (Wait Step)		NA	NA	NA	X	X	X	X	
Silence on Delay		NA	NA	NA	X	X	X	X	

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Table 2-14. Summary Table for Call Vectoring — *Continued*

Call Vectoring	System 85					DEFINITY			Comments
	R1	R2V1	R2V2	R2V3	R2V4	G2.1	G2.2	G3rV4	
Music on Delay		NA	NA	NA	X	X	X	X	
Per System MOH Access **Must** be Assigned		NA	NA	NA				X	
Separate Music Option for Vectoring		NA	NA	NA	X	X	X	X	
Multiple Music Sources								X	
Ringback on Delay		NA	NA	NA	X	X	X	X	
Max Skills Queued to in Vector		NA	NA	NA	NA	NA	3	3	
Look-Ahead Interflow (requires									
Lookahead Interflow[##]					Iss 1.3	X	X	X	
Via Premises-Based Private Network					Iss 1.3	X	X	X	
Via AT&T SDN Switched Network (ASN)					Iss 2.2	Iss 3.1	X	X	
ISDN/PRI)		NA	NA	NA	Iss 2	Iss 2	X	X	
Via private network		NA	NA	NA	Iss 2	Iss 2	X	X	
Via public (ASN/SDN) network		NA	NA	NA	Iss 2.2	Iss 3.1	X	X	
w/Multiple Split Queuing		NA	NA	NA				X	
Max Splits per Call		NA	NA	NA	NA	NA	NA	3	
w/Priority Queuing		NA	NA	NA	X	X	X	X	
Priority Levels		NA	NA	NA	4	4	4	4	
w/Route-to-VDN Name overrides Called VDN Name Display		NA	NA	NA	Iss 2	Iss 2	X	X	Administrable
w/Vector Chaining via									
"Go-to-Vector" step		NA	NA	NA			X	X	
w/Vector Error Log	NA	NA	NA		X	X	X	X	Logs vector errors

* The maximum announcements per system shown for G3V4 and S85/G2 cannot be directly compared. G3V4 announcement limits apply to all announcement applications including but not limited to ACD; the S85/G2 announcement limits apply to the indicated ACD application only and additional announcements can be provided for other ACD applications as well as for non-ACD applications (for example, Intercept).

→ Entries marked with an arrow direct the reader to the Comment entries.

Lookahead Interflow requires Call Vectoring & ISDN/PRI.

Feature Differences

See also *DEFINITY Communications System Generic 3 Call Vectoring Guide,* 555-230-520, for a comparison of Call Vectoring in G2 and G3.

G2	G3V4
CallVisor ASAI *Gateway* G2 supports CallVisor ASAI Gateway.	G3V4 doesn't support CallVisor ASAI Gateway, it supports ASAI (one-way) connections directly to the host via BRI with a feature called CallVisor ASAI.
Routing a Call by Adjunct G2 uses the "route to" command to have a call routed by the adjunct.	G3V4 uses the "adjunct routing" command to have a call routed by the adjunct.
Queuing a Call G2 queues a call to one split a time. A subsequent "queue to main split" command within a vector removes the call from the current queue and requeues the call to the split designated by the command.	G3V4 can simultaneously queue a call to a maximum of three different splits. Once queued to three splits, the G3V4 switch skips any subsequent "queue" commands.
Queuing to ACD *Splits* When Call Vectoring is enabled on a G2, only the Call Vectoring feature can queue calls to ACD splits.	Calls can also be directly queued to ACD splits (via hunt-group/split extensions).
Limits on Number of Calls Waiting in Queue Like ACD, the G2 Call Vectoring feature does not impose either a system-wide or per-split capacity constraint on the number of calls waiting in queue. A constraint can optionally be added.	In G3V4, there is a system-wide maximum of queued calls that must be assigned to and allocated over all ACD splits and hunt groups.

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G2	G3V4
"Route To" Command If a "route to" command is the final effective step in a vector and the destination is busy, the G2 switch retries the step every two seconds.	The G3V4 switch does not automatically retry final effective "route to" steps. However, G3V4 vectors can be programmed to emulate this operation with loops around the "route to" step.
"Messaging Split" Command G2 can deliver calls to a messaging split using a "route to" a VDN/vector that then queues calls to an AUDIX or Message Center split. The "called" VDN (as modified by VDN override) is used as the AUDIX mailbox. The G2 does not provide a "messaging split" command.	G3V4 provides a "messaging split" command that can connect the calling party with a specific AUDIX mailbox or Message Center extension. If an extension is not specified, then the Messaging Split command uses the called VDN as modified by the VDN override, not the messaging split's VDN.
VFCDR Feature The Variable Format Call Detail Recording (VFCDR) feature can record both the originally-dialed VDN and the final answering destination of a VDN call (by recording the VDN in the Calling Party field).	The customized CDR feature can record either the originally-dialed VDN or the answering destination, but not both.
Terminating Incoming Trunk Groups to VDN*s* Either switch administration or Call Management System (CMS) administration can be used to terminate incoming trunk groups to VDNs.	Switch administration can be used for these assignments.

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G2	G3V4
Check Backup	
In G2, execution (that is, the condition is met) of the Check Backup split step causes the call to be removed from the main split's queue and requeued to the backup split.	In G3V4, execution (that is, the condition is met) of the Check Backup split causes the call to be queued to that split because of multiple split queuing, and to remain in queue for other splits as well, as long as the call is queued to fewer than three splits. If the call is already queued to 3 splits, subsequent Check Backup steps are ignored.
The G2 Check Backup split step causes the split to be checked every 2 seconds until the condition is met or the call has been answered by another split.	The G3V4 Check Backup split step is processed only once. Operation similar to that of G2 can be achieved by following a check backup split step with a "wait (2 secs)" step and "go to" step back to the Check Backup step. However, 2-second checking cannot be accomplished while music or announcements are being provided.
In G2, all Check Backup split steps will be processed as long as the call has not been answered.	In G3V4, if a call is already queued to three splits, the check backup split step will not be processed.
Message Waiting Lamps	
G2 does not support Message Waiting Lamps for VDNs.	G3V4 does support Message Waiting Lamps for VDNs.
"Route To" Command	
The "route to" destinations are set up in an Abbreviated Dial list. The "route to" destinations are assigned to the "route to" step by assigning the Abbreviated Dial list member number as part of the "route to" command (that is, "route to X" where X is a list member number).	The "route to" command routes the call directly to: internal (local) extensions, VDN extensions, attendants, remote extensions, or external numbers such as trunk access codes. These are not set up in an Abbreviated Dial list, but explicitly in the G3V4 "route to" step.

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G2	G3V4
"Busy" Command The busy command causes termination of vector processing and gives the caller a busy signal. Non-CO trunks will be dropped approximately 25 seconds after busy tone is applied.	The busy command operates in the same fashion, but non-CO trunks will be dropped approximately 45 seconds after busy tone is applied.

Additional Feature Characteristics in G3V4

Refer to the *Definity Communications System Generic 3 Feature Description*, 555-230-204, for a complete description of additional characteristics of this feature.

G2 Feature Characteristics Not Available in G3V4

Minimizing the Impact of Call Vectoring Differences

Administrators must understand the differences noted, and reprogram the vectors in G3V4 to provide the functionality desired, where needed.

For example, there are differences with the Check Backup Split step between G2 and G3V4. However, you may decide that multiple split queuing is what you really want and, therefore, that the Check Backup Split steps are no longer needed. You have an option of emulating G2 functionality or taking advantage of the enhancements in G3V4.

Call Vectoring Administration Differences

Call Vectoring is administered using forms rather than PROCs. See the *Definity Communications System Generic 3 Version 4 Implementation* document for the procedure for administering Call Vectoring in G3V4.

Both G2 and G3V4 (with R3 CMS) support vectoring administration from CMS.

CallVisor ASAI Applications

Feature Definition

This feature is called CallVisor Adjunct/Switch Applications Interface (ASAI) in G3V4. It provides one or more links between the DEFINITY switch and one or more adjuncts. CallVisor ASAI improves the call handling efficiency of ACD agents and other system users by allowing an adjunct to monitor, initiate, control, and terminate calls on the switch. The CallVisor ASAI interface may be used for Inbound Call Management (ICM), Outbound Call Management (OCM), and office automation/messaging applications.

CallVisor ASAI services are provided using either Integrated Services Digital Network (ISDN) Basic Rate Interface (BRI) transport (CallVisor ASAI-BRI), or LAN Gateway Transmission Control Protocol/Internet Protocol transport (CallVisor ASAI-LAN Gateway).

Feature Differences

Both G2 and G3rV4 support ASAI connections; however, the interfaces are different.

G2	G3V4
CallVisor ASAI *Gateway* Supports AT&T's CallVisor ASAI Gateway (previously called ASAI Gateway or Integrated Telemarketing Gateway) using a PRI link with D-channel messaging to the gateway processor.	Does not support CallVisor ASAI Gateway.
Connecting to the Host A gateway processor and ASAI over X.25 is used to connect the gateway processor to the host computer.	A BRI link is used to connect directly to the host. Software applications on your ASAI adjunct may have to be rewritten, depending on the host interface software being used.

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G2	G3V4
Direct Agent Supports the Direct ACD feature for calls originating from the G2 CallVisor ASAI Gateway feature for connectivity to the host and provides zip-tone answer and minimal ACD tracking.	Supports Direct Agent Calling from a host application via an ASAI link to an Automatic Call Distribution (ACD) agent on the switch. G3V4 Direct Agent Calling allows zip-tone answer, calls to queue to the agent, expanded ACD tracking, and After Call Work. Using G3V4 Direct Agent Calling for ASAI, the host must handle the transfer negotiation with the switch.
CallVisor ISDN *Gateway* G2 can support a CallVisor ISDN Gateway and ASAI Gateway on the same installation.	G3V4 does not support ISDN Gateway.

Call Waiting

Feature Definition

This feature is called Call Waiting Termination in G3V4. It provides for calls to busy single-line voice terminals to wait, and sends a distinctive call waiting tone to the called party.

Feature Differences

Both G2 and G3V4 support this feature. G3rV4 provides administrable options for the Call Waiting Tone; see also, "Hold" and "Leave Word Calling".

Additional Feature Characteristics in G3V4

G3V4 allows customized administration of the Call Waiting Tone as well as the Leave Word Calling Confirmation Tone. Through forms, you may select a fixed number of tone repetitions or continuing tones. Refer to *Definity Communications System Generic 3 Version 4 Implementation* document for the procedure.

Call Work Codes

Feature Definition

G3V4 provides ACD agents with the various capabilities required to answer and process ACD calls. When the Forced Entry option is enabled for a split, agents are required to complete a Stroke Count or Call Work Code entry for every call answered in the Manual-In mode.

Feature Differences

In G2, Call Work Codes is available with DCP display and non-display stations; in G3V4 they are only available with DCP and BRI display stations. In G2, the Call Work Codes lamp will indicate that the CWC was not sent to CMS if the link is down. On G3V4, the lamp will indicate that the CWC code was successfully sent even if the CMS link is down.

Centralized Attendant Service

Feature Definition

Centralized Attendant Service (CAS) allows services performed by attendants in a private network of switching systems to be concentrated at a central, or main, location. Each branch in a CAS has its own LDN or other type of access from the public network. Incoming trunk calls to the branch, as well as attendant-seeking voice terminal calls, are routed to the centralized attendants over RLT.

The CAS attendants are located at the main location. The main location can be a DEFINITY system Generic 1 or 3, a DEFINITY system Generic 2.1, System 85, a DIMENSION PBX, or a System 75 (V3).

The CAS main PBX operates independently of the CAS branch PBXs. The operation for CAS main PBX traffic is identical to a stand-alone PBX.

Each branch in a network with CAS is connected to the main by way of RLTs. These trunks serve three basic functions:

- Paths for sending incoming attendant seeking trunk calls at the branch to the centralized attendant to be processed and extended back to their destinations at the branch (both parts of a call use the same trunk)
- Paths for returning timed-out waiting and held calls from the branch to the main
- Paths for routing calls from voice terminals in the branch to the centralized attendant at the main

Summary Table for Centralized Attendant Service (CAS)

Table 2-15. Summary Table for Centralized Attendant Service (CAS)

Centralized Attendant Service (CAS)	System 85					DEFINITY			Comments
	R1	R2V1	R2V2	R2V3	R2V4	G2.1	G2.2	G3rV4	
Main	X	X	X	X	X	X	X	X	
RLT calls can route to:									
Attendant console group	X	X	X	X	X	X	X	X	
ACD group						Iss 3	X	X	

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Table 2-15. Summary Table for Centralized Attendant Service (CAS) — *Continued*

Centralized Attendant Service (CAS)	System 85					DEFINITY			Comments
	R1	R2V1	R2V2	R2V3	R2V4	G2.1	G2.2	G3rV4	
Vector Directory Number (VDN)						Iss 3	X	X	
4A-CD System						X→	X→		Traditional module only
Branch	X	X	X	X	X	X	X	X	

→ Entries marked with an arrow direct the reader to the Comment entries.

Feature Differences

See Inter-PBX Attendant Calls in G3V4 documentation and refer to the following table for other differences..

G2	G3rV4
4A Call Director G2 traditional modules support the 4A Call Director (4A-CD).	G3rV4 does not support traditional modules or 4A-CD.
Alternatives to CAS *[HELP?]* G2 allows RLT trunk groups to terminate to main location attendant consoles or to ACD splits or VDNs to enable ACD agents to function as CAS attendants.	G3rV4 supports termination to attendant groups and night service to extensions or hunt groups.
Contact Interface G2 supports contact interface (on traditional modules only, using the SN241). This interface is used for CAS and ACD split status thresholds to light external lamps for status displays. Some customers use these contacts to close the Tip-Ring path on an analog line with Terminal Busy Indication to display these occurrences on specific terminals.	G3rV4 does not support the contact interface, however, a G3rV4 analog line with auxiliary equipment can provide equivalent capability. See "Automatic Call Distribution" and "Centralized Attendant Service" in this chapter for more information.

Class of Restriction/Service

Feature Definition

In G2, all calling restrictions are handled in the Class of Service translations. In G3V4, call restrictions and feature capabilities are controlled with the Class of Restriction *and* Class of Service forms.

See "Restrictions" in this chapter for more information.

Code Calling Access—Traditional/Universal

Feature Definition

These feature is called Code Calling Access in G3V4. It allows attendants, voice terminal users, and tie trunk users to page with coded chime signals.

As many as nine individual paging zones can be provided. (A zone is the location of the loudspeakers, for example, conference rooms, warehouses, etc.) In addition, one zone can be provided to activate all zones simultaneously. Each paging zone requires a separate Code Calling Access code.

A paging party dials the Code Calling Access code and the extension number assigned to the person to be paged. The paging party is automatically parked (through the Call Park feature) on the paged party's extension number. The system translates the number to a chime code and then plays the code over loudspeakers. The paged party, recognizing the chime code, can answer the call from any voice terminal within the system by dialing the Call Park Answer Back access code and his or her own extension number.

Summary Table for Code Calling Access

Table 2-16. Summary Table for Code Calling Access

Code Calling Access (Chime Paging)	System 85					DEFINITY			Comments
	R1	R2V1	R2V2	R2V3	R2V4	G2.1	G2.2	G3rV4	
Code Calling Access (Chime Paging)	X	X	X	X	X	X	X	X	
Max Paging Zones	1	1	1	1	1	18*	18*	9	
Number Dialed to Identify Paged Party: 2-or-3-Digit Code Call Identifier	X	X	X	X	X	Trad'l *	Trad'l *		
Extension Number						Univ'l *	Univ'l *	X	
Administrable Number of Cycles	→	→	→	→	→	→	→	X	Always 3 cycles in S85/G2
All Cycles Played if caller releases/transfers/conf	X	X	X	X	X	X	X	X	

* G2 supports 2 Code Call features: The original single-zone feature requires at least 1 Traditional Module, the multi-zone (max 18 zones) feature requires at least 1 Universal Module. Either or both features can be used in a G2 with both Traditional and Universal Modules.

→ Entries marked with an arrow direct the reader to the Comment entries.

Feature Differences

G2 Code Calling Access — Universal is the same as G3rV4 Code Calling.

G2	G3rV4
Traditional Modules	
G2 supports Code Calling Access on traditional modules.	G3rV4 does not support traditional modules.

Conference — Attendant Five Party

This feature is called Conference—Attendant in G3V4. It allows the attendant to set up a conference call for as many as six conferees, including the attendant. Conferees from inside and outside the system can be added to a conference call. To set up a conference, the attendant dials a number and uses the split key to add each party to the rest of the conference.

See "Conferencing" in this chapter.

Conference — Attendant Six Party

This feature is not available in G3V4. However, G3rV4 users can set up their own six-party conferences, if the system maximum number of conference parties is not administered to be lower.

See "Conferencing" in this chapter.

Conference — Three Party

G3V4 provides similar functionality using the Conference—Terminal feature. The Conference—Terminal allows multi-appearance voice terminal users to set up six-party conference calls without attendant assistance.

See "Conferencing" in this chapter.

Conferencing

Feature Definition

G3V4 provides two features for conferencing:

- Conference—Attendant

  Allows the attendant to set up a conference call for as many as six conferees, including the attendant. Conferees from inside and outside the system can be added to a conference call. To set up a conference, the attendant dials a number and uses the split key to add each party to the rest of the conference.

- Conference—Terminal

  Allows multi-appearance voice terminal users to set up six-party conference calls without attendant assistance.

Summary Table for Conference

Table 2-17. Summary Table for Conference

Feature	System 85					DEFINITY			Comments
	R1	R2V1	R2V2	R2V3	R2V4	G2.1	G2.2	G3rV4	
Attendant Conference								X	
Attendant plus maximum of 5 conferees						X→	X→	X	Universal Module only in G2
Attendant plus maximum of 6 conferees	X	X	X	X	X	X→	X→		Traditional Module only in G2
Conference — station (maximum conferees)	3	3	3	3	3	3	3	6	
Can conference be established before called party answers?									
With a multifunction set controlling	X	X	X	X	X	X	X	X	
Option to deny analog station recall dial-tone and Conference/Transfer features	X	X	X	X	X	X	X	X	

→ Entries marked with an arrow direct the reader to the Comment entries.

Overview of Feature Differences

G2	G3V4
Different Attendant Console See right.	All conferencing procedures initiated by attendants will be different because the G3V4 attendant console will be new to G2 attendants. Attendants will need to be retrained.
Conference — Attendant Six Party The G2 feature known as Conference — Attendant Six Party allows the attendant to initiate and control a conference with the attendant and six conferees.	This feature is not available in G3V4. On an attendant initiated and controlled conference call, G3rV4 allows the attendant and a maximum of five conferees. However, users can set up their own 6-party conferences, if the system maximum is not administered to be lower than six.
Conference — Attendant Five Party There is a G2 feature known as Conference — Attendant Five Party. In G2 any analog or multifunction station conferee presses the RECALL button (analog stations can flash the switchhook) to recall attendant to the conference call.	This feature is very similar to G3V4 Conference Attendant except to recall the attendant, G3V4 conferees must use the station conference procedure to add the attendant back on to the conference call.
User-Set-Up Conferences In G2, users can set up their own 3-party conferences.	In G3V4, users can set up as high as 6-party conferences. However, the limit on the number of conferees can be administered to be lower. There are end-user operating procedure differences; users should be told to check their voice terminal user's guides for the new conferencing procedures. There are also administrable limits on how many trunks can be included in a conference call.

Continued on next page

G2	G3V4
Lamp Flashing The appearance being held for Conference flutters as it does for calls that are held with the Hold button.	The appearance being held for Conference winks and can be differentiated from calls that are fluttering because they are held with the Hold button.
Building the Conference Call When the call held for Conference and the consultation call are conferenced together, G2 builds the conference call on the original call appearance, not the call appearance used for the consultation.	G3V4 builds the call on the call appearance used for the consultation call. Users familiar with G2 operation may interpret this difference as losing the call held for conference. This difference should be reviewed with all users.

Additional Feature Characteristics in G3V4

- G3rV4 allows users to set up their own 6-party conference calls.
- G3rV4, administrable conferencing and bridging tones are possible within the countries for which they were intended: Italy, Australia, United Kingdom, and Belgium. Outside of these countries, a tone may be customized by system administration. Refer to *Definity Communications System Generic 3 Version 4 Implementation* document for the procedure.
- As an international system, G3V4 offers administrable COR restrictions. See "Restrictions" in this chapter for more details.

G2 Feature Characteristics Not Available in G3V4

G2 allows attendants to set up 6-party conference calls.

Minimizing the Impact of Conference Feature Differences

- If you wish to preserve the 3-party limit on user originated conference calls, administer the system limit to be three.
- If you chose to allow users to set up 6-party calls, attendants can let users know of this expanded capability when they call to make conferencing arrangements.

Conference Administration Differences

Conference is administered using forms rather than PROCs. See the *Definity Communications System Generic 3 Version 4 Implementation* document for the procedure for administering Conference in G3V4.

Conference End-User Differences

Six-Party Conferences

Users can now set up their own 6-party conference calls, if the system limit will allow. Attendants cannot administer 6-party conference calls as they could in G2.

Recalling the Attendant

Conferees will have to use the station conference procedure to add the attendant back on to the conference call, rather than flashing the switchhook or pressing the Recall button as they could in G2..

Attendant Procedures

All attendant features are different because of the new console. See the *G3V4 Console Operator's Guide* for complete information on the new procedures.

Where the Conference Call is Built

G3V4 builds the Conference Call on the call appearance used for the consultation call, as opposed to the call appearance of the original call held for Conference (the G2 operation). Users familiar with the G2 operation may interpret this difference as losing the call held for conference. This difference should be reviewed with all users.

Consult

Feature Definition

Consult allows a covering user, after answering a coverage call, to call the principal (called party) for private consultation.

Consult is activated by first pressing the Conference or Transfer button followed by the Consult button to call the principal. This places the calling party on hold and establishes a connection between the principal and the covering user. The covering user can then add the calling party to the conversation, transfer the call to the principal, or return to the calling party.

Details of how Consult is used in conjunction with Call Coverage are given in the "Call Coverage" under heading Feature Definition elsewhere in this chapter.

Feature Differences

This is a feature in G3V4; G2 provides the same functionality within the "Call Coverage", "Conference — Three Party", and "Transfer" features.

Data Call Setup

Feature Definition

Data Call Setup provides multiple methods to set up a data call:

- Keyboard dialing
- Voice terminal dialing
- Hayes "AT" command dialing
- Permanent switched connections
- Administered connections
- Automatic calling unit interface (MPD and HSC)
- Hotline dialing

Typically, when a data terminal is available, keyboard dialing is more convenient and requires less steps; therefore, it should be used whenever possible.

In addition to data terminal dialing and voice terminal dialing, the system accepts calls from other devices, such as a MPDM equipped with an ACU interface module. An analog modem interfaced with an ACU can also be used to provide dialing capability for a host computer.

The "Administered Connections" feature may also be used to establish a data call.

This section describes the data call setup features for both DCP sets and ISDN BRI sets.

Feature Differences

Both G2 and G3V4 support this feature and the feature is basically the same on both systems.

See "Host Computer Access", "Hot Line", "Alphanumeric Dialing", etc.

Data Communications Access

Feature Definition

The Data Communications Access (DCA) feature provides an analog interface to local (on-premises) computer facilities. This feature is useful for host computers already set up with data sets (modems) for analog conversion. DCA can also be useful when a large percentage of calls to the supported host will be from analog facilities (analog trunk calls or analog interfaced local terminals). DCA ports are connected directly to analog tie trunk circuits on the switch.

Feature Differences

Both G2 and G3V4 support this feature. See also Host Computer Access.

G2	G3rV4
Trunk/Line-Side Data Access	
G2 supports trunk-side data access and allows modems to appear in trunk groups.	G3rV4 supports line-side data access and supports modems in hunt groups rather than trunk groups.

Data-Only Off-Premises Extension

Feature Definition

Allows users to establish data calls involving DCE or DTE that is located remotely from the system site using DATAPHONE digital service or other private line data facilities. A Data-Only Off-Premises Extension uses an MTDM located on-premises. Communication with the remote data equipment is accomplished through the private line facility linking the on-premises MTDM and the remote data equipment.

The Trunk Data Module and DCE or DTE constitute a digital data endpoint. Data calls to this type of data endpoint can be placed using Voice Terminal Dialing or Data Terminal (Keyboard) Dialing. Since there is no voice terminal at the remote site, data calls can be originated from the remote data terminal using Keyboard Dialing only. If computer-generated dialing is used on calls, it must follow the Keyboard Dialing protocol.

Feature Differences

Both G2 and G3V4 support this feature. See Off-Premises Data Only Extensions.

Data Hot Line

Feature Definition

Data Hot Line provides for automatic nondial placement of a data call to an endpoint when the originator goes off-hook. It may be used for security purposes.

Data Hot Line calls are automatically placed by the system from specified digital data endpoints to preassigned extension numbers or off-premises numbers. Hot Line originating endpoints are destinations connected to the system by a data module. The destination number is stored in the Abbreviated Dialing List.

Feature Differences

G2	G3V4
Displaying Hotline Information	
Both systems display call progress information. G2 displays hotline information on the data screen as the connection is made.	Both systems display call progress information. G3V4 does not display hotline information specifically.
Automatic Dialing	
G2 supports Automatic Dialing buttons to implement "Data Hot Line" and "Default Dialing".	These button entries must be added to Abbreviated Dial lists.

Data Protection — Temporary

Feature Definition

This G2 feature is basically the same as G3V4 Data Privacy. G3V4 Data Privacy protects analog or digital endpoints involved in a data connection from unwanted intrusion of tones, music, or voice that may be miscronstrued as data. Data Privacy, when activated by a user, denies the system the ability to gain access to, or to superimpose tones, mucic, or voice onto, the protected call.

With both G2 Data Protection – Temporary and G3V4 Data Privacy, service is provided on a per-call basis by dialing a feature access code.

Feature Differences

G2	G3V4
Bridging onto a Protected Call	
In G2, others are not allowed to bridge onto a protected call.	In G3V4, the system option "Prohibit Bridging Onto Calls With Data Privacy?" controls this operation. Beginning with G3V4, an administrable bridging and conferencing tone is possible within the countries for which it was intended: Italy, Australia, United Kingdom, and Belgium. Outside of these countries, a tone must be customized by system administration. Refer to *Definity Communications System Generic 3 Version 4 Implementation* document for the procedure.

Data Protection — Permanent

Data Protection – Permanent is basically the same as G3V4 Data Restriction.

G3rV4 Data restriction protects analog data calls from being disturbed by any of the system's overriding or ringing features. Data Restriction, when administered to an extension number or trunk group, denies the system the ability to gain access to, or to superimpose tones onto, the protected call.

This feature is administered at the system level to selected analog and multi-appearance voice terminals and trunk groups. Once administered, the feature is active on all calls to or from the associated terminal or trunk group.

Feature Differences

G2	G3V4
Bridging onto a Protected Call	
In G2, others are not allowed to bridge onto a protected call.	In G3V4, the system option "Prohibit Bridging Onto Calls With Data Privacy?" controls this operation. .

Dedicated Switch Connections

Feature Definition

This is a G2 feature. A G2 and R2V4 (beginning with Issue 1.1) Dedicated Switch Connection acts like a hard-wired link between two ports on the switch. In effect, this feature provides a full-time open line between the assigned end points. These connections include intraswitch line connections or trunk connections terminating to a point on a distant switch.

A feature by this name is not offered in G3V4. However, the G3V4 Administered Connections feature combines the G2 Dedicated Switched Connections feature and the S75/G1.1 Permanent Switched Calls features.

Summary Table for Dedicated Switch Connections and Administered Connections

Table 2-18. Summary Table for Dedicated Switch and Administered Connections

Data Connection (ACs & DSC)	System 85					DEFINITY			Comments
	R1	R2V1	R2V2	R2V3	R2V4	G2.1	G2.2	G3rV4	
Administered Connection (AC)*				→	→	→	→	X	See DSC
AC Capacities:									
Max ACs per switch		NA	NA	NA	NA	NA	NA	128	
Max Access Endpoints per switch		NA	NA	NA	NA	NA	NA	5000	
Access Endpoints on Controlling Switch:									
Non-Signaling Analog Tie trunk†		NA	NA	NA	NA	NA	NA	X	
Non-Signaling DS1 or PRI Trunk†		NA	NA	NA	NA	NA	NA	X	Includes SDDN trks to 4ESS
Data Endpoints on Controlling Switch:									
Any Signaled Trunk†		NA	NA	NA	NA	NA	NA	X→	*Destination* Endpoint only
BRI Data Module		NA	NA	NA	NA	NA	NA	X	
DCP Data Module		NA	NA	NA	NA	NA	NA	X	
EIA port & ADU		NA	NA	NA	NA	NA	NA	X	
PC/PBX Connection (DCP)		NA	NA	NA	NA	NA	NA	X	
PC/ISDN Connection (BRI)		NA	NA	NA	NA	NA	NA	X	
AC Data-Speeds:									
56K (DS1 Access Endpoints only)		NA	NA	NA	NA	NA	NA	X	
64K (DS1 Access Endpoints only)		NA	NA	NA	NA	NA	NA	X	
Voice-Band (Non-SDDN ACs only)		NA	NA	NA	NA	NA	NA	X	

Continued on next page

Table 2-18. Summary Table for Dedicated Switch and Administered Connections — *Continued*

Data Connection (ACs & DSC)	System 85					DEFINITY			Comments
	R1	R2V1	R2V2	R2V3	R2V4	G2.1	G2.2	G3rV4	
Administered Connection (AC)*				→	→	→	→	X	See DSC
AC Duration:									
Permanent		NA	NA	NA	NA	NA	NA	X	
Scheduled		NA	NA	NA	NA	NA	NA	X	
AC-Related Features:									
Alarm Notification		NA	NA	NA	NA	NA	NA	X	
Auto Restoration & Redial		NA	NA	NA	NA	NA	NA	X	
for ACs routed via SDDN trks to 4ESS									
Fast Retry for non-SDDN ACs		NA	NA	NA	NA	NA	NA	X	
Dedicated Switch Connection (DSC)#			X	X	X	X	X	→	ACs provide most DSC functions
Max DSCs per switch		NA	NA	1023	1023	1023	1023	NA	
"Nailed-up" Connection Supported by DSC									
Any** DCP DM to Any** DCP DM	NA	NA	NA		Iss 1.1	X	X	AC	DM = Data Module
Any** DCP DM to DMI/BOS Trk	NA	NA	NA		Iss 1.1	X	X	AC	DM = Data Module
Any** DCP DM to DS1/AVD Trk	NA	NA	NA		Iss 1.1	X	X	AC	DM = Data Module
Any** DCP DM to DS1/RB Trk	NA	NA	NA		Iss 1.1‡	X‡	X‡	AC	RB = Robbed Bit
DS1/AVD Trk to DS1/AVD Trk	NA	NA	NA	X	X	X	X	AC	
DMI/BOS Trk to DS1/AVD Trk	NA	NA	NA	X	X	X	X	AC	
DMI/BOS Trk to DMI/BOS Trk	NA	NA	NA	X	X	X	X	AC	
Analog L/T## to Analog L/T##	NA	NA	NA	X	X	X	X	AC	Analog Voice Grade Only
Analog L/T## to DS1/AVD Trk	NA	NA	NA	X	X	X	X	AC	Analog Voice Grade Only
DS1/Non-AVD to DS1/AVD Trk	NA	NA	NA	X	X	X	X	AC	Analog Voice Grade Only
BRI DM to BRI DM	NA	NA	NA			X	X	AC	DM = Data Module
BRI DM to Any** DCP DM	NA	NA	NA			X	X	AC	DM = Data Module
BRI DM to DS1/RB Trk	NA	NA	NA			X‡	X‡	AC	RB = Robbed Bit
BRI DM to DMI/BOS Trk	NA	NA	NA			X	X	AC	DM = Data Module
BRI DM to DS1/AVD Trk	NA	NA	NA			X	X	AC	DM = Data Module
BRI DM to Analog L/T##	NA	NA	NA					AC	DM = Data Module
Any Other Combination of Ports	NA	NA	NA					→	See AC bullet-item above

* ACs and DSCs differ in several respects, but the principal difference is that the DSC is a (port-to-port) intraswitch connection, while ACs are end-to-end connections.

† The AC feature establishes and maintains an end-to-end connection between 2 access/data endpoints based on administered AC attributes. The originating endpoint in an AC must be administered on the switch controlling the AC; the destination endpoint can terminate on the same switch, on another switch in the same private network, or on another switch accessed via the public network, with the connection to the destination endpoint routed according to the destination address.

→ Entries marked with an arrow direct the reader to the Comment entries.

i.e., any Mode 1 (56-Kbps) or Mode 2 (<= 19.2-Kbps) DCP Data Module (DM), or any EIA Port. DSC can be used with Mode 0 (64-Kbps) DCP Data Modules if both endpoints involved terminate on the same traditional module, but not with any inter-module DSC or any DSC between endpoints on a Universal Module.

‡ DSCs can be used with Robbed Bit DS1 trunks only if the signaling is disabled.

** i.e., any Mode 1 (56-Kbps) or Mode 2 (<= 19.2-Kbps) DCP Data Module (DM), or any EIA Port. DSC cannot be used with Mode 0 (64-Kbps) DCP Data Modules.

Analog L/T refers to an Analog Line or Trunk connected to an analog modem suitable for leased-line operation. If the modems are dependent upon the switch for initiation of communications, data connectivity cannot be established with DSC.

Feature Differences

G3V4 does not offer a feature by this name. However, the G3V4 Administered Connections feature combines the G2 Dedicated Switched Connections feature and the S75/G1.1 Permanent Switched Calls features.

In addition there is a general difference in the way G2 and G3V4 handle data. See "Host Computer Access" in this chapter for more information on these differences.

See also "Alphanumeric Dialing" ("Mnemonic Dialing") and "Data Hot Line" in this chapter.

G2	G3V4
Port-to-Port/End-to-End	
G2 Dedicated Switch Connections (DSC) are port-to-port intraswitch connections.	G3rV4 Administered Connections (ACs) are end-to-end switch connections.
Trunk/Line-side Data Access	
G2 supports trunk-side host access via data modules.	G3rV4 doesn't have trunk-side host access via data modules; you must administer all host ports line-side via data modules.

Continued on next page

G2	G3V4
Support for Voice Calls	
G2 Dedicated Switch Connections support voice calls.	G3rV4 Administered Connections do not support voice calls on analog end points; G3rV4 requires sets that auto-answer. A G3rV4 administered connection can terminate on any dialable address, trunk-side or line-side.

Default Dialing

Feature Definition

Default Dialing enhances Data Terminal (Keyboard) Dialing by allowing a data terminal user to place a data call to a pre-administered destination by either entering Return at the DIAL: prompt (for data terminals using DCP data modules) or typing **d** and entering Return at the CMD: prompt (for data terminals using ISDN-BRI data modules). The data terminal user with a DCP data module can still place calls to other destinations by entering the complete address after the DIAL: prompt (normal Data Terminal Dialing or Alphanumeric Dialing). The data terminal user with an ISDN-BRI data module can still place calls to other destinations by typing d, entering a space, typing the complete address, and entering Return after the CMD: prompt.

Feature Differences

This is a G3V4 feature; G2 provides similar functionality as part of Mnemonic Dialing. See Data Call Setup.

Demand Print

Feature Definition

Demand Print allows a voice terminal user to print undelivered Message Center and LWC messages and also notifies the user about AUDIX messages.

Feature Differences

G2	G3V4
Passwords	
G2 users share an optional system-wide Demand Print password.	On a per-station basis, each G3V4 user is assigned a required Demand Print password (security code).

Dial Access to Attendant

Feature Definition

Dial Access to Attendant allows voice terminal users to access an attendant by dialing an attendant access code. Attendants can then extend the call to a trunk or to another voice terminal.

For G3, this code is administrable and may be any one or two digit number; the default is 0.

Feature Differences

See also Individual Attendant Access and Multiple Listed Directory Numbers.

G2	G3rV4
Dialing the Attendant Group	
G2 users dial the attendant group using a 1- to 4-digit DAC, which can begin with 0-9, *, or #.	G3rV4 users dial the attendant group using a 1- to 2-digit DAC, which cannot begin with * or #, only with 0-9.
Dialing an Individual Attendant	
To dial an individual attendant, G2 users dial the attendant group DAC and a 2-digit position code.	G3rV4 users dial the individual attendant's extension number.

Dial Plan

Feature Definition

The Dial Plan is the system's guide to digit translation. When a digit is dialed, the system must know what to expect, based on that digit. For example, if a voice terminal user dials a 4, the system must know how many more digits to expect before the call is processed.

For G3rV1, G3V2, and later releases, UDP has its own forms in administration. This information is given in the UDP and ENP Tables. A UDP may also be established during administration as part of the Dial Plan. This plan provides a common extension number plan that can be shared among a group of switches.

Summary Table for Dial Plan

Table 2-19. Summary Table for Dial Plan

	System 85					DEFINITY			
Dial Plan	**R1**	**R2V1**	**R2V2**	**R2V3**	**R2V4**	**G2.1**	**G2.2**	**G3rV4**	**Comments**
1st Digit "0" usable for Ext.No.				X	X	X	X	X	
2-Digit dialing								X	
3-Digit dialing	X	X	X	X	X	X	X	X	
4-Digit dialing	X	X	X	X	X	X	X	X	
5-Digit dialing									
w/Prefix dialing		X	X	X	X	X	X	X	
Unrestricted 5-Digit dialing				X	X	X	X	X	
Flexible Dial Plan	*	*	*	*	*	*	*	X	

* S85/G2 has Flexible Dial Plan except that extension numbers can't begin with the same digit as TACs, FACs, and Attendant Access Code.

Feature Differences

Uniform Dial Plan (UDP) refers to a common extension numbering scheme across switches in a private network. The G3V4 Unrestricted Uniform Dial Plan (UUDP) default provides basically the same functionality as G2 Uniform Dial Plan and Extension Number Portability.

G2	G3V4
Use and Length of Dialed Digits In G2, the use and length of the dialed digits are defined on the first digit only and can be either an extension or trunk/feature/attendant dial access code.	The G3rV4 dialing plan forms allow administration of the first and second dialed digit of a dial access code (DAC) or extension number (four or five digit extension numbers). A new G3rV4 field called UDP Extension Search Order provides administrable control over extension-search functionality. Selecting ‘‘yes’’ (the default) will ensure that local extensions are searched before the UDP table is consulted to determine if the call should be routed off-switch. Selecting ‘‘no’’ ensures that the UDP table is checked before the local extensions. This option is not typically used in North America. The first or first/second dialed digit(s) are defined in terms of the number of digits expected and the use. In G3rV4, DACs are further broken down to feature dial access codes (FACs), trunk dial access codes (TACs), or attendant dial access codes; and the distinction of the use and length can be defined at the second digit for the first digits 0-9 (misc). The * and # digits define the use and length by the first digit only (misc not allowed) and only for FACs/TACs/attendants.
4-Digit Codes G2 can define 4-digit codes including those starting with # or * and any of these can be either a Trunk Access Code (TAC) or a Feature Access Code (FAC).	With the exception of Dial Access to Attendant, 4-digit codes are also available for G3V4. However, in G3V4, all digit strings starting with the same digit and containing the same number of digits must be of the same type (FAC, TAC, or EXT,)

Additional Feature Characteristics in G3V4

G3V4 allows flexible dial plan administration. Extensions can be defined with different lengths within the same first digit. FACs and extensions can be assigned within the same first digit as long as the FAC precedes the extension. TACs and FACs can be assigned with the same first digit as long as the TAC is administered with the greater length than the FAC. In addition, G3V4 allows the administration of a 2nd digit table for first digits assigned as "misc". The second digit table allows the 2nd digit to be administered in terms of use (FAC, TAC, Ext) and length.

End User Differences

If you have a conflict in first or first/second digit mapping you will have to use different DACs. If a feature/trunk/attendant DAC was commonly used directly by dialing the DAC in G2, the users must learn the new DAC in G3V4 to perform the same or similar operation.

Upon upgrading, updating is needed for any abbreviated dialing lists containing modified DACs, or if trunk busy indicator buttons were used.

Digital Multiplexed Interface

Feature Definition

The Digital Multiplexed Interface (DMI) provides for digital trunk interfaces to the system. DMI supports high-volume (high-speed, high-capacity) data transmission via DS1 digital facilities between host computers, another PBX, or a private or public network and analog and digital data endpoints. When ISDN-PRI signaling is used, associated trunks can be connected to host computers, another PBX, or a private or public network.

Feature Differences

The implementation of this interface is basically the same on both G2 and G3rV4. DMI calls are routed differently, based on the different routing strategies and options on the two systems.

Digital Services Interface

Feature Definition

This feature is called DS1 Trunk Service in G3V4. It provides a digital interface for the following:

- Voice-Grade DS1 Tie Trunks
- AVD DS1 Tie Trunks
- Robbed-Bit Alternate Voice/Data (RBAVD) DS1 Tie Trunks
- DMI Tie Trunks
- ISDN-PRI Trunks
- CO Trunks
- FX Trunks
- Remote Access Trunks
- WATS Trunks
- DID Trunks
- Off-Premises Stations
- Access Endpoints (G3i)

Feature Differences

Both G2 and G3rV4 support this feature. Companies connecting a switch in the U.S. with a switch in another country use the TN464C to provide 32 channels on the international G1 switch.

G3rV4 requires cross-connecting capabilities or one port on a TN747 or TN464B/C/D DS1Tie Trunk circuit pack for each interface to be provided. TN767 supports Mu-Law, TN464B supports A-Law, and TN464C/D supports both Mu-Law and A-Law.

G3rV4 supports High Density Bi-Polar 3-Bit Substitution (HDB3) digital line coding. G3rV4 also supports idle code and country protocol administration, Interconnect, and Signalling Conversion for A bit parameters.

G2 and G3rV4 normally provide DS1 over a standard T1 carrier, but may use alternative carriers such as fiber links or microwave transmitters.

G3rV4 supports Automatic Fiber Bandwidth Allocation Service (AFBA), which automatically allocates fiber-link bandwidth for PBX customers with one or more EPNs.

Channel Mapping between the TN767B and the TN464C is accomplished as follows:

TN767B Channel Number	TN464C Channel Number
1	1
2	2
3	3
4	4
5	5
6	6
7	7
8	8
9	9
10	10
12	12
13	13
14	14
15	15
16	17
17	18
18	19
19	20
20	21
21	22
22	23
23	24
24	16*

* This channel supports common channel signaling.

Direct Department Calling

This feature is covered by the Direct Department Calling (DDC) and Uniform Call Distribution (UCD feature in G3V4. It allows direct inward access to an answering group other than the attendant even if the system does not have the DID feature. A DDC answering group can consist of voice terminals and individual attendants.

See "Automatic Call Distribution" in this chapter.

Direct Inward Dialing

Feature Definition

Direct Inward Dialing connects calls from the public network directly to the dialed extension number without attendant assistance. DID reduces the attendant's work load and provides the calling party immediate contact with the called party.

Feature Differences

Both G2 and G3V4 support this feature but G3V4 provides a number of international enhancements. For example, in G3V4, CO is required of DID trunk group(s) from the local telephone company. See also Listed Directory Numbers and Remote Access.

G3V4 interacts with Inward Restriction, Manual Terminating Line Restriction, Public Restriction, and Termination Restriction features (administered by the COR). These features prevent DID calls from being received at a restricted voice terminal. DID calls that reach a restricted voice terminal or that are transferred to a restricted voice terminal can be sent to an attendant or to a recorded announcement.

When a DID trunk is accessed via a Listed Dialing Number (LDN), the call is routed to the attendant. The attendant display indicates that the call is an LDN call. If night service is activated, DID LDN calls route to a designated DID LDN night extension.

If a DID extension receives a call within 30 seconds of forwarding a call to another extension, a busy tone will be returned. Incoming DID calls that reach a busy destination are either given a busy tone or routed to an attendant, depending upon administration.

An Unanswered DID Call Timer can be set, on the System Parameters Features form, to route an unanswered DID call to the ''administered intercept treatment.'' This routing is used to prevent trunk lockups and provide for more efficient use of trunk resources.

G3V4 supports the following DID features:

- End-of-Dialing Signaling
- Recall
- Backward Busy Treatment
- DID over Italian TGU/TGE (main/satellite) trunks

G3rV4 allows analog stations to transfer incoming DID and CO trunk calls to one of the following five tones:

- Busy tone
- Reorder tone
- Dial tone
- Recall dial tone
- Intercept tone

International DID Features

In G3V4, transfer of an incoming DID or CO trunk call to a busy tone or to a reorder tone by an analog station is allowed except where an incoming trunk does not guarantee disconnect supervision. In this case, the call is routed to the attendant team.

Transfer of an incoming DID or CO trunk call to the dial tone, recall dial tone, or intercept tone is not allowed. Also, if the trunk involved guarantees disconnect supervision (as in the US), a DID trunk call is routed to the assigned DID/Tie/ISDN intercept treatment (either the attendant or the recorded intercept), and a CO trunk call is routed to the attendant intercept. On the other hand, if the trunk involved does not guarantee disconnect supervision, the call is routed to the attendant intercept.

Direct Inward and Outward Dialing International (Japan)

Feature Definition

This feature is called Direct Inward and Outward Dialing (DIOD) in G3V4. It provides a 2-way service, with both inward and outward dialing features, allowing calls from an international public exchange to be made directly to the PBX. The Dialing Inward and Outward Dialing (DIOD) feature is a combination of the Direct Inward Dialing (DID) feature and the Direct Outward Dialing (DOD) feature via a common analog or digital trunk. The Japanese version of DID, however, implies a 2-way service, with both inward and outward dialing features.

Interactions

When the DIOD trunk is being used as a DID trunk, the following interactions apply:

- The Inward Restriction, Manual Terminating Line Restriction, and Termination Restriction features (administered by the COR) can block DID calls.
- A DID trunk call accessed via an LDN is routed to the attendant; if Night Service is activated, DID LDN calls route to the designated DID LDN night extension.
- An incoming DID call forwarded to another extension and answered will provide a busy tone to any new calls for 30 seconds.

DIOD Administration Differences

Direct Inward Outward Dialing (DIOD) is administered via a DIOD trunk group form rather than PROCs. See the *Definity Communications System Generic 3 Version 4 Implementation* document for the procedure for administering DIOD in G3rV4.

Direct Outward Dialing

Feature Definition

Allows voice terminal users to access the public network without attendant assistance.

The user simply lifts the handset and dials the trunk access code for the desired trunk group. The user is then connected to the public network.

Feature Differences

Both G2 and G3V4 support this feature.

Display — Voice Terminal

This feature is called Voice Terminal Display in G3V4. It provides multi-appearance voice terminal users with updated call and message information. This information is displayed on a display-equipped terminal. The information displayed depends upon the display mode selected by the user.

Distinctive Ringing

Feature Definition

Distinctive Ringing helps voice terminal users and attendants distinguish between various types of incoming calls.

Feature Differences

Both G2 and G3V4 support this feature.

G3V4 Associated Call Type	User	G3V4 Ringing Cycle (In Seconds)
Internal voice terminal, internal tie trunk, and Remote Access	All voice terminals	1-burst ringing (1.2 on, 4.0 off repetitive)
Intercom	Single-line voice terminals	
Attendant-extended, attendant-originated, and incoming trunk, including external tie trunk	All voice terminals	2-burst ringing (0.2 on, 0.4 off; 0.6 on, 4.0 off repetitive)
Automatic Callback, Priority Calling, and Ringback Queuing callback	Single-line voice terminals	3-burst ringing (0.2 on, 0.1 off; 0.2 on, 0.1 off; 0.6 on, 4.0 off repetitive)
	Multi-appearance voice terminals	3-burst ringing (0.1 on, 0.1 off; 0.1 on, 0.3 off; 0.6 on, 4.0 off repetitive)
Intercom	Multi-appearance voice terminals	Single tone (0.6 on, 4.6 off repetitive)
Manual Signaling	Multi-appearance voice terminals	Single tone (0.2 on)
Redirection Notification	All voice terminals	Single tone (0.2 on)

The following call types and their ringing cycles are received at attendant consoles:

G3V4 Call Type	G3V4 Ringing Cycle (In Seconds)
Incoming call	Low-pitched tone (0.4 on, 1.2 off repetitive)
Attendant Recall call and when any call associated with a timed reminder interval returns to the console	High-pitched tone (0.4 on, 1.2 off repetitive)
Calls waiting in queue	Low-pitched tone (0.25 on, 0.8 off repetitive)

Feature Differences

The related G2 feature is called Ringing — Distinctive.

G2	G3rV4
Fixed/Administrable Distinctive Ringing	
G2 has fixed distinctive ringing: 1 burst for internal calls, 2 bursts for network calls, 3 bursts for priority calls.	In G3rV4, you can administer which type of call has which type of ring; the default is the same as G2.
Personalized Ringing	
G2 does not support "personalized ringing," except when this feature is a feature of the individual voice terminal model;	G3rV4 allows administrable personalized ringing on a station-by-station basis with 7303S and 7305S hybrid sets.

Distributed Communication System

Feature Definition

Distributed Communication System (DCS) allows a configuration (cluster) of two or more switches (nodes) to provide certain attendant and voice terminal features as if the cluster is a single large System. This simplifies dialing procedures between locations, and also allows transparent use of some of the system's features between locations.

These switches can be either a DEFINITY Generic 1, DEFINITY Generic 2, G3iV4, G3rV4, System 75, System 85, or DIMENSION PBX. If all nodes are System 75s, G1s, or G3sV2, the DCS can have as many as 64 nodes. An attribute of a DCS configuration that distinguishes it from other networks is that it appears as a single switch with respect to certain features. This provides the convenience of using some of the system's features between locations.

Summary Table for DCS

Table 2-20. Summary Table for DCS

	System 85					DEFINITY			
DCS	R1	R2V1	R2V2	R2V3	R2V4	G2.1	G2.2	G3rV4	Comments
DCS Cluster Function									
Endpoint (terminal) Node		X	X	X	X	X	X	X	
Tandem Node		X	X	X	X	X	X	X	
DCS Signaling Link									
BX.25		X	X	X	X	X	X	X	DCIU/SCI/PI

Feature Differences

Both G2 and G3rV4 support the same list of transparent voice features, but many of these voice features are different thus affecting DCS feature transparency. If you have been in a DCS network of all S85/G2 systems, you will notice a change in the way DCS works. If your network has had a mix of S85/G2 and S75/G1 systems in it, the differences will already be familiar. In addition, there are display differences between the two systems and there are connectivity and administration differences. The DCS feature interacts with Main/Satellite and other related features and is affected because these features operate differently on the two systems.

G2	G3rV4
An Example: Automatic Callback	
As one example of a user feature difference, if the target switch is a S85/G2, Automatic Callback works when the called party is busy.	If the target switch is a S75/G3V4, Automatic Callback works if the called party is busy or doesn't answer.
Alternate Routing	
G2 supports Alternate Routing of DCS messages.	G3V4 does not support Alternate Routing of DCS messages.
Routing Calls	
With G2.2 WCR, DCS calls attempt to route first with trunks that are equipped for DCS messaging, then try other trunks. DCS trunks can be intermixed with non-DCS trunks in the WCR pattern.	In G3V4, if you want calls to overflow to non-DCS trunks, the non-DCS trunks must be later in the pattern than the DCS trunks.
Tones for Failure Cases	
G2 gives reorder tone in most failure cases.	G3V4 gives intercept tone in failure cases and reorder in out-of-resource cases.
Called Party Name	
Prior to G2.2, G2 did not send or process a called party name. (See *DCS "End User Differences"* for examples of what this means to a user.)	G3V4 sends and processes called party name. See "Voice Terminal Display" in this chapter for more information on displays.

Continued on next page

G2	G3rV4
BX.25 and DCS *over* ISDN PRI *D-Channel* G2 supports BX.25.	G3rV4 supports BX.25 and DCS over ISDN PRI D-channel.
DCIU Alternate Routing G2 provides alternate routing for DCS messages if a DCIU link becomes inoperative.	G3rV4 does not provide DCIU message alternate routing.
Non-DCS *Trunks in Routing Patterns* In G2.2, non-DCS trunks can be included in WCR routing patterns and the DCS trunks will be given preferential routing, only using non-DCS trunks if DCS trunks are not available. (In G2.1 and earlier, this works the same as with G3rV4.)	In G3V4, any non-DCS trunks in AAR/ARS routing patterns must follow DCS trunks to achieve the same effect.

Additional Feature Characteristics in G3rV4

G3rV4 provides additional DCS support for Called Party Name display, Incoming Call Indicators display, and the transporting of DCS messages over the ISDN PRI D-channel. See also the specific feature called Enhanced DCS, found in this chapter.

G2 Feature Characteristics Not Available in G3rV4

In a CAS arrangement, the originator's extension number (or trunk group ICI) and class of service number is available to the CAS attendant.

DCS Administration Differences

DCS is administered using forms rather than PROCs. See the *Definity Communications System Generic 3 Version 4 Implementation* document for the procedure for administering DCS in G3V4.

EIA Interface

Feature Definition

EIA Interface provides an alternative to Digital Terminal Data Modules (DTDMs) and Modular Processor Data Modules (MPDMs) within the system hardware for interconnection between EIA 232 compatible Digital Terminal Equipment (DTE) and the system. The EIA Interface consists of a Data Line circuit pack port and an Asynchronous Data Unit (ADU).

Feature Differences

G2	G3rV4
Traditional Modules	
In G2 traditional modules, EIA is provided via the SN238.	G3rV4 does not support traditional modules.
TN726 Support	
This feature is supported in G2 universal modules using the TN726 data line board.	G3rV4 also supports this feature using the TN726. In G3rV4 with the TN726, users can have control of the line and change the options dynamically.
Setting Options	
On the SN238, options are set via two dip switches. There are 4 ports on the SN238.	On the TN726, options are set using the SAT. There are 8 ports on the TN726.
Administering Digital Lines	
G2 has the ability to administer digital lines as trunks or stations.	G3V4 administers digital lines as stations.

Enhanced Uniform Call Distribution

This feature is called Direct Department Calling (DDC) and Uniform Call Distribution (UCD) in G3V4. It allows direct inward access to an answering group other than the attendant even if the system does not have the DID feature.

A DDC or UCD answering group can consist of voice terminals and individual attendants (described in the Individual Attendant Access feature elsewhere in this document). In addition, a UCD group can consist of data modules, data line circuit ports, or modems.

One extension number is assigned to all voice terminals, individual attendants, data modules, data line circuit ports, or modems in a group or department, that is, to a set that serves the same function and requires call distribution among the members of the group. Incoming calls to a DDC group or UCD group can be internal or external.

The hunting algorithm used by the system to select an idle terminal or console is the only difference between DDC and UCD.

Extended Trunk Access

Feature Definition

Extended Trunk Access (ETA) is a software feature that provides a mechanism for routing calls that are not defined either in the first or second digit tables or the feature/trunk access code tables. This feature makes use of an ETA routing pattern and/or an ETA node number for determining how to route an unidentified call. Using ETA allows the user to fully use the capabilities inherent in the "Automatic Alternate Routing" (AAR) and "Uniform Dial Plan" (UDP) features.

Historically, ETA has been used by satellite switches to access stations, trunks, and features at the main switch. ETA frees the satellite switch administrator from having to enumerate the entire dial plan for the main/satellite complex.

Feature Differences

This is a G3V4 feature and part of the G2 Main/Satellite feature.

See "Uniform Dial Plan".

G2	G3V4
General Feature Information	
A G2 satellite correlates *any* dialed number that is not defined in the satellite's dial plan with the DAC (dial access code) of the ETA trunk group and extends the call to the main for subsequent digit analysis.	G3rV4 must have a more complete dial plan for the satellite. Therefore, it must identify the dialed number in its own dial plan as a non-local - Extension Feature access code - Trunk-group access code. If the satellite does not identify the dialed number, then the satellite (not the main) returns Intercept Treatment to the calling party.
Routing Patterns	
G2 does not use routing patterns with Extended Trunk Access.	G3V4 uses one routing pattern with Extended Trunk Access.

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G2	G3V4
Routing Attendant Calls ETA can be used to route attendant calls from the satellite to an attendant at the main.	Inter-PBX Attendant Access is used for this purpose.
Applying ETA Extended Trunk Access is only applicable on a satellite switch when using Main/Satellite trunk groups.	Extended Trunk Access is applicable to any trunk group.

Additional Feature Characteristics in G3rV4

G3rV4 adds an ETA call screening capability that enables the administration of a short screening table to block certain digit strings (FAC, TAC, or extension).

Extension Number Portability

Feature Definition

This feature is called Extension Numbering Plan(ENP) in G3V4. It provides the ability to assign any extension to any switch in an ENP subnetwork. The ENP Numbering Plan defines the setting of 4- or 5-digit extensions in the ENP subnetwork to a 7-digit ("Automatic Alternate Routing") AAR-like number for sending to other nodes in that network. Only the first one or two leading digits of the extensions are significant in this action. This limits the number of ENP codes to 100. Each of these ENP codes should be administered in the AAR analysis table as home on all the nodes within the ENP subnetwork. Though up to 100 3-digit ENP codes can be used, only one ENP code is required for a 4-digit ENP, and a 5-digit ENP requires only one ENP code for each leading digit of extensions used within the subnetwork.

Feature Differences

Both G2 and G3V4 support this feature. See "Dial Plan".

Facility and Non-Facility Associated Signaling

Feature Definition

Facility Associated Signaling

Facility Associated Signaling (FAS) allows an ISDN DS1 Interface D-channel to carry signaling information for those B-channels located on the same DS1 facility (circuit pack) as the D-channel.

Non-Facility Associated Signaling

Non-Facility Associated Signaling (NFAS) allows an ISDN-PRI DS1/E1 Interface D-channel (signaling channel) to convey signaling information for B-channels (voice and data channels) on ISDN-PRI DS1/E1 facilities other than the one containing the D-channel. As a result, a D-channel can carry signaling information for numerous B-channels located on different DS1/E1 facilities.

NOTE:
NFAS is only valid for DS1/E1 Country Protocol option 1 (U.S.).

D-Channel Backup

To improve reliability in the event of a signaling link failure, a backup D-Channel may be administered. If a signaling link failure does occur, a switch to a backup D-channel will then take place.

D-Channel Backup requires that one D-channel be administered as the Primary D-channel and that a second D-channel be administered as the Secondary

D-channel. These assignments insure that at certain times during D-Channel Backup procedures that both D-channels are in the same state. This avoids the occurrence of both switches at each end of the DS1/E1 interface selecting the same D-channel to be put into service. In these cases, the Primary D-channel is given precedence over the Secondary D-channel.

D-Channel Backup Activation. D-Channel Backup can be invoked in response to the following events:

- D-Channel Failure

  If the signaling link fails on the active D-channel (D1) or the hardware carrying D1 fails, then the system will send a message over the standby D-channel (D2), which requests that D2 become the active D-channel. D2 then becomes the active D-channel and will carry all subsequent signaling messages. When the signaling link or hardware on D1 recovers from the failure, D1 becomes the standby D-channel.

- System Technician Commands

  If a system technician command requests that a D-channel switch-over take place, the first action taken by the system will be to tear down the signaling link on D1. After this has been completed, a message is sent on D2 to request that D2 become the active D-channel. D2 then becomes the active D-channel and the switch-over will be complete.

Feature Differences

This is a feature in G3rV4; G2 provides similar functionality as part of ISDN—PRI.

See also "Integrated Services Digital Network — Primary Rate Interface" in this chapter.

Facility Busy Indication

Feature Definition

Facility Busy Indication provides multi-appearance voice terminal users with a visual indication of the busy or idle status of an extension number, a trunk group, terminating extension group, a hunt group (DDC or UCD group), or any loudspeaker paging zone, including all zones. The Facility Busy Indication button provides the voice terminal user direct access to the extension number, trunk group, or paging zone.

Summary Table for Facility Busy Indication

Table 2-21. Summary Table for Facility Busy Indication

	System 85					DEFINITY			
Facility Busy Indication*	**R1**	**R2V1**	**R2V2**	**R2V3**	**R2V4**	**G2.1**	**G2.2**	**G3rV4**	**Comments**
For Stations (Terminals)	X	X	X	X	X	X	X	X	
Busy lamps per extension	17	17	17	17	17	17	17	100	

* In G3V4, the Facility Busy Indication (FBI) feature always also provides automatic dialing to the associated station (primary extension) or trunk group. In S85/G2, the Station Busy Indication (SBI) feature can optionally be assigned to the STATUS lamp associated with the button assigned for automatic dialing to that same station's extension number.

Feature Differences

G2 provides Terminal Busy Indicators; this G3V4 feature provides Trunk Busy Indicators in addition to Terminal Busy Indicators. With G3rV4 Facility Busy Indication, the button associated with the busy lamp can always be used to automatically dial the extension or trunk access code used to call the terminal or trunk group being tracked by the busy lamp field.

See Terminal Busy Indications. See *Definity Communications System Generic 3 Feature Description,* 555-230-204, for more information on Facility Busy Indication.

Facility Restriction Levels

Feature Definition

This feature is called Facility Restriction Levels (FRLs) and Traveling Class Marks (TCMs) in G3V4. It provides up to eight levels of restriction for users of the AAR and/or ARS features.

FRLs and TCMs provide a method of allowing certain calls to specific users, while denying the same calls to other users. For example, certain users may be allowed to use Central Office trunks to other corporate locations while other users may be restricted to the less expensive private network lines.

FRLs and TCMs are transparent to the user. Appropriate values are predetermined and programmed into the system. Dialing procedures are unaffected.

Feature Differences

Both G2 and G3V4 support this feature.

Generic 2	G3rV4
Checking the Forwarding Station's FRL	
G2.1 and earlier checks the forwarding station's FRL but will not prompt for an authorization code if the FRL is not high enough to route. G2.2 checks the higher of the forwarding station's or calling station/trunk's FRLs. It still does not prompt for an authorization code.	G3rV4 checks the forwarding station's FRL and does not prompt for an authorization code.
Traveling Class Marks	
G2 supports two Traveling Class Marks, the first being the origination's FRL and the second being a Conditional Routing Count.	G3rV4 supports one Traveling Class Mark.

Facility Test Calls

Feature Definition

This feature is called Facility Test Calls (with Security Measures) in G3V4. It provides a voice terminal user with the capability of making test calls to access specific trunks, DTMF receivers, time slots, and system tones. The test call is used to make sure the facility is operating properly. A local voice terminal user can make a test call by dialing an access code. AT&T remote maintenance personnel may also use this feature to make test calls.

Four types of Facility Test Calls can be made:

- Trunk test call
- DTMF receiver test call
- Time slot test call
- System tone test call

Feature Differences

There are Automatic Transmission Measurement System (ATMS) differences on the two systems, but making test calls is a similar operation on both systems. See "Automatic Transmission Measurement System".

G2	G3rV4
Facility Test Access	
G2 can only access trunks, not touch-tone receivers, time slots, or tones.	G3rV4 can access trunks, touch-tone receivers, time slots, and tones.
Assigning Facility Test	
G2 can only assign Facility Test to designated test extensions. (See "Trunk Verification — Attendant").	G3rV4 can assign this capability to any station user.

Force Administration Data System

Feature Definition

The G2 Force Administration Data System (FADS) feature collects and stores traffic-related information for Centralized Attendant Service (CAS) and for Uniform Call Distribution (UCD) groups. This information allows the customer to intelligently adjust the make-up of the CAS attendants and/or UCD groups to suit the call-load requirements.

NOTE:
The UCD feature is not available in switches after R2V1. The S85/G2 call distribution services provided by UCD have been replaced and enhanced by the EUCD feature and subsequently by the ACD feature.

Summary Table for Force Administration Data System (FADS)

Table 2-22. Summary Table for Force Administration Data System (FADS)

Force Administration Data Systems (FADS)	System 85					DEFINITY			Comments
	R1	R2V1	R2V2	R2V3	R2V4	G2.1	G2.2	G3rV4	
CAS Attendant	X	X	X	X	X	X	X		
UCD	X	X	*	*	*	*	*		

* FADS for UCD removed in S85 R2V2 and replaced by CMS (MIS) in S85 R2V3.

Feature Differences

This G2 feature for measuring CAS attendants is not available in G3rV4. The Basic Call Management System (BCMS) feature includes FADS capabilities in G3rV4, and is the successor to the "Force Administration Data System" feature that was provided in G2.

Forced Entry of Account Codes

Feature Definition

G3rV4 Forced Entry of Account Codes requires users to dial an account code when making certain types of outgoing calls. The conditions under which dialing of account codes is required depends on system administration.

Summary Table for Forced Entry of Account Codes

Table 2-23. Summary Table for Forced Entry of Account Codes

Account Codes	System 85					DEFINITY			Comments
	R1	R2V1	R2V2	R2V3	R2V4	G2.1	G2.2	G3rV4	
Account Codes	X	X	X	X	X	X	X	X	
Forced Entry of Account Codes				X	X	X	X	X	

Feature Differences

This is a feature in G3rV4; G2 provides the same functionality. Related features are Call Detail Recording and World Class Routing. See *Definity Communications System Generic 3 Feature Description,* 555-230-204, for more information on Forced Entry of Account Codes.

G2	G3rV4
CDR Requirement CDR is required for Forced Entry of Account Codes.	CDR is not required.
Defining Toll Calls In G2.1 and earlier, toll is a 0 or 1 in the first or second digit. In G2.2, toll is a 0 or 1 in the first digit.	In G3V4, toll is defined by the toll table.

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G2	G3rV4
Account Code Entry Requirements In G2.1 and earlier, system level administration requires dialing the Account Code prior to entering ARS. G2.2 also allows dialing the Account Code after network access code.	Administration requires account code before dialing the destination number or entering ARS.
Marking Strings Individual strings cannot be marked for Forced Entry of Account Codes.	Strings in the toll table can be marked for Forced Entry of Account Codes.
No Account Code AAR/ARS/WCR preferences with trunk groups that require account codes are skipped if one was not dialed.	G3rV4 denies calls for no Account Code if the originator is required to enter one or if the trunk requires Forced Entry of Account Code and the call is not AAR or ARS or UDP.

Foreign Exchange Access

Feature Definition

The Foreign Exchange (FX) Access feature provides connectivity to Central Office (CO) trunks from areas outside of the local service area where the switch is located. This feature provides the same functionality to the FX CO service area as it provided by local CO trunks in the local dialing area. This includes use of features such as Direct Inward Dialing, Direct Outward Dialing, Listed Directed Number, Remote Access, and Personal Central Office Line.

Use of the FX Access feature in effect extends the "free" dialing area to the exchange served by the FX CO. This can represent a significant cost savings where considerable business is done in an area that otherwise would require toll call access.

Feature Differences

Both G2 and G3V4 support this feature.

G2	G3rV4
Checking FX *Trunks*	
The Code Restriction feature allows toll vs. non-toll distinctions for FX trunks. This feature will not be supported when NPA's change formats and WCR is required for proper call screening.	Toll tables are not checked for FX trunks.

Minimizing the Impact of Foreign Exchange Access Feature Differences

Use ARS for proper call screening. Do not use TAC access to FX trunks.

Generalized Route Selection

Feature Definition

Generalized Route Selection (GRS) provides the customer voice and data call routing capabilities to select not only least cost routing, but also optimal routing over the appropriate facilities.

GRS is a capability built on the current Automatic Alternate Routing (AAR) and Automatic Route Selection (ARS) features. In AAR or ARS, routing is based on the dialed number, the Facility Restriction Level (FRL) of the call originator, the partitioning group number, and the time-of-day. By providing additional parameters in the routing decision, GRS enhances AAR and ARS and maximizes the chance of using the right facility to route the call. Also, if an endpoint incompatibility exists, it provides a conversion resource (such as "Modem Pooling") to attempt to match the right facility with the right endpoint.

Feature Differences

Both the concept and the content of Generalized Route Selection (GRS) differ between G2 and G3rV4.

G2	G3rV4
General Feature Information	
In G2, GRS is one of the four basic modules of the World Class Routing feature that can apply the following routing functions to select preferences for calls in a general manner: — Facility Restriction Levels — Bearer Capability COS — Extension Partitioning — Time-of-Day Routing	In G3rV4, the concept of GRS is often framed in the narrower concept of bearer-capability routing.
— Conditional Routing — Attendant Control of Trunk Group — ISDN Required/Preferred — DCS Required/Preferred — Account Code required — Symmetrical Routing — Trunk Reservation Limit	G3rV4 does not support Conditional Routing.
Toll Restriction	Instead of a preference basis, G3V4 bases toll restriction on user-dialed digits.

Hold

Feature Definition

The Hold feature allows voice terminal users to disconnect from a call temporarily, use the voice terminal for other call purposes, and then return to the original call.

Multi-appearance Voice Terminal Hold

Multi-appearance voice terminals have a Hold button for activating the Hold feature. Multi-appearance voice terminal users can hold a call on each call appearance. To hold a call, a user, while active on a call, simply presses the hold button and the call is held at the call appearance being used for the call.

Single-line Voice Terminal Hold

Two types of Hold (soft hold and hard hold) are provided for single-line voice terminal users. With soft hold, the user can hold the current call, consult with another party or activate/deactivate a feature, and return to the soft held call. This type of hold is used to conference or transfer a call that *includes the held call.* Hard hold can be used to hold the current call and then perform operations that *do not include the held call.* These operations could include calling another party, answering a waiting call and transferring or conferencing the waiting call with another party, activating or deactivating features, and so on.

Summary Table for Hold

Table 2-24. Summary Table for Hold

	System 85					DEFINITY			
Feature	R1	R2V1	R2V2	R2V3	R2V4	G2.1	G2.2	G3rV4	Comments
Analog Station Hard Hold (via Dial Access Code)									
Hold active call and answer waiting call	X	X	X	X	X	X	X	X	
Hold active call and originate new call									
If no call is waiting		Iss.1 .5	X	X	X	X	X	X	
If a call is waiting	X	X	X	X	X	X	X		
Hard Hold via Hold button (for multifunction sets)	X	X	X	X	X	X	X	X	
Hold for Conference/Transfer (Consultation Hold)									
Multifunction set Conference Transfer buttons	X	X	X	X	X	X	X	X	
Single-line set Recall button or flash switchhook	X	X	X	X	X	X	X	X	

Overview of Feature Differences

G2	G3rV4
Auto-Hold Hold is not automatic. You must place the call on hold by pressing the Hold button, on a multi-appearance voice terminal.	Hold can be administered (system-wide) to be automatic. While on a call, you can move to answer a call on another line appearance, and the original call is automatically placed on hold. If auto-hold is administered, auto-drop is disabled and you must press the Drop button or the switchhook to disconnect a call. The Hold button continues to act in precisely the same way as it does when auto-hold is not administered.
Lamp Flashing for Bridged Station G2 flutters the status lamp on the multifunction set when a call is held by the Hold button, but winks the lamp at the other station if the held call is bridged to another station.	G3V4 also flutters the status lamp on the multifunction set when a call is held by the Hold button, but lights the lamp steadily on bridged extensions.
Lamp Flashing for Conference/Transfer G2 flutters the status lamp on the multifunction set if the call was held for Conference/Transfer by pressing either Transfer or Conference.	G3V4 winks the lamp if the call was held for Conference/Transfer.
Hold and Call Waiting G2 allows you to hold a call on an analog set and place another independent call even if you have a call waiting.	In G3rV4, if you have a call waiting you get the call that is waiting when you try to make an independent call.

Additional Feature Characteristics in G3rV4

Auto-Hold

As described above, system wide Auto-Hold is available in G3rV4 and not in G2.

Minimizing the Impact of Feature Differences

Not administering Auto-Hold will eliminate the major difference between the two systems.

Hold Administration Differences

Hold is administered using forms rather than PROCs. See the *Definity Communications System Generic 3 Version 4 Implementation* document for the procedure for administering Hold in G3V4.

End-User Differences

Hold and Call Waiting

In G3rV4, if a call is waiting and you try to place a call, you will be connected instead to the call that is waiting.

Auto-hold

If you administer Auto-Hold system wide, the user's must be notified. When they move from appearance to appearance their calls will be put on hold automatically. To drop the calls they must press the switchhook or the Drop button.

Lamp Rate

G2 flutters the status lamp on the multifunction set when a call is held by the Hold button, but winks the lamp at the other station if the held call is bridged to another station. G2 flutters the status lamp on the multifunction set if the call was held for Conference/Transfer by pressing either Transfer or Conference.

G3V4 also flutters the status lamp on the multifunction set when a call is held by the Hold button, but lights the lamp steadily on bridged extensions. G3V4 winks the lamp if the call was held for Conference/Transfer.

Host Computer Access

Feature Definition

The G2 Host Computer Access feature provides a Digital Communications Protocol(DCP) interface between a System 85 or G2 switch and a local Host Computer. This permits switched digital access between data endpoints on the local switch and the host computer.

With the G2 Host Computer Access feature, the host is connected to a DCP port on the switch through a Data Module, or the connection can be to an EIA or Digital Line port circuit via a Multiple Asynchronous Data Unit (MADU). The data modules or MADU convert the EIA RS-232 signals from the host computer to the DCP format of the switch and vice versa. Both formats are digital, but the communications and signaling arrangements differ. Another digital host access arrangement is provided by the "Digital Multiplexed Interface" (DMI) feature.

Summary Table for Computer Access

Table 2-25. Summary Table for Host Computer Access

	System 85					DEFINITY			
Host Computer Access	**R1**	**R2V1**	**R2V2**	**R2V3**	**R2V4**	**G2.1**	**G2.2**	**G3rV4**	**Comments**
Data Communications Access (DCA) Feature									
via Analog Data Port	X	X	X	X	X	X	X		
via Analog Line Port								X	
Host Computer Access (HCA) Feature									
via BRI Port									
via DCP Port	X	X	X	X	X	X	X	X	
via EIA Port			X	X	X	X	X	X	
Digital Multiplexed Interface (DMI)									
w/Bit Oriented Signaling (BOS) Feature									
via DS1 Port				X	X	X	X	X	
Other Features Applying to DMI/BOS									
CDR Recording				X	X	X	X	X	
Hunting				X	X	X	X	X	
Modem Pooling				X	X	X	X	X	
Off-hook Queuing				X	X	X	X	X	

Continued on next page

Table 2-25. Summary Table for Host Computer Access — *Continued*

Host Computer Access	System 85					DEFINITY			Comments
	R1	R2V1	R2V2	R2V3	R2V4	G2.1	G2.2	G3rV4	
Other Features Applying to DCA and/or HCA									
CDR Recording	X	X	X	X	X	X	X	X	
Hunting	X	X	X	X	X	X	X	X	
Modem Pooling	X*	X	X	X	X	X	X	X	
Off-hook Queuing		X	X	X	X	X	X	X	
w/Position Feedback		X	X	X	X	X	X	X	

* With S85 R1, the calling user must use 2-stage dialing to first dial a code to access a pooled modem, then another code to access the computer.

Feature Differences

Both G2 and G3rV4 support access to host computers, but there is a general difference in the way G2 and G3V4 handle data.

G2	G3rV4
Trunk/Line-Side Data Access	
G2 supports trunk-side host access via data modules.	G3rV4 doesn't have trunk-side host access via data modules; you must administer all host ports line-side via data modules, or EIA port cards.
Incoming Outside Data Calls	
For incoming outside data calls requiring a modem pool member, G2 can modify or select bearer capability based on AAR/ARS digit analysis; G3rV4 cannot because Bearer Capability Class of Service is not supported.	In G3rV4, you must assign incoming data trunk groups specifically for each baud rate. This effectively limits trunk groups to serving one group of data users. For example, a user with a 1200 baud modem must call a certain number to let the switch know that a 1200 baud modem is required.

Continued on next page

G2	G3rV4
Setting up Pools of Data Modules By using the Route Advance feature of G2 it is possible to construct a pool of data modules that have been set up to operate at any speed. If a modem pool resource is required, the data rate required is specified by the attributes of the trunk group that was dialed.	In G3rV4, the desired data rate must be set on the data module, thus the pool of host ports must be broken up into smaller pools, each pool serving a particular speed or groups of speeds.
Station Number Steering, etc. G2 does station number steering and supports trunk groups of data modules.	G3V4 doesn't do station number steering, and doesn't support trunk groups of data modules, except for trunk groups of DMI (BOS/MOS) data modules. However, G3V4 does support hunt groups of data modules and companies can arrange to have CDR report on these hunt groups.
Module Preference G2's Host Computer Access selection algorithm provides module preference.	The G3rV4 hunt group hunting algorithm in G3rV4 does not provide same module preference.

Hot Line

Feature Definition

This feature is called Hot Line Service in G3V4. It allows single-line voice terminal users, by simply lifting the handset, to automatically place a call to a preassigned extension number, public or private network telephone number, or feature access code.

Feature Differences

Both G2 and G3V4 support this feature.

Hunting

Feature Definition

Hunting checks for the active or idle status of extension numbers in one or more ordered groups. If all members of a group are active, the call can route to another group through "Call Coverage" or can wait in a queue for an available group member, if a queue is provided.

Hunting is accomplished through the ACD, Call Coverage, DDC, and UCD features. The order of hunting is defined under each individual feature.

Summary Table for Hunting

Table 2-26. Summary Table for Hunting

	System 85					DEFINITY			
Hunting	**R1**	**R2V1**	**R2V2**	**R2V3**	**R2V4**	**G2.1**	**G2.2**	**G3rV4**	**Comments**
Hunting Algorithm									
Terminal (Linear, Direct)	Linear	Linear	Linear	Linear, ACD	Linear, ACD	Linear, ACD	Linear, ACD	DDC, ACD	
Circular	Circ	Circ	Circ	Circ	Circ	Circ	Circ		
Most Idle Agent (MIA)				ACD	ACD	ACD	ACD	UCD, ACD	
Hunting without Queuing	Linear Circ	Linear Circ	Linear Circ	Linear Circ	Linear Circ	Linear Circ	Linear Circ	DDC, UCD, ACD	
Hunting with Queuing	DDC UCD	DDC UCD	EUCD	ACD	ACD	ACD	ACD	DDC, UCD, ACD	
Queue Size Limiter					ACD*	ACD*	ACD*	DDC, UCD, ACD	
Queue Status			EUCD	ACD	ACD	ACD	ACD	DDC, UCD, ACD	
Status Warning via Beehive			X	X	X	X	X	X	Contact interface
Threshold via Station Lamp			X	X	X	X	X	X	
Calls Waiting-OCW via Display					X	X	X	X†	Oldest Call Waiting
Hunting w/Abandoned#	DDC	DDC	EUCD	ACD	ACD	ACD	ACD	DDC,	

Continued on next page

Table 2-26. Summary Table for Hunting

Hunting	System 85					DEFINITY			Comments
	R1	R2V1	R2V2	R2V3	R2V4	G2.1	G2.2	G3rV4	
Call Search	UCD	UCD						UCD, ACD	
Hunting w/Agent Work Modes[#]			EUCD	ACD	ACD	ACD	ACD	ACD	
Hunting w/Delay[#]	DDC	DDC	EUCD	ACD	ACD	ACD	ACD	DDC,	
Announcements	UCD	UCD						UCD, ACD	
Misc Features for Hunt Groups									
Call Forwarding-On-Net	X	X	X	X	X	X	X	X	
Call Forwarding-Off-Net	X	X	X	X	X	X	X	X	
Night Service					X**	X**	X**	X	

* Queue Size Limiter is available only with Call Vectoring in System 85/G2, See C-6 (Call Management).

† Requires button.

The various functions related to Hunting are listed with the hunting feature name (for example, Linear,Circular,DDC,UCD,EUCD,ACD) of each S85/DEFINITY Release/Version that include that function identified in the appropriate columns.

** Requires Call Vectoring.

Feature Differences

G2 provides hunt chains (linear or circular), while G3rV4 provides hunt groups (DDC or UCD).

G2	G3rV4
G2 hunting description	*G3rV4 hunting description*
In G2, hunting takes place when the extension called is busy and there is an assigned "hunt-to" extension. If the "hunt-to" extension is busy, its "hunt-to" extension will also be checked. This sequence forms a hunt chain. Linear hunting (also called rotary or terminal hunting) is accomplished by not having a "hunt-to" extension assigned to the last extension in the chain. A call to a member of the linear hunt chain only hunts to the remaining members of the chain. For example, if a hunt chain is administered with E to B to C to D and a call is placed to extension B and if B is busy, the call hunts to C. If C is busy, the call hunts to D. The call will not hunt to E because it appears before B in the sequence. There is a definite order defined for G2 hunting and the portion of the linear hunt chain before the called extension will be excluded. There is no equivalent to the G2 linear hunting operation in G3rV4. G2 circular hunting is accomplished by assigning the first extension in the hunt sequence as the "hunt-to" extension for the last extension in the hunt chain. The hunt sequence will then continue checking the beginning portion of the hunt group after checking the end portion.	G3rV4 provides hunting via Call Coverage and hunt groups. Hunting takes place when Call Coverage is administered to go to the hunt group or when the hunt group extension number is called. G3V4 hunt group operation and features correspond more closely to G2 ACD splits. A hunt group can be assigned as Direct Department Calling (DDC) or Uniform Call Distribution (UCD) type. DDC hunting delivers the call to the first available extension in the administered sequence. UCD hunting delivers the call to the most idle extension in the hunt group. As an example, given a hunt group with E to B to C to D, the DDC operation would always test in order from E to B to C to D, regardless of which extension covers to the hunt group. If the call is placed to extension B, extension E will be tested even though it comes before B in the sequence (in contrast to the G2 linear hunt operation which would not check extension E). With UCD operation, the call is always connected to the most idle extension of the group regardless of the administered sequence.

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G2	G3rV4
Other differences — G2: *Queuing for Hunt Groups* G2 does not provide queuing for hunt chains or any of the other G3rV4 hunt group features.	*Other differences — G3rV4:* Queuing can be assigned to G3rV4 hunt groups so that if all extensions in the group are busy, calls can wait for an available extension. Other features are available for hunt groups such as delay announcements, warning indicator lamps, make busy DAC or AUX Work button.
*Redirect on No Answer (*RONA*)* G2 does not support RONA.	In G3V4 Rona is an ACD hunt group optional feature that redirects an unanswered ACD call to the split after an administered number of rings. RONA only redirects the call after making the agent unavailable and notifying the Call Center Manager.
Data Modules In G2, data modules can be in either trunk groups or hunt groups. G2 trunk group hunting allows you to specify module preference.	In G3rV4, data modules cannot be in trunk groups. Upon moving to G3rV4, you must convert your data module trunk groups to non-ACD hunt groups.
Data Access G2 can use only one extension number for data access by using a trunk group.	G3rV4 requires one extension number per hunt group member.

Inbound Call Management

Feature Definition

Inbound Call Management improves the handling of inbound calls in such applications as telemarketing, claims processing, etc. An application on a host processor is integrated with switch features such as "Automatic Call Distribution" (ACD), "Call Vectoring", and Call Prompting to provide enhanced features and improve efficiency. The host process may be a CallVisor/PC, CONVERSANT voice system, Telephony Services Server (running Novell NetWare(R)) serving a local area network, or a processor from one of the CallVisor ASAI vendor partners. The CallVisor ASAI Planning Guide provides information on the various vendor partners.

The CallVisor ASAI link is a two-way interface that lets applications receive information about calling parties, prompted digits, called number, etc. The applications can request that the switch route calls, transfer calls, etc. A variety of queries and notification capabilities are also available.

Feature Differences

In both systems this application refers to a group of features: ACD/DDC/EUCD/UCD, Call Vectoring, and CallVisor ASAI Gateway.

Related features are "Automatic Call Distribution", "Call Vectoring", and "CallVisor ASAI Applications".

Individual Attendant Access

Feature Definition

Individual Attendant Access (IAA) allows users to access a specific attendant console. Each attendant console can be assigned an individual extension number.

A user can access an individual attendant by simply lifting the handset and dialing the extension number assigned to the desired attendant. An individual attendant extension number can also be assigned to users' abbreviated dialing button for fast access to the specific attendant.

Individual attendants can be accessed by voice terminal users, incoming trunks, Remote Access, and other attendants. A specific attendant, when called, can extend the call to another trunk or extension.

Feature Differences

This is a G3V4 feature; G2 provides similar functionality as part of G2 Dial Access to Attendant. See "Dial Access to Attendant" in this chapter.

G2	G3rV4
What Users Dial	
G2 users dial a DAC and a 2-digit position code to dial an individual attendant.	G3V4 users dial the individual attendant's extension number.

Information Systems Network Interface

Feature Definition

Information System Network (ISN) Interface is a packet-switched local area network that links mainframe computers, minicomputers, word processors, storage devices, personal computers, printers, and communications processors into a single system. The interface to the system is via an Asynchronous Data Unit (ADU).

Feature Differences

Both G2 and G3V4 support this feature.

Integrated Services Digital Network — Basic Rate Interface

Feature Definition

Integrated Services Digital Network (ISDN) — Basic Rate Interface (BRI) allows connection of the system to equipment or endpoints that support an Integrated Services Digital Network (ISDN) by using a standard ISDN frame format called the Basic Rate Interface (BRI).

An ISDN provides end-to-end digital connectivity and uses a high-speed interface which provides service-independent access to switched services. Through internationally accepted standard interfaces, an ISDN provides circuit or packet-switched connectivity within a network and can link to other ISDN supported interfaces to provide national and international digital connectivity. Two types of ISDN interfaces are currently defined: the PRI and the BRI.

Feature Differences

G2	G3rV4
Pool of Appearances	
G2 supports calls on a pool of appearances on a station that support voice and data calls to/from the same extension number using different call appearances.	G3V4 requires a separate extension on a station for data calls, designating one of the extensions for data.
Prime Line	
G2 provides a prime line for ISDN—BRI data calls. When a G2 BRI user places a data call, the switch automatically selects the appearance designated as the data prime line.	G3rV4, using separate extensions, does not provide a data prime line for BRI calls.
Passive Bus/Multipoint Drop	
G2 does not support the passive bus/multipoint drop function.	G3rV4 provides partial support for the ISDN—BRI passive bus/multipoint drop function; The G3rV4 allows two endpoints to share a multipoint drop.

Integrated Services Digital Network — Primary Rate Interface

Feature Definition

Integrated Services Digital Network (ISDN) — Primary Rate Interface allows connection of the system to an Integrated Services Digital Network (ISDN) by using a standard ISDN frame format called the Primary Rate Interface (PRI). The ISDN gives the system users access to a variety of public and private network services and facilities. The ISDN-PRI standard consists of layers 1, 2, and 3 of the Open System Interconnect (OSI) model. In ISDN-PRI, the transmission standard for layer 1 (the physical layer), is either DS1 (T1) or CEPT1 (E1).

Summary Table for ISDN-PRI

Table 2-27. Summary Table for ISDN-PRI

ISDN-PRI	System 85					DEFINITY			Comments
	R1	R2V1	R2V2	R2V3	R2V4	G2.1	G2.2	G3rV4	
Access to AT&T's International services over ISDN PRI	NA	NA	NA	NA	X	X	X	X	
Answer Supervision	NA	NA	NA	NA	X	X	X	X	
Bearer Capability Routing	NA	NA	NA	NA	X	X	X	X	
Call-by-Call Service Selection	NA	NA	NA	NA	X	X	X	X	
Calling Party Name/Number Display	NA	NA	NA	NA	X	X	X	X	
Channel Negotiations, Retry & Glare Resolution	NA	NA	NA	NA	X	X	X	X	
Connected Party Name/Number Display*	NA	NA	NA	NA	X	X	X	X	
Digital Transmission Testing Via ATMS	NA	NA	NA	NA	X	X	X	X	
End-to-End ISDN Routing	NA	NA	NA	NA	X	X	X		
Flexible Network-Specific Facility (NSF) Admin	NA	NA	NA	NA		X	X	X	
Hyperactive Facility Identification	NA	NA	NA	NA		X	X		
Internal Q.931 Flow Control	NA	NA	NA	NA		X	X	X	
ISDN Codeset Conversion†	NA	NA	NA	NA		X	X	X	Codeset 6/7 Compatibility
ISDN Two-way Trunk Busy-out	NA	NA	NA	NA	X	X	X	X	
Locally Provided Tones	NA	NA	NA	NA	X	X	X	X	
Negotiated Trunk Initialization	NA	NA	NA	NA	X	X	X	X	
Non-Facility Associated Signaling (NFAS)	NA	NA	NA	NA		X	X	X	
w/D-Channel Backup Option	NA	NA	NA	NA	NA	X	X	X	
Max Number PRI Interfaces/D-Channel	NA	NA	NA	NA	NA	20	20	20	
Max Trks/D Channel	NA	NA	NA	NA	NA	479	479	479	
PRI/Trunk Interworking	NA	NA	NA	NA	X	X	X	X	

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Table 2-27. Summary Table for ISDN-PRI — *Continued*

ISDN-PRI	System 85					DEFINITY			Comments
	R1	R2V1	R2V2	R2V3	R2V4	G2.1	G2.2	G3rV4	
Private Network Services (ETN)	NA	NA	NA	NA	X	X	X	X	
Protocol Updates for Consistency w/AT&T PRI Spec	NA	NA	NA	NA			X	X	
Restricted and unrestricted (clear channel) facilities fully supported	NA	NA	NA	NA		X	X	X	
SID & ANI									
On Every Call	NA	NA	NA	NA	X	X	X	X	
Per Call On Request	NA	NA	NA	NA				X	
Tandemed User-to-User Information	NA	NA	NA	NA	X	X	X	X	for example, between DMI/MOS host computers

* On ISDN PRI Public Network and non-DCS Private Network calls, Connected Party (which differs from the Called Party on redirected calls) Name/Number information is sent to the originating switch via the PRI trunk and displayed on the calling party's alphanumeric display.

† See Feature Differences table that follows for differences here.

Feature Differences

G2	G3rV4
D-Channel Signaling G2 supports PRI D-Channel signaling with the combination of the TN767 and the TN555.	In G3rV4, PRI D-Channel signaling is supported by the TN464C or later; with NFAS additional B-channels can be supported on the TN767. This means that many G2 users, in order to use D-Channel signaling, will have to change at least some circuit packs for PRI — from the TN767 to the TN464.

Continued on next page

G2	G3rV4
Responding to Incoming and Outgoing Digits For outgoing calls, G2 can specify and send the type-of-address and numbering-plan identifier in the third octet of each address sent in the Called Number IE. For incoming calls, G2 can infer the access code of the correct routing software to handle the calls by recognizing and responding to the received type-of-address identifier.	G3rV4 does not respond to either incoming or outgoing digits in this way. Instead, G3rV4 infers digits for incoming ISDN—PRI calls by deleting and/or inserting digits according to each call's service type, number of digits in the called number, and/or digit content of the called number.
Class of Service Assignment According to a class-of-service assignment, the G2 can respond to an ISDN preferred or exclusive routing request by populating a TCM information element.	The G3rV4 does not offer this capability.
Trunk Verification by Voice Terminal G2 allows a user of the designated voice terminal to verify an ISDN—PRI trunk using the Trunk Verification by Voice Terminal feature.	The G3rV4 does not provide this capability.
DCS Temporary Signaling Connections G2 does not provide DCS temporary signaling connections provided by G3rV4.	G3rV4 permits Distributed Communications System (DCS) messaging through ISDN—PRI D channels through the use of Temporary Signaling Connections (TSCs).

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G2	G3rV4
Cabinet Mapping Codeset Mapping is administered on a DS1 basis in G2, and permits the switch to adapt to changes in the codeset usage for certain features. Furthermore, you may define the codeset mapping differently for incoming information elements than for outgoing information elements, and each information element may have a different mapping. It allows the G2 to interwork with the System 85 R2V4 to allow the display of name and number.	Codeset Mapping is administered on a trunk group basis in G3V4. You may select which codeset (6 or 7) will be used to transmit AT&T supported features.
Mapping to Codesets Any information element can be mapped to any codeset in both the incoming and outgoing directions.	Only Traveling Class Mark and Display information elements can be mapped to either codeset six or seven.
Allocating the Usage of Call-by-Call Trunk Groups This allocation is not provided for G2.	G3rV4 can allocate the usage of ISDN—PRI call-by-call trunk groups on a per-service basis with the minimum number of channels that are reserved for each service and the maximum number of channels that each service is allowed to consume.
Requesting ANI *from the Network* G2 does not have the G3rV4 capability to request ANI from the network. For G2 to receive ANI information, the serving ISDN switch must send the ANI information in the Setup message for every call over the ISDN—PRI trunk group.	Using a Facility message, G3rV4 can request Automatic Number Identification (ANI) information from the serving ISDN switch on a per-call basis.

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G2	G3rV4
Automatic Restoration of SDDN *Calls* The G2 does not provide automatic restoration of SDDN calls.	As part of the Administered Connection feature, G3rV4 supports automatic restoration of PRI-provided Software Defined Data Network (SDDN) calls by maintaining control signals to the host computer (to hold up the connection with the adjacent host) until the SDDN network can restore a failed SDDN call.
Accessing ISDN — PRI *Facilities* G2 users can access an ISDN — PRI facility via the G2 WCR feature, Trunk Verification by Station, or by dialing a trunk Access Code (this latter only applies to calls to G1 or G3V4).	G3rV4 can access ISDN—PRI trunks by AAR, ARS, and by DAC.
Changing Line Coding, etc. Line coding, signaling, and framing on the ISDN circuit pack can be administered without removing the trunks from their trunk groups.	To change the line coding, signaling, and framing, you must first remove the trunks from their trunk groups.
User/Network Administration G2 implements only user-side call states. This means that, at layer 3, the G2 is always the user side of the connection. Unless a G2 is connected to another G2, the layer 2 administration of user/network must *also* be user.	You can administer the G3rV4 as either user or network and this defines both the layer 2 and layer 3 user/network relationship. When connected to a G2, the G3rV4 must always be administered as "network" and the G2 as "user." The layer 2 protocol is automatically the CCITT standard. At layer 3, The G3rV4 USA option of the DS1 Administration form will have some basic protocol differences.
B8ZS In G2, if B8ZS line coding is administered, you have the option of inverting the bits on the D-Channel.	In G3rV4, D-channel is not inverted with B8ZS.

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G2	G3rV4
Mixed Signaling	
G2 does not support mixed signaling on a PRI interface.	G3rV4 supports mixed signaling on an ISDN PRI interface.

Minimizing the Impact of ISDN — PRI Differences

When connected to a G2, the G3rV4 must always be administered as "network" and the G2 as "user."

ISDN — PRI Administration Differences

ISDN — PRI is administered using forms rather than PROCs. See the *Definity Communications System Generic 3 Version 4 Implementation* document for the procedure for administering ISDN — PRI in G3V4.

Intercept Treatment

Feature Definition

Intercept Treatment provides an intercept tone or a recorded announcement or routes the call to an attendant for assistance when calls cannot be completed or when use of a feature is denied.

- Intercept Treatment — Tone

  Provides a siren-type tone to internal calls that cannot be completed as dialed.

- Intercept Treatment — Recorded Announcement

  Provides a recorded announcement to DID and incoming Private Network Access calls that cannot be completed as dialed or that are transferred to incomplete or restricted stations. The System Manager selects and records the message.

- Intercept Treatment — Attendant

  Allows attendants to provide information and assistance to callers on all DID or incoming Private Network Access calls that cannot be completed as dialed or that are transferred to incomplete or restricted stations.

- Intercept Treatment — Station

  Allows a specific voice terminal to receive certain calls that cannot be completed because of a controlled restriction (see Controlled Restrictions featurein section titled "Restrictions") or because the called party has activated Do Not Disturb.

Summary Table for Intercept Treatment

Table 2-28. Summary Table for Intercept Treatment

	System 85					DEFINITY			
Intercept Treatment	**R1**	**R2V1**	**R2V2**	**R2V3**	**R2V4**	**G2.1**	**G2.2**	**G3rV4**	**Comments**
Intercept Treatment Supported									
Attendant	X		X	X	X	X	X	X	
w/Atnd Diversion to Recorded Announcement		X	X	X	X	X	X	X	
Recorded Announcement	X	X	X	X	X	X	X	X	
w/Optional Timeout to Attendant Station								X	
Tone	X	X	X	X	X	X	X	X	
Intercept Tone		X	X	X	X	X	X	X	I-Tone
Reorder Tone		X	X	X	X	X	X		R-Tone

Continued on next page

Table 2-28. Summary Table for Intercept Treatment — *Continued*

Intercept Treatment	System 85					DEFINITY			Comments
	R1	R2V1	R2V2	R2V3	R2V4	G2.1	G2.2	G3rV4	
Treatment Selection									
For DID Calls									
Default	Atnd	R-Tone	R-Tone	R-Tone	R-Tone	R-Tone	R-Tone	Atnd	
Other Assignable Treatment(s)	Ann	Ann,	Ann,	Ann,	Ann,	Ann,	Ann,	Ann	
		Atnd	Atnd	Atnd	Atnd	Atnd	Atnd		
For Internal Calls									
Default	I-Tone	I-Tone	I-Tone	I-Tone	I-Tone	I-Tone	I-Tone	I-Tone	
Other Assignable Treatment(s)		Ann,	Ann,	Ann,	Ann,	Ann,	Ann,		
		Atnd	Atnd	Atnd	Atnd	Atnd	Atnd		
For Private Network Calls									
Default	Atnd	I-Tone	I-Tone	I-Tone	I-Tone	I-Tone	I-Tone	Atnd	
Other Assignable Treatment(s)	Ann,	Ann,	Ann,	Ann,	Ann,	Ann,	Ann,	Ann	
	I-Tone	Atnd	Atnd	Atnd	Atnd	Atnd	Atnd		
For Calls to Recently									
Disconnected Extensions									
Default									
Other Assignable Treatment(s)		Ann,	Ann,	Ann,	Ann,	Ann,	Ann,		
		Atnd	Atnd	Atnd	Atnd	Atnd	Atnd		
		Tone→	Tone→	Tone→	Tone→	Tone→	Tone→		I-Tone vs. R-Tone depends on call source
For Calls Denied by COS/COR/FRL									
Default		Tone→	Tone→	Tone→	Tone→	Tone→	Tone→	I-Tone	I-Tone vs. R-Tone depends on call source
Other Assignable Treatment(s)		Ann,	Ann,	Ann,	Ann,	Ann,	Ann,		
		Atnd	Atnd	Atnd	Atnd	Atnd	Atnd		
For Calls Denied by Controlled									
Restr or DND features									
Default		Atnd	Atnd	Atnd	Atnd	Atnd	Atnd	I-Tone	
Other Assignable Treatment(s)								Ann,	
								Atnd	
								Sta	

→ Entries marked with an arrow direct the reader to the Comment entries.

Feature Differences

G2	G3rV4
Routing to an Announcement	
In G2, calls that route to a recorded announcement can be redirected (with timeout) to the attendant if the caller does not disconnect after the announcement.	This capability is not available in G3rV4.

Intercom

Feature Definition

G3V4 provides two features:

- Intercom— Automatic

  Provides a talking path between two voice terminal users. Calling users press the Automatic Intercom button and lift the handset, or vice versa. The called user receives a unique intercom alerting signal, and the status lamp associated with the Dial or Automatic Intercom button, if provided, flashes.

- Intercom — Dial

  Allows multi-appearance voice terminal users to gain rapid access to selected other voice terminal users within an administered group. Calling voice terminal users lift the handset, press the Dial Intercom button, and dial the 1- or 2-digit code assigned to the desired party. The called user receives alerting tone, and the status lamp associated with the Intercom button, if provided, flashes.

Summary Table for Intercom

Table 2-29. Summary Table for Intercom

	System 85					DEFINITY			
Feature	R1	R2V1	R2V2	R2V3	R2V4	G2.1	G2.2	G3rV4	Comments
Automatic Intercom	X	X	X	X	X	X	X	X	
Dial Intercom	X	X	X	X	X	X	X	X	
1- or 2-digit codes can be used	X	X	X	X	X	X	X	X	
1- or 2-digit codes can be used in the same group	X	X	X	X	X	X	X		
First digit can be 0	X	X	X	X	X	X	X	X	
Manual Intercom	X	X	X	X	X	X	X		
Bridged Manual Intercom	X	X	X	X	X	X	X		

Overview of Feature Differences

G2	G3rV4
Call Forwarding	
G2 intercom calls are handled separately from regular line appearances and are, therefore, not affected by Call Forwarding.	Since G3V4 intercom calls come over regular line appearances, Call Forwarding treats them like regular calls.
Kinds of Intercom	
G2 supports three kinds of intercom: auto, dial, and manual.	G3rV4 supports auto intercom and dial intercom, but not manual intercom.
Intercom Groups	
G2 supports 280 Dial Intercom Groups of 28 and 300 Auto-Manual groups of 16 stations. In an auto-group, two members automatically alert each other, while the remaining members are treated as manual.	G3rV4 supports 256 groups of 32 stations. Ranging and Filtering is supported for the list intercom-groups command.
Appearances	
G2 allows a terminal to have more than one appearance of a dial intercom group.	G3rV4 allows a terminal to have only one appearance of a dial intercom group.
Intercom Alerting	
In G2 you can choose from six forms of intercom alerting.	In G3rV4 there is one form of alerting.
The system administrator may chose from six styles of Intercom Audible Alerting Signal.	There is one standard form of Intercom alerting: a single burst of unmodulated 750 Hz for 600 milliseconds repeated each 5.2 second ring cycle.
Manual Signaling	
Manual intercom members use Manual Signaling buttons to signal the intercom members they wish to speak to. A manual signaling button is set up to ring the specified station.	The Intercom appearance and the manual signaling button must be on different buttons. G2 Manual Intercom users can be moved to G3V4 intercom groups, but they must use Dial Intercom to reach their intended people.

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G2	G3rV4
Red and Green Lamps In G2, an intercom button is an appearance button with the full operation of the red In-Use and green feature-status indicators.	In G3rV4, a user has a primary extension with several 2-lamp line appearances, while Intercom, Personal CO Lines, Terminating Extension Groups, and Call Answer Groups are assigned to feature buttons with green status lamps only. When a G3rV4 user presses an intercom button, the switch correlates the intercom button with an appearance of the station's primary extension. Therefore, if every appearance of the primary extension is busy, Intercom calls cannot be placed or answered.

G2 Feature Characteristics Not Available in G3rV4

Manual Intercom is not available in G3rV4.

Minimizing the Impact of Intercom Feature Differences

G2 Manual Intercom group members can be administered to be be members of an intercom group, but they must use "Intercom — Dial" to reach their intended people.

Intercom Administration Differences

Manual Intercom Not Available

G2 Manual Intercom group members must now use "Intercom — Dial" to reach their intended people.

Intercom Ring

Users may notice that the intercom ring is different.

Intercom Dial Code Differences

Dial Intercom members may notice that their dial codes to reach intended people are different, because G2 allows a mix of one and two digit dial codes and G3V4 does not.

Capacity Differences

Because of capacity differences, users may not have the same functionality.

Interexchange Carrier Access

Feature Definition

The G2 Interexchange Carrier (IXC) Access feature allows customers to specify the particular interexchange carrier vender (such as AT&T, MCI, Sprint, etc.) they wish to use for calls to a given dialing destination. The IXC Access feature uses the capabilities of the network routing features (AAR, ARS, or WCR) to routing calls to selected long distance service venders. On System 85 and DEFINITY G2.1 switches, this feature is controlled entirely through administration. On G2.2 switches, IXC Access may be entirely controlled through administration, or may optionally allow caller participation.

Summary Table for Interexchange Carrier (IXC) Access

Table 2-30. Summary Table for Interexchange Carrier (IXC) Access

Interexchange Carrier (IXC) Access	System 85					DEFINITY			Comments
	R1	R2V1	R2V2	R2V3	R2V4	G2.1	G2.2	G3rV4	
Max Number of Digits Sent	NA	NA	NA	24	24	24	68	54	
Max Number of Digits Inserted	NA	NA	NA	20	20	20	31	36	
Max Number of Digits Deleted	NA	NA	NA	7	7	7	31	23	

Feature Differences

In G2 and in G3V4, IXC Access is a capability of the WCR feature. These capabilities are similar since both switches can allow users to dial an IXC code, route according to the dialed IXC code, send an un-dialed IXC code, or send a different IXC code.

G2	G3rV4
Ignoring an IXC	
G2 can ignore a dialed IXC for routing.	G3rV4 cannot. Instead, the G3rV4 always correlates a dialed IXC with a pattern. G3rV4 WCR routing software does not have an IXC "string type" (which G3rV4 refers to as a "route code"). Therefore, an IXC string in either form (that is, "10XXX" or "101XXXX") is assigned as part of an address string. Using address string types for IXC codes implies that the G3rV4 software can only use pattern preference-level digit modification to alter the digit contents of these codes.

Interflow and Intraflow

Feature Definition

Interflow and Intraflow allows ACD calls to be redirected from one split to another split under busy or unanswered conditions. Intraflow provides redirection of ACD calls to other splits within the system and may be activated using Call Coverage or Call Forwarding All Calls. Interflow uses the Call Forwarding All Calls feature to redirect ACD calls to an external location.

Intraflow allows splits to be assigned coverage paths or forwarded. Also, a split can be a point in a coverage path. Thus, Intraflow uses the Call Coverage feature to redirect ACD calls from one split to another split according to the coverage path's redirection criteria.

Feature Differences

G2	G3rV4
General Feature Information	
G2 uses inflow and outflow thresholds for interflow based on the number of calls in queue. Calls must satisfy the outflow level of calls in queue at the originating split and the inflow level at the terminating switch to interflow.	G3V4 uses call coverage that allows interflow to occur based on the time in queue (number of rings for don't answer) or if the queue is full.

See "Automatic Call Distribution" for additional feature differences. See also"Look Ahead Interflow", "Call Forwarding", "Call Coverage", and "Call Vectoring".

Interpartition Access

Feature Definition

The Interpartition Access feature provides greater calling flexibility in a partitioned System 85 or DEFINITY Generic 2. Using IPA, a voice terminal user in one extension partition can call a voice terminal user in another extension partition, provided *both* partitions belong to the same partition group.

Feature Differences

Interpartition Access is not available in G3V4. You can use G3V4's Tenant Partitioning and/or AAR/ARS Partitioning and Class of Restriction to implement partitioning.

ISDN Gateway

G3V4 does not support ISDN Gateway.

See "CallVisor ASAI Applications" in this chapter.

Last Number Dialed

Feature Definition

Last Number Dialed automatically redials the last number dialed when users press the Last Number Dialed button or dials the Last Number Dialed feature access code.

The system saves the first 24 digits of the last number dialed whether the call attempt was manually dialed or an Abbreviated Dialing button was pressed.

Feature Differences

In G2, "Abbreviated Dialing" initiated trunk calls are not stored nor are any digits that are manually dialed after the AD number stored; in G3rV4 all of these digits are stored and can be redialed by pressing the Last Number Dialed button.

Leave Word Calling

Feature Definition

Leave Word Calling allows internal system users to leave a short preprogrammed message for other internal users. Users can activate LWC at any time during a call attempt. For G3r, there can be multiple Message Server Adjuncts and AUDIX adjuncts.

Summary Table for Leave Word Calling (LWC)

Table 2-31. Summary Table for Leave Word Calling (LWC)

	System 85					DEFINITY			
Leave Word Calling (LWC)	R1	R2V1	R2V2	R2V3	R2V4	G2.1	G2.2	G3rV4	Comments
Stored in AP or 3B2 MS	X	X	X	X	X	X	X	X	MSA only — G3rV4
Stored in AUDIX	NA	NA	X	X	X	X	X	X	
Stored in Switch		X	X	X	X	X	X	X	
LWC Activation									
via FAC	X	X	X	X	X	X	X	X	
ext:recall:FAC:ext	X	X	X	X	X	X	X	X	
ext:recall:FAC								X	
FAC:ext	X	X	X	X	X	X	X	X	
by Called Party	X	X	X	X	X	X	X	X	
by Covering User	X	X	X	X	X	X	X	X	Coverage Callback

Feature Differences

G2	G3rV4
Locking/Unlocking Display	
Dial Access Code is used to lock and unlock the display of messages.	Unlocking requires dialing a pre-administered 4-digit security code.

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G2	G3rV4
Recognizing LWC *Messages* System recognizes presence or absence of Leave Word Calling message via administration.	System requires distinguishing between LED and neon MWI.
Storage of LWC Both systems allow the storage destination of LWC messages to be administered on a per extension (G2) or a per station (G3rV4) basis. G2 supports LWC storage on an AP-based Message Center;	G3rV4 does not support connection to an AP.
Confirmation Tone Both G2 and G3rV4 allow the calling party to leave a LWC message to the called party, even after the call is redirected to AUDIX, however G2 does not return confirmation in this case.	G3rV4 returns a confirmation tone to the called party when the LWC message is left after AUDIX answers. For more information about tone administration see Additional Feature Characteristics in G3rV4 under Call Waiting in this chapter.
Retrieving LWC *from Switch* In G2, LWC messages stored on the switch are retrieved via display.	In G3rV4, LWC messages stored on the switch can be retrieved via display or voice synthesis. A synthesized voice message can be sent in American English, British English, or Italian through the addition of the desired voice synthesis board.

Additional Feature Characteristics in G3rV4

In G3rV4, LWC messages for stations are stored on the Switch Processing Element (SPE), a 3B2-MS Messaging Server adjunct (MSA), an AUDIX system, or not at all (four choices); but the choices available to individual stations differ as follows:

- There is no per system 'SPE' vs. 'MSA' selection.
- The Hunt Groups and TEGs can be individually administered to have messages stored in SPE, MSA, AUDIX, or none (4 choices).
- There is no per-PCOL administration of LWC message storage location, but the software internally defaults to "SPE" for all PCOLs.

NOTE:
There is no way to store LWC messages for PCOLs, unless a covering user activates LWC after answering an incoming PCOL call that redirected to Coverage.

G2 Feature Characteristics Not Available in G3rV4

G2 supports connection to an AP-based Message Center.

Leave Word Calling Administration Differences

Leave Word Calling is administered using forms rather than PROCs. See the *Definity Communications System Generic 3 Version 4 Implementation* document for the procedure for administering Leave Word Calling in G3V4

Leave Word Calling End-User Differences

Unlocking the display

In G3rV4, unlocking a display requires dialing a pre-administered 4-digit security code; G2 users will be used to using a Dial Access Code to lock and unlock the display of messages.

Leaving a LWC Message on AUDIX

G3rV4 returns a confirmation tone to the called party when the LWC message is left after AUDIX answers. G2 users will not be used to receiving confirmation in this case.

Line/Feature Status Indication

Feature Definition

Line/Feature Status Indication provides a visual indication of a call's status and/or a feature's status (activated or deactivated) for each button on a multi-appearance voice terminal. The visual indication is provided by lamps located beside the button they monitor. This feature reduces the likelihood of inadvertent call interruption and serves as a reminder of what features are active.

All appearance buttons and some feature buttons have green status lamps. For appearance buttons, the green status lamp flashes during ringing, lights steadily when busy, and winks or flutters during a hold. For feature buttons, the green status lamp indicates when a feature is active or inactive.

All appearance buttons also have red status lamps. this lamp lights to indicate the appearance the user is connected to or will connect to when going off-hook. This lamp is idle if a feature is assigned to the button. Only one red status lamp may be lighted on one voice terminal at any one time.

Feature Differences

Both G2 and G3V4 support this feature.

Line Lockout

Feature Definition

Line Lockout removes single-line voice terminal extension numbers from service when users fail to hang up after receiving dial tone for 10 seconds and then intercept tone for 30 seconds. These intervals are administrable.

Line Lockout occurs as follows:

- A user does not hang up after the other party on a call is disconnected.

  In this case, the user receives the dial tone for 10 seconds and then receives the intercept tone for 30 seconds. The voice terminal is then taken out of service, if the handset is still lifted.

- A user pauses for 10 seconds between digits while dialing.

  In this case, the user receives intercept tone for 30 seconds. The voice terminal is then taken out of service, if the handset is still lifted.

The out-of-service condition remains in effect until the voice terminal user hangs up.

Feature Differences

In G2 this feature applies to both analog and multifunction sets; in G3rV4 it applies to analog sets.

Look Ahead Interflow

Feature Definition

Look Ahead Interflow provides flexible and intelligent Automatic Call Distribution (ACD) load-balancing capability based on programmable call vectors. It enhances the Call Vectoring feature so that calls will not interflow to a remote location that cannot accept the calls. This service is provided by the use of private network "Integrated Services Digital Network — Primary Rate Interface" (ISDN -PRI) Connections. The receiving switch may accept or deny the lookahead calls, allowing the sending witch the option to initiate lookahead interflow to an alternate backup location..

Feature Differences

The primary difference between the G2 and G3rV4 Look-Ahead Interflow features is that G3rV4 does not re-attempt the Interflow when a rejection of the Look Ahead Interflow attempt is received, when a "route to" step is the final step in a vector or followed by a "stop" step. This can be emulated in G3rV4 via looping within the vector. Also, G3rV4 does not automatically retry a Look-Ahead Interflow "route to" step to look for an idle trunk when busy facilities are encountered.

Minimizing the Impact of Look Ahead Interflow Feature Differences

G3rV4 can emulate the G2 retry operation by following each final effective *route to* with these two commands to create an unconditional loop:

- Delay 2 seconds (with the current feedback: ringback, music, or silence)
- Go to step number n-2 (where "n" is the number of the current *go to step* command and where "n-2" is the number of the final effective *route to* step).

Loudspeaker Paging Access

Feature Definition

This feature is called Loudspeaker Paging Access – Deluxe in G3V4. It provides attendants and voice terminal users dial access to voice paging equipment and Call Park capabilities. Up to nine individual paging zones and one zone that can be used to activate all nine zones simultaneously can each be accessed using unique trunk access codes assigned to each zone. The access codes may be assigned on Abbreviated Dialing feature buttons or when activated by an attendant may also be assigned Trunk Group Select button(s) on the console.

Summary Table for Loudspeaker Paging Access

Table 2-32. Summary Table for Loudspeaker Paging Access

	System 85					DEFINITY			
Loudspeaker Paging Access	**R1**	**R2V1**	**R2V2**	**R2V3**	**R2V4**	**G2.1**	**G2.2**	**G3rV4**	**Comments**
With Answer-Back									
Integrated into (Deluxe)	X	X	X	X	X	X	X	X	
Paging Feature									
Via Accessing Call Park & LS									
Paging Features separately								X	
With Music-on-hold while									
awaiting Answer-Back			Iss 1.3	X	X	X	X	X	

Feature Differences

G2 has a Loudspeaker Paging feature that is similar to G3rV4's Loudspeaker Paging Deluxe.

G2	G3rV4
Non-Deluxe Paging G2 does not support a non-deluxe version of Loudspeaker Paging.	G3rV4 has a non-deluxe version.

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G2	G3rV4
Number of Paging Zones G2 supports 18 paging zones.	G3rV4 allows 9 paging zones.
Accessing Paging Zones To access paging via dial codes, G2 users must dial the TAC and the zone desired.	G3V4 users enter just the TAC, as the zone number should be embedded within the TAC.
Waiting for Answerback To drop the loudspeaker paging speakers and place the paging party into a "wait-for-answerback" state, G2 users use the Recall button on both analog and multifunction sets, or a switchhook flash on analog only. There is a non-administrable timeout of paging equipment. CAS attendants accessing a CAS branch paging system via a Release Link Trunk also time out automatically.	In G3rV4, with Non-Deluxe Loudspeaker Paging, the Call Park feature is used to place the user into a "waiting for answer back" state before paging. This allows the paging equipment to be released by the paging party going on-hook when the paging announcement is completed. Paging equipment will also be released if the paging party doesn't disconnect within an administrable timeout interval. In G3rV4, with Deluxe Loudspeaker Paging, the system parks the call so the procedure appears more like the G2 procedure.

Additional Feature Characteristics in G3rV4

G3rV4 supports a non-deluxe version of Loudspeaker Paging not supported in G2.

Loudspeaker Paging Administration Differences

Loudspeaker Paging Access – Deluxe is administered using forms rather than PROCs. See the *Definity Communications System Generic 3 Version 4 Implementation* document for the procedure for administering Loudspeaker Paging Access – Deluxe in G3V4.

Main/Satellite/Tributary

Feature Definition

Main/Satellite/Tributary is one of several private networks supported by G3rV4 and serves the needs of customers with a few locations in a small geographic area.

A Main/Satellite/Tributary configuration can function independently or serve as an ETN access arrangement. For a Main/Satellite configuration, attendant positions and public network trunk facilities are concentrated at the Main, and calls to or from satellite locations pass through the Main. To a caller outside the Main/Satellite complex, the system appears to be a single switch with one Listed Directory Number. This is accomplished with the optional Uniform Dial Plan software.

Tributary and Satellite locations are similar except that a Tributary has one or more attendant positions and its own Listed Directory Number.

DEFINITY Generic 3 can serve as a Main, Satellite, or Tributary.

A small business can start with a single Main/Satellite or Main/Tributary complex and add trunk and switching facilities as the business grows. In this situation, tie trunks connect the main locations within an urban area and intercity traffic is routed via the public network. This arrangement favors a medium-size organization or one that has small isolated locations where the intercity traffic is too small to justify the cost of tie trunks.

Summary Table for Main/Satellite Service

Table 2-33. Summary Table for Main/Satellite Service

	System 85					DEFINITY			
Min/Satellite Service	**R1**	**R2V1**	**R2V2**	**R2V3**	**R2V4**	**G2.1**	**G2.2**	**G3rV4**	**Comments**
Main	X	X	X	X	X	X	X	X	
Satellite	X	X	X	X	X	X	X	X	
Tributary	X	X	X	X	X	X	X	X	
Main/Satellite Features									
Extended Trunk Access (ETA)		X	X	X	X	X	X	X	
Extension Number Steering									
(Max steering digits)		4	5	5	5	5	5	5	
Indialing Through Main		X	X	X	X	X	X	*	
Inter-PBX Attendant Service									

Continued on next page

Table 2-33. Summary Table for Main/Satellite Service — *Continued*

Min/Satellite Service	System 85					DEFINITY			Comments
	R1	R2V1	R2V2	R2V3	R2V4	G2.1	G2.2	G3rV4	
(Attendant-seeking calls									
redirected to another location)									
Inter-PBX Coordinated Station									
Numbering									
Remote Dial Transfer Transfer									Transfer at Main
Uniform Dial Plan (UDP)		X*	X*	X*	X*	X*	X*	X†	

* S85/G2 does not have UDP, but does provide equivalent functionality when interacting with a S75/G1/G3V4, which uses UDP in an extension-dialing (4- or 5-digit) subnetwork.

† UDP feature in G3rV4 World Class Core is unchanged from S75/G1 UDP feature. It is guaranteed to work only if the private network dialing plan is administered to follow the USA standards.

Feature Differences

G2 has a feature called Main/Satellite/Tributary. G3rV4 provides similar functionality.

G2	G3rV4
Activating Main/Satellite G2 has specific Main/Satellite feature administration that designates a switch as a main or a satellite. This administration activates the following Main/Satellite features.	G3rV4 has no need for this administration since supported features are always active.

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G2	G3rV4
Remote Dial Transfer The G2 Main/Satellite feature provides a remote dial transfer capability for the users of satellites and for adjuncts connected with E&M trunk facilities. Using remote dial transfer, an analog station user at a satellite location who is active on a call can draw recall dial tone from the main location (by pressing the recall button or momentarily pressing the switchhook). At this time, the user can transfer the call to any other terminal in the Main/Satellite configuration.	G3rV4 does not provide remote dial transfer for the users of G3rV4 satellites.
Dial Plan G2 has special dial plan administration and trunk types for Main/Satellite call routing.	G3rV4 uses UDP for equivalent call routing.
Extended Trunk Access G2 provides Extended Trunk Access on the satellite switch only.	Extended Trunk Access can be activated on any switch.
PRI Support Main/Satellite is not supported over PRI facilities.	PRI facilities can be used when the G3rV4 is used as either a Main or Satellite switch.

Malicious Call Trace

Feature Definition

Malicious Call Trace (MCT) provides a way for terminal users to notify a predefined set of users that they may be party to a malicious call. This set of users may then retrieve certain information related to the call. Based on this information, it is possible to identify the source of the malicious call or be capable of providing useful information to personnel at an adjacent switch to help track down the call's source. This feature also provides a method of generating an audio recording of the call.

Feature Differences

G2	G3rV4
Restricting Controllers	
G2 restricts controllers to attendants.	In G3rV4, there is no such restriction and station-users can retrieve Malicious Call Trace (MCT) data if they have display sets with a special button administered.
Tracing Trunk-to-Trunk Calls	
G2 does not allow the tracing of trunk-to-trunk calls.	G3rV4 allows the tracing of trunk-to-trunk calls.
History Report	
G2 provides no report.	G3rV4 provides a history report of malicious calls.

Additional Feature Characteristics in G3rV4

- G3rV4 MCT provides additional display information for traced calls.
- G3rV4 allows the tracing of trunk-to-trunk calls.
- G3rV4 allows stations to be controllers.

Manual Originating Line Service

Feature Definition

Manual Originating Line Service connects single-line voice terminal users to the attendant automatically when the user lifts the handset. The attendant code is stored in an Abbreviated Dialing list. When the Manual Originating Line Service voice terminal user lifts the handset, the system automatically routes the call to the attendant using the Hot Line Service feature.

A Manual Originating Line Service user can receive calls allowed by the assigned COR. Call reception is not affected by Manual Originating Line Service.

Feature Differences

Both G2 and G3rV4 support the manual originating line service capability. This G3V4 feature is similar to the G2 Hot Line feature with the Manual Line to Attendant application.

Manual Signaling

Feature Definition

Manual Signaling allows a voice terminal user to signal another voice terminal user. The receiving voice terminal user hears a two-second burst of tone.

The signal is sent each time the button is pressed. If the receiving voice terminal is already being alerted with an incoming call, Manual Signaling is denied. The status lamp associated with the Manual Signaling button at the originating voice terminal flutters briefly to indicate the denial.

Feature Differences

G2	G3rV4
General Feature Information	
G2 manual signaling enables one station to signal another preselected station *or* a group of stations.	G3rV4 allows signaling to one station only.

Message Waiting — Automatic

Feature Definition

G3V4 provides similar functionality with the Audible Message Waiting feature.

Refer to "Audible Message Waiting" in this chapter.

Summary Table for Message Waiting (MW) Indication

Table 2-34. Summary Table for Message Waiting (MW) Indication

Message Waiting (MW) Indication	System 85					DEFINITY			Comments
	R1	R2V1	R2V2	R2V3	R2V4	G2.1	G2.2	G3rV4	
Audible Message Waiting Ind					Iss 1.1	X	X	X	
Automatic Message Waiting Lamp	X	X	X	X	X	X	X	X	
Display MW Notification (from AUDIX)	NA	NA	X	X	X	X	X	X	LWC req'd
Message Waiting Notification (w/PMS)	NA	NA	NA	NA	NA	NA	NA	X	
Message Waiting Notification from Other Adjunct via ASAI	NA	NA	NA	NA	NA	NA	NA	X	
Outcalling MW Notification (from AUDIX)	NA	NA	X	X	X	X	X	X	AUDIX R1V3 or later req'd

Feature Differences

G2	G3rV4
Assigning Message Waiting Lamps (MWL)	
G2 can assign any extension to the MWL on the phone.	In G3rV4 the MWL has to be assigned to the primary extension.

Message Waiting — Manual

Feature Definition

This feature is called Manual Message Waiting in G3V4. It enables multi-appearance voice terminal users, by pressing a designated button on their own terminals, to light the status lamp associated with the Manual Message Waiting button at another multi-appearance voice terminal. Activating the feature causes the lamp to light on both the originating and receiving voice terminals. Either terminal user can cause the lamp to go dark by pressing the button.

Feature Differences

Both G2 and G3V4 support this feature.

Mnemonic Dialing

Feature Definition

This feature is called Alphanumeric Dialing in G3V4. It enhances Data Terminal Dialing by allowing data terminal users to place a data call by entering an alphanumeric name. This capability makes Data Terminal Dialing both convenient and user-friendly. Instead of dialing a long string of numbers, the users can enter a simple alphanumeric name.

When an alphanumeric name is entered from a user's terminal, the system's call processing software converts the name to a sequence of digits by searching through an administered Alphanumeric Dialing Table. The system then dials those digits just as if the user had entered the digits. If the entered name is not found in the Alphanumeric Dialing Table, the call attempt is denied and the user receives either an `Invalid Address` message (for DCP) or a `Wrong Address` message (for ISDN-BRI).

Since data terminals access the switch via DCP or ISDN-BRI data modules, the procedures for using Alphanumeric Dialing vary. For data terminals using DCP, users type the alphanumeric name and enter a carriage return at the `DIAL:` prompt. For data terminals using ISDN-BRI, users type ***d***, enter a space, type the alphanumeric string, and enter a carriage return at the `CMD:` prompt.

Alphanumeric dialing does not apply to endpoints with Hayes interface.

Feature Differences

Both G2 and G3V4 support this feature.

Modem Pooling

Feature Definition

Modem Pooling allows switched connections between digital data endpoints (data modules) and analog data endpoints and acoustic coupled modems. The analog data endpoint can be either a trunk or line circuit.

Data transmission between a digital data endpoint and an analog endpoint requires a conversion resource since the DCP format used by the data module is not compatible with the modulated signals of an analog modem. The conversion resource translates the DCP format into modulated signals and vice versa.

The Modem Pooling feature provides pools of conversion resources.

Integrated conversion resources and combined conversion resources are available with the system. The integrated type has functionality integrated on the TN758 Pooled Modem circuit pack, which provides two conversion resources and each one emulates a Trunk Data Module cabled to a 212 Modem. This integrated type is not available for countries that use A law. The combined type is a Trunk Data Module cabled to any Trunk Data Module-compatible modem to provide a conversion resource. Combined type applies to all system independent of system companding.

Summary Table for Modem Pooling

Table 2-35. Summary Table for Modem Pooling

Modem Pooling	System 85					DEFINITY			Comments
	R1	R2V1	R2V2	R2V3	R2V4	G2.1	G2.2	G3rV4	
Common Pool for Inc & Outg Calls	*	X	X	X	X	X	X	X	
Local (on Premises) Calls Supported						X	X	X	
Max Members per Modem Pool Group	99	99	99	99	99	99	99	32	
Max Modem Pool Groups	175	175	238	238	982	982	982	63	
Physical Arrangement									
External to Port Board†									
Automatic Operation w/1-Stage Dialing		X	X	X	X	X	X	X	
Manual Operation w/2-Stage Dialing	X	X	X	X	X	X	X	X	
Integrated in Port Board								X	
Transmission Supported									
Asynchronous Operation	X	X	X	X	X	X	X	X	
Synchronous 2-wire Operation		X#	X#	X#	X	X	X	X#	

Continued on next page

Table 2-35. Summary Table for Modem Pooling — *Continued*

Modem Pooling	System 85					DEFINITY			Comments
	R1	R2V1	R2V2	R2V3	R2V4	G2.1	G2.2	G3rV4	
User Selection of Modem Pool Group by DAC									
Analog Sta Preindication by FAC								X	
Select Modem Pool by FAC to									
Override Automatic MP Group Selection					Iss 1.1**	X	X		

* Common pool is possible with S85 R1 but not recommended because of the potential glare problems.

† CCITT V.32 modems (including the AT&T 2296) cannot be used with external Modem Pooling arrangements on switches equipped with older version tone detector boards SN255 and TN748 (without suffix) because these boards cannot detect the 2100-Hz tone supplied by such modems. Later version tone detector boards (SN255B for S85/G2 traditional module and TN748B or TN748C for G2 universal modules and G3rV4) do detect the 2100-Hz tone.

Reliable operation of synchronous 2-wire modem pooling cannot be guaranteed with G3rV4 and S85 R2V1, as well as with S85 R2V2 & R2V3 software release earlier than R2V2 Issue 1.4 and R2V3 Issue 1.4 and R2V3 Issue 1.1 - because the tone detector signals only the application of tone, not its removal. The G3rV4 and early S85 arrangements will still work if the host polls repeatedly until answer tone ceases from the far end modem; otherwise they will not.

** Although not covered in customer documentation, capability is provided in S85 R2V4 Issue 1.1 and G2 for users to select specific Modem Pool groups by dialing access codes. Assign "Feature 53" in PROC 350 to apply this capability to a particular Modem Pool group.

Feature Differences

G2	G3rV4
Route Advance G2 systems frequently use the Route Advance feature to make larger pools of modems, while still providing a separate dialed number for each speed.	G3rV4 does not support Route Advance.
Modem Pool Speeds G2 modem pool equipment can be optioned to run at up to 6 different speeds.	G3rV4 modem pools can run at 3 speeds.

Continued on next page

G2	G3rV4
Remote Troubleshooting	
G2's PROC 070 enabled technicians to determine data module states (for example DTR state, speed, etc.). This could be used remotely for troubleshooting.	G3rV4 does not provide similar capability.
G2 PROC 962 enabled technicians to determine who is connected to a pooled modem port.	G3rV4 does not provide similar capability.
Selection Via TAC	
G2 can select modem pool via a Trunk Access Code.	G3rV4 does not support trunk-side data access and does not support this capability.

Additional Feature Characteristics in G3rV4

G3V4 offers an integrated modem pool circuit that is not available in G2. This circuit is more cost efficient than the equipment required for a combined modem pool, but only supports 1200 baud or lower.

In G3rV4 internationally, modems that comply with CCITT 108.1 signaling procedures are supported and may be either synchronous or asynchronous. Modem pools are not supported in countries requiring A-Law companding mode. The administration forms have been modified to support the various types of modems.

Move Agents from CMS

Feature Definition

Move Agents from CMS allows a user to move up to 32 agents from one split to another from the CMS terminal.

Users can change agents' split or skill assignments while the agents are logged in. In addition, with EAS one skill can be added, deleted or moved simultaneously for a group of up to 32 agents.

For complete instructions for moving agents, see: the *CentreVu™ Call Management System Release 3 V4 Administration Manual*, 585-215-800; or, the appropriate version of the Call Management System Administration manual (585-215-521 or 585-215-511).

Feature Differences

Move Agents from CMS is the name of a G3V4 feature; G2 provides this same functionality, but under another name.

G2	G3rV4
Number of Agents	
G2 can move up to 1,023 agents (at one time) between splits from CMS.	G3V4 can move up to 32 agents (at one time) between splits from CMS.
Split 0	
G2 has split 0, which acts as a temporary placeholder for agents.	G3V4 does not support split 0.
Moving While Staffed	
Agents must be unstaffed	G3V4 agents can be staffed or unstaffed.

Multi-Appearance Preselection and Preference

Feature Definition

This feature provides multi-appearance voice terminal users with options for placing or answering calls on selected appearances.

- Ringing Appearance Preference

  When a user lifts the handset to answer an incoming call, the system automatically connects the user to the ringing call appearance. If more than one call is incoming, the user is automatically connected to the eldest (first-in) ringing call appearance. The in-use (red) lamp tracks the ringing appearance and the answered appearance.

- Idle Appearance Preference

  When a user lifts the handset to place a call, the system automatically connects the user to an idle appearance even if an incoming call is ringing at another appearance. The in-use (red) lamp tracks an idle appearance when the handset is lifted.

- Preselection

  Before lifting the handset to place or answer a call, the user can manually select an appearance (press a call appearance button or a feature button) where the in-use lamp is dark. Preselection is used, for example, when the user wants to reenter a held call or activate a feature. Preselection also activates the speakerphone if the voice terminal is so equipped.

  The Preselection option overrides both Preference options. If the user does not lift the handset within five seconds after using Preselection, the selected appearance returns to idle.

  Preselection can be used with a feature button. For example, if an Abbreviated Dialing button is pressed, a call appearance is automatically selected and, if the user lifts the handset within five seconds, the call is automatically placed. Preference dictates whether the user is connected to the ringing call appearance or to an idle call appearance. If there is no incoming call, the user is automatically connected to an idle call appearance upon lifting the handset. This is true, regardless of the Preference option assigned.

Summary Table for Multi-Appearance Preference

Table 2-36. Summary Table for Multi-Appearance Preference

	System 85					DEFINITY			
Multi-Appearance Preference	**R1**	**R2V1**	**R2V2**	**R2V3**	**R2V4**	**G2.1**	**G2.2**	**G3rV4**	**Comments**
Appearance Restricted to Originating & Priority Calls									
Any Appearance(s) can be Optionally Restricted	X	X	X	X	X	X	X		
Last Idle Appearance Optional per Station	NA	NA	NA	NA	NA	NA	NA	X	
Originating Call Preferences									
Idle Appearance Pref	X	X	X	X	X	X	X	X	
Terminating Call Preferences									
Ringing Appearance Pref	X	X	X	X	X	X	X	X	

Feature Differences

G2	G3rV4
G2 Operation: G2 provides options per multi-appearance station for No Appearance Preference or any of 3 alternative originating call preferences (Prime, Idle, or Last Appearance Preference); and any of the originating call preferences can be assigned either alone or in combination with either of 2 terminating call preferences (Ringing, or Calling Appearance Preference): — If No Appearance Preference (originating or terminating) is assigned, no call appearance is automatically selected; the user must use the Preselection feature to manually select a call appearance to answer or originate a call. — If Calling Appearance Preference is assigned and there is an unanswered incoming call either ringing the station or silently flashing a call appearance green status lamp, the call appearance associated with the incoming call is automatically selected. — If Ringing Appearance Preference is assigned and there is an unanswered incoming call ringing the station, the call appearance associated with the ringing call is automatically selected.	*G3rV4 Operation* In G3V4, the default Preference feature (Ringing Appearance Preference) works the same as Calling Appearance (terminating) Preference in combination with Idle Appearance (originating) Preference in G2. G3rV4 provides an option, Idle Appearance Preference, which works the same as G2's Idle Appearance (originating) preference with No Appearance (terminating) Preference assigned. G3rV4 also provides an option, Select Last Used Appearance, which works the same as G2's Last Appearance (originating) Preference. Finally, operation corresponding to G2's Ringing Appearance (terminating) preference is enabled with the "Per-Button Ring Control?" station option. G3rV4 does not provide any equivalent of G2's Prime (originating), or No Appearance (originating) Preferences.

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G2	G3rV4
— If neither incoming preference is assigned and/or if there is no incoming call: a. Prime Appearance Preference automatically selects the designated prime call appearance b. Idle Appearance Preference automatically selects any idle call appearance c. Last Appearance Preference automatically selects the call appearance last used Upon going off-hook the user is connected to the selected call appearance identified by the lighted red I-Use lamp on the station.	

G2 Feature Characteristics Not Available in G3V4

G2 supports Prime Line Preference, which is not supported in G3V4.

Multiple Listed Directory Numbers

Feature Definition

Multiple Listed Directory Numbers allows a publicly published number for each incoming and two-way (incoming side) FX and local CO trunk group assigned to the system. Also allows DID numbers to be treated as LDNs.

When a CO or FX LDN is called, a trunk group is accessed. The trunk group then routes the call to the incoming destination designated for that trunk group. The incoming destination for an FX or CO trunk group can be one of the following:

- Attendant group
- ACD split
- DDC group
- UCD group
- Remote Access

All DID LDN calls route directly to the attendant group.

Feature Differences

G2	G3rV4
Number of DID *Numbers Supported*	
G2 supports 999 DID numbers.	G3rV4 supports 20 DID numbers.
LDN Display	
Each LDN has its own attendant display ICI Associated with it.	Each LDN may have a 15-character name for display.
Night Service	
All LDNs route the call to the attendant group. When in night service, only 1 extension is used for the night station for all LDNs.	There is one night station for all DID LDNs.

Music on Hold

Feature Definition

This feature provides music to a party that is on hold, waiting in a queue, parked, or on a trunk call that is being transferred. The music lets the waiting party know that the connection is still in effect.

The system provides automatic access to the music source.

Summary Table for Music on Hold

Table 2-37. Summary Table for Music on Hold

Music Access Features	System 85					DEFINITY			Comments
	R1	R2V1	R2V2	R2V3	R2V4	G2.1	G2.2	G3rV4	
Music-On-Hold (MOH) Access→	X	X	X	X	X	X	X	X	Assigned per System*
MOH Applied System-wide								X	
Separate Music Option for Call Vectoring	NA	NA	NA	NA	X	X	X	X	

→ Entries marked with an arrow direct the reader to the Comment entries.

* Can have multiple music sources with Tenant Partitioning.

Feature Differences

G2	G3rV4
Music Sources	
G2 allows you to connect a music source to individual modules in order to minimize time-slot blockage.	G3rV4 extends the music from a single source to a dedicated time slot in all port networks so that inter-port networking is not required. G3V4 also allows multiple music sources for vector delay or calls in queue.
MOH Administration	
G2 administers MOH as a trunk group.	G3rV4 administers MOH on an auxiliary trunk, not as a trunk group.

Network Access — Private/Public

Feature Definition

G3V4 provides two features:

- Network Access - Private

  Allows calls to be connected to the following types of networks:

  — Common Control Switching Arrangement (CCSA)

  — Distributed Communications Systems (DCS)

  — Electronic Tandem Network (ETN)

  — Enhanced Distributed Communications Systems (EDCS)

  — Enhanced Private Switched Communications Service (EPSCS) (G3i-Global, G3V2, and later releases)

  — Tandem Tie Trunk Network (TTTN)

  — TGU/TGE/TGI

  A private network provides call routing over facilities dedicated to the customer.

- Network Access — Public

  Provides voice terminal users and attendants with access to and from the public network.

  Outgoing access is provided to the following:

  — COs

  — FX offices (distant COs)

  — WATS offices (COs receiving toll-free calls)

  Incoming access is provided from the following:

  — Local COs

  — FX offices

  — 800 Service office (COs sending toll-free calls)

Feature Differences

These are features in G3V4; the networking features of G2 provides similar functionality.

Related features are "ACCUNET", "Foreign Exchange Access", "World Class Routing", and "Attendant Features".

Night Service Features

Summary Table for Night Service

The features in the following table are discussed in the sections that immediately follow.

Table 2-38. Summary Table for Night Service

Night Service	System 85					DEFINITY			Comments
	R1	R2V1	R2V2	R2V3	R2V4	G2.1	G2.2	G3rV4	
Night Console Service (Alternate Console Position)	X	X	X	X	X	X	X	X	
Night Station Service	X	X	X	X	X	X	X	X	
System-Trunk Groups	X	X	X	X	X	X	X	X	
Individual Trunk Member	X	X	X	X	X	X	X	X	
Trunk Answer Any Station (TAAS)	X	X	X	X	X	X	X	X	Call Answer from Any Voice Terminal
Trunk Group NS w/o System Night Service								X	
Night Service for Hunt Groups					X→	X→	X→	X	Requires Call Vectoring

→ Entries marked with an arrow direct the reader to the Comment entries.

Night Service — Night Console Service

Feature Definition

Night Service — Night Console Service directs all calls for the principal and daytime attendant consoles to a night console.

Night Service — Night Console Service is activated when an attendant presses the Night button on the principal attendant console. Night Service is deactivated by pressing the Night button again. When Night Service is activated, all attendant-seeking calls and calls waiting in queue are directed to the night console.

In G3rV4, an administrable Night Service Disconnect Timer is used (outside of the US) to determine when to drop an unanswered incoming trunk call

that does not have disconnect supervision.

See *Definity Communications System Generic 3 Feature Description,* 555-230-204, for more information.

Feature Differences

This is a G3V4 feature; G2 provides similar functionality with Unattended Console Service. See the related G2 feature, "Unattended Console Service".

Night Service — Night Station Service

Feature Definition

G3rV4 Night Service — Night Station Service redirects incoming attendant-seeking trunk calls to designated extension numbers whenever the system is placed in Night Service.

This feature is activated under the following two conditions:

- The attendant (or voice terminal user, if the switch has no attendant) has pressed the Night button on the primary console.
- A night console is not assigned or not operational.

When the above conditions have been met, incoming calls to the attendant route as follows:

- DID-LDN calls route to a designated DID-LDN night extension.
- Internal calls to the attendant route to the DID-LDN night extension.
- Incoming calls on trunk groups (other than DID trunk groups) that have the attendant as their destination route to the night destination specified for the trunk group or individual trunk. If no night destination is specified, the calls route to the DID LDN night extension.

When Night Station Service is activated, all trunk and internal calls to the attendant (other than calls redirected via Call Coverage or Call Forwarding All Calls) route to either the DID-LDN night extension, the trunk group's specified night destination, or the individual trunk's specified night destination as discussed above. A different extension number can be assigned as the night destination for each incoming central office, foreign exchange, or 800 Service trunk group. Both the DID-LDN night extension and the extension number assigned as a trunk group's night destination can be a voice terminal or an answering group, that is, DDC group, UCD group, or TEG.

Calls redirected to the attendant via Call Coverage or Call Forwarding All Calls do not route to the DID-LDN night extension. These calls enter the attendant queue, and can be answered via the Trunk Answer From Any Station feature, if administered.

Feature Differences

This is a G3V4 feature; G2 provides similar functionality with Unattended Console Service.

See *Definity Communications System Generic 3 Feature Description,* 555-230-204, for more information.

G2	G3rV4
Extension Designation In G2, the console makes the association.	In G3rV4, trunk administration allows the designation of night extensions.
Disconnect Supervision In G2, this feature is not supported.	In G3rV4, if a trunk without disconnect supervision goes to night service, it is dropped after a certain period of time to avoid locking up the trunk. This feature is important outside of the US.

Off-Premises Data-Only Extensions

Feature Definition

G2 Off-Premises Data-Only Extension feature provides switched access to data equipment at a remote location (greater than 5000 feet) from System 85 or DEFINITY Generic 2 using analog or digital private line facilities that do not compete with voice traffic.

This feature is used for data communications, when a significant volume of data is exchanged between the switch and a remote host computer or cluster of data terminals. Operation of this feature is transparent to all users.

The users of the remote terminal cluster can access System 85 or DEFINITY Generic 2 data endpoints using data terminal (keyboard) dialing. Unless specifically restricted, any terminal on the system that can originate data calls can access a remote data end point as though it were on-premises.

Feature Differences

G2	G3rV4
Hardware Support	
In G2, the traditional module off-premises data-only extensions use SN243 and universal modules use TN746, and you can assign traditional module data-only extensions trunk-side access or line-side access.	G3rV4 supports universal modules and the TN746, and off-premises data-only extensions are assigned line-side.

Off-Premises Extension/Station Service

Feature Definition

This feature is called Off-Premises Station in G3V4. It allows a voice terminal located outside the building where the switch is located to be connected to the system. If CO trunks are used, the voice terminal must be analog and must be FCC-registered (or, outside the US, registered by the appropriate governmental agency).

OPS Administration Differences

G3rV4 OPS is administered by the System Manager, rather than by PROCs. After administering OPS, the R Balance Network field must be completed to administer automatic control of the signal loss associated with the added line distance. See the *Definity Communications System Generic 3 Version 4 Implementation* document for the procedure for administering OPS in G3V4.

OPS Hardware Support in G3rV4

G3rV4 requires cross-connecting capabilities or one port on a TN747 or TN464B/C/D DS1 Tie Trunk circuit pack for each interface to be provided. TN767 supports Mu-Law, TN464B supports A-Law, and TN464C/D supports both Mu-Law and A-Law.

Summary Table for Off-Premises Station/Extension (OPS/OPX)

Table 2-39. Summary Table for Off-Premises Station/Extension (OPS/OPX)

	System 85					DEFINITY			
Station/Extension (OPS/OPX)	R1	R2V1	R2V2	R2V3	R2V4	G2.1	G2.2	G3rV4	Comments
Analog Off-Premises Extension (OPX)	X	X	X	X	X	X	X		
Analog Off-Premises Station (OPS)	X	X	X	X	X	X	X	X	
DS1 Off-Premises Station (OPS)				X	X	X	X	X	

Feature Differences

G2	G3rV4
General Feature Information	
G2 has 2 separate features: Off Premises Station (OPS, line side) and Off Premises Extension (OPX, trunk side).	G3V4 has an Off Premises Station feature that's comparable to G2's feature with the same name, but has no trunk-side OPX feature. However, G3rV4 OPS when used in combination with certain other features (for example, Call Detail Recording) can mimic most functions of G2 OPX.

Override

Feature Definition

The G2 Override feature permits authorized multi-appearance voice terminal users to interrupt other terminal users who are on a 2-party connection. Only terminal users who required the ability to contact other terminal users on a preemptive basis should be assigned this feature. The talking parties hear a warning tone before the third party enters the connection. The warning tone is a 4 second burst of 440-hertz tone. An override call to a multi-appearance voice terminal intrudes on a 2-part connection only when all appearances (including originating only appearances) are busy. If any appearance is idle, the override call terminates to the idle appearance with distinctive 3-burst ringing.

Feature Differences

This G2 feature, sometimes called Executive Override, is not available in G3rV4. G3rV4 Busy Verification may provide similar functionality. G3rV4 Busy Verification gives a warning tone every 15 seconds, not just when the call is interrupted.

PC/PBX Connection

Feature Definition

The G3V4 PC/PBX Connection feature brings the voice terminal and PC together into an integrated voice and data workstation. The PC can be an AT&T PC or other IBM-compatible PC.

Three software/hardware packages are available for the AT&T PC (or an IBM-compatible PC):

- Package 1—Provides many phone services (such as keyboard dialing, customized phone features, personal phone directory, directory dialing, and message retrieval) and data services (such as terminal emulation, file transfer, and script programs). The hardware of the workstation includes a PC, a 7404D digital voice terminal, and a cartridge plugged into the voice terminal to provide communications between the voice terminal and the PC.
- Package 3—Provides the same phone and data services as Package 1 plus additional features (such as call log, higher file transfer rates, and the ability to take notes on calls). The hardware for a Package 3 workstation includes a PC, a digital telephone (7400-type), and an expansion board installed in the PC to provide communications between the voice terminal and the PC.
- Package 5—Provides terminal emulation that allows an AT&T PC6300 or compatible computer to emulate a 3278/3279 terminal. Package 5 is a software enhancement for Package 3 and works with the Package 3 hardware and software.

Feature Differences

G2 PC Interface is similar to G3rV4 PC/PBX Connection.

Personal Central Office Line

Feature Definition

This feature is called Personal Central Office Line (PCOL) in G3V4. It provides a dedicated trunk for direct access to or from the public network for multi-appearance voice terminal users.

Each PCOL can have appearance at multiple multi-appearance voice terminals. Users assigned this feature press the PCOL feature button to answer and place calls — dial access is not provided. The status lamp associated with the PCOL button indicates the busy or idle status of the trunk.

An incoming PCOL call rings all voice terminals assigned the feature (ringing can be either audible or silent, depending on administration). The PCOL button status lamp flashes even if all call appearances at the voice terminal are active. If a call appearance is idle, the status lamp associated with that appearance also flashes.

CO, FX, and WATS trunks can be assigned to this feature.

PCOLs are not assigned a COR.

Summary Table for Personal Central Office Line

Table 2-40. Summary Table for Personal Central Office Line

Personal Central Office Line (PCOL)	System 85					DEFINITY			Comments
	R1	R2V1	R2V2	R2V3	R2V4	G2.1	G2.2	G3rV4	
Bridged PCOL (Max Bridged Stations (partners))	16	16	16	16	16	16	16	16	
Conf/Trans allowed on PCOL	Iss 1.6	Iss 1.2	X	X	X	X	X	X	
PCOL can be assigned Call Coverage Service								X	

Feature Differences

G2	G3rV4
Red and Green Lamps In G2, PCOL has an appearance button of its own with the full operation of the red In-Use and green feature-status indicators.	In G3rV4, a user has a primary extension with several 2-lamp line appearances, while PCOL, Intercom, Terminating Extension Groups and Coverage Answer Groups are assigned to feature buttons with green status lamps only. When a G3rV4 user presses a PCOL button, the switch correlates the PCOL button with an appearance of the station's primary extension. Therefore, if every appearance of the primary extension is busy, PCOL calls cannot be placed or answered.
Call Coverage In G2 a PCOL cannot be assigned call coverage.	G3V4 supports call coverage for PCOL.
Differentiating PCOL *Calls from Other Calls* It is easier for users to answer PCOL calls differently than regular Call Appearance calls. Incoming PCOL calls flash that button and users can push the PCOL button to pick up the PCOL call and answer it appropriately. Call appearances flash and can be answered in a different way.	PCOL lines look like bridged appearances; incoming PCOL calls light the PCOL button but flash the G3rV4 call appearance. It is harder to tell whether incoming calls are PCOLs or regular calls. If the customer wants to answer each call differently, a workaround is available to give the user a chance to decide whether the call is PCOL or not.

Additional Feature Characteristics in G3rV4

G3rV4 supports call coverage for PCOL.

Minimizing the Impact of Personal CO Line Differences

If users must answer PCOL lines differently from the way they answer regular call appearance calls, administer stations to have Idle Line Preference. Idle Line Preference forces the user to actually press a call appearance in order to answer

any incoming call. Having to press the call appearance gives the users a chance to check to see if the PCOL button is flashing and to answer the call appropriately.

Personal CO Line Administration Differences

Personal CO Line is administered using forms rather than PROCs. As an international system, G3rV4 supports the administration of non-domestic PCOL trunk timers, however, the automatic default is to USA timers. See the *Definity Communications System Generic 3 Version 4 Implementation* document for the procedure for administering Personal CO Line in G3V4.

Permanent Switched Calls

This is a G1 feature. G2 provides similar functionality using Dedicated Switch Connections; the G3V4 feature is Administered Connections.

See "Dedicated Switch Connections" for feature difference information. See *Definity Communications System Generic 3 Feature Description,* 555-230-204, for more information on Administered Connections.

Power Failure Transfer

Feature Definition

Power Failure Transfer provides service to and from the local telephone company CO, including WATs, during a power failure.

Feature Differences

This feature is similar on both systems and is strictly a hardware arrangement. G3rV4 is limited to 35 power failure transfer stations while the only G2 limitation is in the number of facilities relative to 574-5 transfer panels.

Precedence Calling

Feature Definition

G2 Precedence Calling operates in the Automatic Voice Network (AUTOVON). However Precedence Calling can be adapted for use within any private network that uses a "STAR: or hub-like configuration. The Precedence calling feature provides two capabilities: *preemption* and automatic *diversion to attendant assistance.* These capabilities help to ensure the rapid completion of important calls. Precedence Calling is specifically designed for national defense and emergency calling situations. On System 85 or DEFINITY Generic 2, the Precedence Calling feature enables the switch to function effectively in the AUTOVON environment and can extend this ability to an associated Distributed Communications System (DCS) network.

Feature Differences

This feature, used by the U.S. military, is not available in G3rV4, but limited functionality can be provided using external equipment, as is done with G1.

Priority Calling

Feature Definition

Priority Calling provides a special form of call alerting between internal voice terminal users. The called voice terminal user receives a distinctive, administrable alerting signal (default is a three-burst alerting signal).

An active single-line voice terminal user who receives a Priority Calling call hears a distinctive priority Call Waiting tone (the number of bursts is administrable; see "Distinctive Ringing" for details).

A multi-appearance voice terminal user receives the Priority Calling call on an idle call appearance. If all call appearances, including the call appearance normally reserved for call origination, are active, the caller receives a busy tone. If the call appearance normally reserved for call origination is the only idle call appearance, an incoming priority call rings at that call appearance.

A user activates priority calling by dialing a Priority Calling access code or pressing a Priority button, followed by the desired extension number. DCS priority calling from the attendant station is *not* available.

Whether or not a user can activate Priority Calling is determined by the user's COS.

Feature Differences

In G2, the Priority Calling ring is always three bursts. In G3V4, the ring can be administered but the default is the same as G2.

Privacy Attendant Lockout

Feature Definition

Privacy Attendant Lockout prevents an attendant from reentering a multiple-party connection held on the console unless recalled by a voice terminal user.

Feature Differences

Both G2 and G3V4 support this feature.

Privacy — Manual Exclusion

Feature Definition

This feature allows multi-appearance voice terminal users to keep other users with appearances of the same extension number from bridging onto an existing call.

Exclusion is activated by pressing the Exclusion button on a per-call basis. If the Exclusion button is pressed while other users are bridged onto the call, the other users are dropped from the call. The Privacy — Manual Exclusion feature is automatically deactivated when the Exclusion button is pressed a second time or when the party who activated Privacy — Manual Exclusion is dropped from the call.

Privacy — Manual Exclusion is used with the PCOL, TEG, and Bridged Call Appearance features.

Feature Differences

In G2, activating Manual Exclusion excludes others from bridging onto a call. In G3rV4, Manual Exclusion also excludes others from bridging onto a call if the user stays on the call until completion; however, if the G3rV4 user puts the call on hold or activates any other features during the call, the user must reactivate Manual Exclusion in order to continue to exclude interruptions.

Pull Transfer

Feature Definition

Pull transfer is an enhancement of the standard transfer operation. Standard transfer allows voice terminal users to transfer trunk or internal calls to other voice terminals within the system without attendant assistance. The Pull Transfer feature allows either the calling or the called party (the party to whom the held party will be transferred) to complete the transfer operation.

Analog telephone called parties who wish to pull transfer the party that the controlling party has on hold should momentarily flash the switchhook (or press the Flash key or the Recall button). This completes the transfer of the held party to the called party.

Digital telephone called parties who wish to pull transfer the party that the controlling party has on hold should press the Transfer key. This completes the transfer of the held party to the called party.

Please see the "Transfer" feature for a definition of the regular (push) transfer feature.

Pull Transfer Administration Differences

G3V4 Pull Transfer is administered using the System Feature form rather than PROCs. See the *Definity Communications System Generic 3 Version 4 Implementation* document for the procedure for administering Pull Transfer in G3V4. The default guarantees standard G3rV1 controlling station transfer functionality.

NOTE:
In G3rV4, no special hardware is required to implement the Pull Transfer feature in a stand-alone configuration. However, in a network environment, the TGU/TGE tie trunks are the only trunks that support the flash signalling necessary to complete the Pull Transfer operation between switches.

Queue Status Indicators

Feature Definition

This feature is called Queue Status Indications in G3V4. It provides indications of queue status for ACD calls based on the number of calls in queue and time in queue. These indications are provided via lamps assigned to the terminals or consoles of split agents or supervisors. In addition, an auxiliary warning lamp can be provided to track queue status based on the number of calls or time in queue. Also, display-equipped voice terminals and consoles can display the time in queue of a split's oldest call and the number of calls in that split's queue.

Two types of Queue Status Indications are provided:

- Number of Queued Calls
- Oldest Queued Time

Feature Differences

Both systems provide queue status information on the alphanumeric display and via an auxiliary warning lamp. The queue warning lamp differences are covered in Chapter 2 of this book.

G2	G3rV4
Lamp	
G2 does not support Queue Status Indication via a lamp on the station.	G3rV4 does support Queue Status Indication via a lamp on the station.

Continued on next page

G2	G3rV4
Queue Status Availability	
With G2, queue status is provided on the display along with the incoming call information when an agent is being alerted for an ACD or non-ACD call and remains displayed while active on the call. The queue status can be updated by pressing the Normal button. The queue status information appears to the right of the incoming call display as follows: "a = caller to split/VDN yyy xxx" where yyy is number of calls and xxx is oldest call queue time in seconds. Queue status cannot be obtained on demand.	With G3rV4, queue status can be obtained on demand on any station set by pressing a Queue Status Indicator button and does not require that an agent be on a call. The queue status information replaces the incoming call information on a 1-line display set or is shown on the second line on a 2-line display set and is formatted as follows: "split name (or ext.) Q-time xx:xx calls yyy" where xx:xx is oldest call queue time in minutes and seconds and yyy is number of calls.
G2 provides queue status automatically when ACD calls are received.	G3rV4 does not automatically provide queue status. You must use the queue status button to get queue status display information.

Queuing

Feature Definition

NOTE:
This feature refers to trunk queuing. For information on queuing in an ACD environment, see "Automatic Call Distribution".

When all the accessible routes (trunk groups) for an outgoing call are busy, G2 Queuing allows the switch to hold the call waiting for a trunk to become available. A queue is an ordered sequence, in this case of outgoing calls, waiting to be processed. During periods of high call activity, queuing improves caller utilization by maintaining high trunk-group occupancy, allowing fewer trunks to carry the same call volume. Queuing can be assigned to any external trunk type including the tie trunks, central office trunks, host access, and Wide Area Telecommunications Service trunks.

Each trunk group can have its own queue that is either ringback or off-hook. Based on administration, a specific trunk group can have more than one queue.

- With ringback (sometimes called on-hook) queuing, the caller goes on-hook (hangs up) and waits for a ringback call from the switch when an idle trunk becomes available. If a main or satellite location has ringback queuing, callers must dial their extension numbers to receive ringback calls.
- With off-hook queuing, the calling party waits off-hook for the next available trunk. As an option, music or a recorded announcement can be provided while the calling party waits off-hook.

Feature Differences

G2	G3rV4
Forms of Trunk Queuing G2 supports two forms of trunk queuing, Ringback Queuing and Off-Hook Queuing. For each of these two forms, there are two options: Preference Queuing and Pattern Queuing.	G3rV4 has one form of trunk queuing (ringback queuing) and uses Preference Queuing within WCR.
Ringback Calls On System G2, with ringback queuing, when an outgoing trunk dials a destination and trunks are busy, the user hangs up and the system rings the user back when a trunk is free; pressing Recall or flashing the switch hook recycles without losing the trunk.	In G3rV4, all the digits are collected and the system redials the call for you.

Radio Paging Access

Feature Definition

The G2 Radio Paging Access feature allows users to page a person over a radio receiver. The paged party must be carrying a radio receiver that is set to the radio paging system. The paged party can answer the page by using a telephone and dialing an answer-back channel. Remote Access trunk users can also use this feature. Radio Paging Access is useful for persons who do not normally remain at one location or who cannot remain out of reach for even short periods of time. Possible users of this feature include medical, managerial, or emergency personnel, or anyone requiring a personal paging service.

Feature Differences

Both G2 and G3V4 support this functionality, although G3V4 does not call it a feature.

G2 has built in hardware that supports Radio Paging Access, but most systems use Customer Provided Equipment (CPE) for Radio Paging. The use of CPE on both systems is similarly implemented.

Recall Signaling

Feature Definition

Recall Signaling allows the user of an analog station to place a call on hold and consult with another party or activate a feature. After consulting with that third party, the user can conference the third party with the original party by another recall signal, or return to the original party by pressing Recall twice or by flashing the switchhook twice. (''Transfer'' between ''Hold'' and digital stations have similar functionality using their ''Hold'' and ''Conference'' buttons.)

The recall signaling can be accomplished by pressing the flashhook, using a Ground Key on a Rotary or DTMF station, or by using the Recall Button on a DTMF station.

Feature Differences

Both G2 and G3rV4 support Recall Signaling.

In G2, a Recall button on multi-appearance terminals is used with the Attendant Recall, Call Park, Conference, Loudspeaker Paging Access, and Serial Calls features. G3rV4 does not support the use of a Recall button on multi-appearance terminals.

Additional Feature Characteristics in G3rV4

Because pressing the switchhook too long or too short a time can create problems, certain phones in Italy and the United Kingdom provide a Flash button as a means to reliably flash the switchhook. The window of time that the line is broken is compatible with the switch itself (normally between 200-1000 ms). G3rV4 is capable of recognizing these Flash-button signals as valid Recall Signals.

Flashhook recognition as Recall Signalling is administrable in the following manner:

- G3rV4 allows the flashhook-timer window to be administered within a 150-1250 msec range.
- G3rV4 allows the flashhook timer to be disabled completely so that a flashhook is not considered a Recall Signal.

Recorded Announcement

Feature Definition

The Recorded Announcement feature provides a recorded announcement to callers under a variety of circumstances. For example, announcements can be used to let callers know that a call cannot be completed as dialed, that their call is in queue, or that all lines are busy. By letting announcements perform these tasks, attendants and other users are free to perform other operations.

Summary Table for Recorded Announcement

Table 2-41. Summary Table for Recorded Announcement

	System 85					DEFINITY			
Recorded Announcement	**R1**	**R2V1**	**R2V2**	**R2V3**	**R2V4**	**G2.1**	**G2.2**	**G3rV4**	**Comments**
Announcement Source									
Auxiliary Adjunct	X	X	X	X	X	X	X	X	
Connected via:									
Auxiliary trunk circuit	X	X	X	X	X	X	X	X	
Analog line circuit								X	
w/Remote Recording			→	→	→	→	→	→	w/Cook Electric device
Integrated (board)								X	
Recording speed									
(recording time)									
32KBS(4min:16sec)	NA	NA	NA	NA	NA	NA	NA	X→	32/16KBP opt per announcement
16KBS(8min:32sec)	NA	NA	NA	NA	NA	NA	NA	X→	32/16KBP opt per announcement
w/Remote Recording	NA	NA	NA	NA	NA	NA	NA	X	

→ Entries marked with an arrow direct the reader to the Comment entries.

Feature Differences

G2	G3V4
Analog Announcements G2 does not support analog announcements.	G3V4 supports recorded announcements with an analog switch interface.
Integrated Announcement Board G2 does not have a built-in announcement board, but uses separate announcement machines.	G3V4 has an integrated announcement board and can also use separate announcement machines. G3V4 also supports multiple integrated announcement boards.
Queue Slots In G2, queue slots are relatively unlimited.	In G3rV4, up to 1,000 queue slots are available for analog or auxiliary trunk interface queue slots and, in addition, up to 1,000 queue slots are available for integrated board queue slots.
Cycle Wait Time The auxiliary trunk announcement units will not connect to the caller until the announcement reaches the beginning of its playing cycle.	G3rV4 Integrated Announcement begins playing the announcement at the beginning whenever a call connects, eliminating the cycle wait time.

Recorded Announcement Administration Differences

G3rV4 Recorded Announcement is administered using forms rather than PROCs. See the *Definity Communications System Generic 3 Version 4 Implementation* document for the procedure for administering Recorded Announcement in G3V4.

Recorded Telephone Dictation Access

Feature Definition

Recorded Telephone Dictation Access permits voice terminal users, including Remote Access and incoming tie trunk users, to access dictation equipment.

The dictation equipment is accessed by dialing an access code or extension number (depending on how the feature is administered). After the dictation equipment is accessed, the start/stop function can be voice- or dial-controlled. Other functions such as initial activation and playback are controlled by additional dial codes. The specific dial codes depend on the dictation equipment selected.

Feature Differences

Both G2 and G3V4 support this feature.

Administration

This feature requires administration for the assignment of the feature to an ACD split, the per split don't answer time out interval, and the notification lamps. A field on the hunt group form is provided to assign an ACD split. Recorded Telephone Dictation Access is administered using forms rather than PROCs. See the *Definity Communications System Generic 3 Version 4 Implementation* document for more information on administering in G3V4.

Remote Access

Feature Definition

This feature is called Remote Access (with Security Measures) in G3V4. It permits authorized callers from remote locations to access the system via the public network and then use its features and services.

Remote Access users can dial into the system using DID, CO, FX, or 800 Service trunks. The Remote Access feature is assigned an extension number, as any voice terminal. When a call is received on a trunk group dedicated to Remote Access, the system routes the call to the assigned extension number. If DID is provided and if the Remote Access number is within the range of numbers that can be accessed by DID, then the Remote Access feature can be accessed through the DID feature.

After access to the feature, the user hears system dial tone, and, for system security, may be required to dial a Barrier code. If a valid Barrier code is dialed, the user may again hear dial tone, and can place local or long-distance calls as allowed. An authorization code may be required to place calls.

The destination of incoming, non-DID, trunk calls can be an attendant or an extension number. The destination is specified on each individual trunk group. When the trunk group is dedicated to Remote Access, the Remote Access extension number is specified. In this case, the user does all dialing. If an attendant is needed on a call, the user dials the public network telephone number assigned, the Barrier code, and **attd** (the attendant access code). To provide attendant-assisted calling, service can be arranged so the attendant handles calls during the day, but Remote Access applies after normal business hours. This is accomplished by setting the trunk group destination as ''attd'' (the attendant), and specifying the Remote Access extension number as the Night Station number. Incoming calls route to the attendant unless the Night button on the primary console is pressed. When Night Service is in effect, incoming calls route to Remote Access.

Summary Table for Remote Access

Table 2-42. Summary Table for Remote Access

	System 85					DEFINITY			
Remote Access	**R1**	**R2V1**	**R2V2**	**R2V3**	**R2V4**	**G2.1**	**G2.2**	**G3rV4**	**Comments**
w/Barrier Codes									
4-7 Digits								x	
4 Digits	X	X	X	X	X	X	X	X	

Continued on next page

Table 2-42. Summary Table for Remote Access — *Continued*

Remote Access	System 85					DEFINITY			Comments
	R1	R2V1	R2V2	R2V3	R2V4	G2.1	G2.2	G3rV4	
w/Authorization Codes									
In addition to Barrier Codes	*	*	*	*	*	*	X	X	
In place of Barrier Codes	X	X	X	X	X	X	X	X	
w/E&M to interface w/MEGACOM-800				Iss 1.1	X	X	X	X	
w/Distance Insensitivity (to prevent echo suppressors from blocking dial tone)									
Precursor Tone					X	X	X	X	for manual dialing
Abbreviated Dial Tone						X	X		for terminal dialing

* After having entered a Barrier Code, a S85/G2 user can dial an AAR/ARS/WCR access code and given a low FRL for the Remote Access trunk, the user will be prompted for an Auth Code. However, for placing station calls or accessing switch features, there's no way to get prompted for an authorization code. In contrast, G3V4 can request the Auth Code up front — in addition to the Barrier Code and adds to the number of correct digits a user must enter for the sake of security.

Feature Differences

G2	G3rV4
Trunk Vs. Station In G2, Remote Access users must use a Remote Access trunk.	 in G3rV4, Remote Access can be accessed via any incoming trunk or on-premises station.
Authorization Codes/Barrier Codes In G2.2, a user can be prompted for an authorization code and/or a barrier code, up front. Or after having entered a barrier code, a G2 user can dial an AAR/ARS/WCR access code and, given a low FRL for the Remote Access Trunk, the user will be prompted for an Authorization Code.	 G3 operation is similar to G2.2, users can be prompted for an Authorization Code, a Barrier Code, both, or neither. In other words, the switch can request the Authorization Code up front, and in addition to, the Barrier Code. These security codes are thus added to the number of correct digits a user must enter.

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G2	G3rV4
Security Violation Notification G2 does not support Security Violation Notification.	G3V4 provides Security Violation Notification for Remote Access Barrier Code violations.
Suppressing Barrier Code Dial Tone G2 cannot suppress the barrier code dial tone. AAR (G2.1 and earlier) and WCR (G2.2) dial tone can be optionally suppressed.	G3rV4 can suppress the dial tone prompt for authorization codes making access more difficult for casual (unauthorized) users, but not for barrier codes.
Access to Remote Access G2 uses a dedicated CO trunk group for access to the Remote Access feature.	G3rV4 defines an extension number that DID users and other tie trunk or extension users can dial to access the Remote Access feature.

Restrictions

Feature Definition

G3V4 supports eleven separate restrictions:

- Restriction - Controlled

  Allows an attendant or voice terminal user with console permission to activate and deactivate the following restrictions for an individual voice terminal or a group of voice terminals:

  — Outward

  — Total

  — Station-to-Station

  — Termination

- Restriction — Fully Restricted Service

  Fully Restricted Service is a Class of Restriction (COR) that prevents assigned stations from having access to public network calls. Stations have access to internal calls only. In addition, fully restricted station users cannot use authorization codes to deactivate this feature.

- Restriction — Miscellaneous Terminal

  Restricts callers at specified voice terminals from accessing certain other voice terminals.

- Restriction — Miscellaneous Trunk

  Restricts users at specified voice terminals from accessing certain trunk groups, such as WATS.

- Restriction — Toll

  Restricts users at specified voice terminals from placing calls that have been designated as toll calls by system administration.

- Restriction — Voice Terminal — Inward

  Restricts callers at specified voice terminals from receiving public network, attendant-originated, and attendant-extended calls. A denied call is routed to intercept tone, a recorded announcement, or the attendant.

- Restriction — Voice Terminal — Manual Terminating Line

  Restricts callers at specified voice terminals from receiving calls other than those from an attendant. All other calls are routed to intercept tone, a recorded announcement, or an attendant. The voice terminal user can originate calls and activate features.

- Restriction — Voice Terminal — Origination

  Restricts callers at specified voice terminals from originating calls. Voice terminal users can receive calls.

- Restriction — Voice Terminal — Outward

  Prevents specified voice terminal users from placing calls to the public network. Calls can be placed to other voice terminal users, to the attendant, and over tie trunks.

- Restriction — Voice Terminal — Public

  Restricts callers at specified voice terminals from receiving public network calls. A denied call is routed to intercept tone, a recorded announcement, or the attendant.

- Restriction — Voice Terminal — Termination

  Restricts voice terminal users on specified extension numbers from receiving any calls. The restricted users can, however, originate calls.

Summary Table for Restrictions

Table 2-43. Summary Table for Restrictions

Restrictions	System 85					DEFINITY			Comments
	R1	R2V1	R2V2	R2V3	R2V4	G2.1	G2.2	G3rV4	
Class of Service (COS) or Class of Restriction (COR)									
Limits access to endpoints	COS	COS	COS	COS	COS	COS	COS	COR	access to terminals, trunks, etc.)
Limits access to features	COS	COS	COS	COS	COS	COS	COS	COS	
Max Number of COS	63	63	63	63	63	63	63	16	
Max Number of COR	NA	NA	NA	NA	NA	NA	NA	96	
Controlled Restrictions									
Controlled by Attendant	X	X	X	X	X	X	X	X	
Restrictions that can be Controlled									
Outward	X	X	X	X	X	X	X	X	
Terminal to Terminal	X	X	X	X	X	X	X	X	
Combined Outward & Terminal to Terminal	X	X	X	X	X	X	X		
Total Restriction	X	X	X	X	X	X	X	X	
Termination Restriction	X	X	X	X	X	X	X	X	
Combined Outward & Termination	X	X	X	X	X	X	X		
Miscellaneous Trunk Restrictions	X	X	X	X	X	X	X	X	
Voice Terminal Restriction	X	X	X	X	X	X	X	X	

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Table 2-43. Summary Table for Restrictions — *Continued*

Restrictions	System 85					DEFINITY			Comments
	R1	R2V1	R2V2	R2V3	R2V4	G2.1	G2.2	G3rV4	
Code Restriction	X	X	X	X	X	X	X	X	
Toll Analysis								X	
Toll Restriction-Battery Reversal	X	X	X	X	X	X	X		
Toll Restriction -0/1	X	X	X	X	X	X	X	X	
Full Restriction	X	X	X	X	X	X	X	X	
Inward Restriction	X	X	X	X	X	X	X	X	
Manual Terminating Line	X	X	X	X	X	X	X	X	
Originating Restriction	X	X	X	X	X	X	X	X	
Outward Restriction	X	X	X	X	X	X	X	X	
Terminal to Terminal	X	X	X	X	X	X	X	X	
Termination Restriction	X	X	X	X	X	X	X	X	

Feature Differences

Both G2 and G3V4 provide various administrable restrictions. Although numerous details of the G2 and G3rV4 restriction features differ, most of the G2 capabilities can be emulated by G3rV4. In G2, restrictions are assigned as part of 63 COSs (classes of service). In G3rV4, restrictions are assigned as part of 64 CORs (classes of restriction), each of which is paired with one of up to 16 COSs (providing up to 1024 COS/COR combinations).

G2	G3rV4
G2 Controlled Restrictions: G2 allows an attendant to activate controlled restrictions for stations. G2 provides two combinations of controlled restrictions including: — Outward and Terminal-to-Terminal — Outward and Termination.	*G3rV4 Controlled Restrictions:* G3rV4 allows either an attendant or a station user with attendant permissions to activate controlled restrictions. G3rV4 does not provide combined restrictions.

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G2	G3rV4
G2 Code and Toll Restrictions: G2 provides three separate features for each COS. Code Restriction is independent from the Toll and WCR Toll Restrictions. The G2 Code Restriction feature restricts users at specified voice terminals from placing public-network calls to certain numbers with the local area code, to certain foreign area codes, and to service codes. There are four levels of Code Restriction that operate analogously to the FRL feature. This feature becomes unreliable when interchangeable NPAs are introduced and will not be supported. You will have to use WCR to do call screening. Several tables are provided for FX trunks.	*G3rV4 Toll and Code Restrictions:* G3V4 provides the Toll Restriction feature applied on both a trunk-group and a COR basis as a calling-party restriction. Within this framework, there are two levels of restriction: TAC-tollsp 0.2 Restricts toll calls dialed using the trunk access code All-toll Restricts both ARS toll calls and TAC-toll calls.
In G2.2, the toll restriction feature applies to calls where users have: Dialed a trunk-group access code to access a trunk group -or- Dialed a digit string with a “0” or “1” as the first digit (G2.2) Earlier switches also considered 0 or 1 as the second digit on toll calls. G2 has a fifteen number unrestricted call list. Toll and code restriction only works for Trunk group DAC calls. It is ignored for WCR. WCR toll analysis is done at the preference using individual toll tables.	*G3rV4 Code and Toll Restrictions* Toll can be 0 or 1 as first or second digit. FX trunks are not screened for toll office codes — all numbers are permitted unless they match the 0/1 toll criteria. G3rV4 also provides restricted and unrestricted call lists. The same toll translations are used for both TAC access and ARS.
Miscellaneous Trunk Restrictions: G2 supports this feature.	*Miscellaneous Trunk Restrictions:* G3rV4 supports this feature via Class of Restriction and provides more trunk-restriction groups than the G2 does.

Ringing — Abbreviated and Delayed

Feature Definition

Ringing — Abbreviated and Delayed allows the System Administrator to assign one of four ring types to each primary or bridged call appearance on a voice terminal.

The following ring options are available with this feature:

- Abbreviated Ring

  A call will ring the terminal until the automatic or manual Abbreviated/Delayed Transition occurs. The call will then silently alert the terminal.

- Delayed Ring

  A call will silently alert the terminal until the automatic or manual Abbreviated/Delayed Transition occurs. The call will then ring the terminal.

- No Ring

  A call will silently alert the terminal regardless of the Abbreviated/Delayed Transition.

- Ring

  A call will ring the terminal regardless of the Abbreviated/Delayed Transition.

Summary Table for Ringing – Abbreviated and Delayed

Table 2-44. Summary Table for Ringing – Abbreviated and Delayed

Ringing - Abbreviated and Delayed	System 85					DEFINITY			Comments
	R1	R2V1	R2V2	R2V3	R2V4	G2.1	G2.2	G3rV4	
Abbreviated Ring	X	X	X	X	X	X	X	X	
Delayed Ring	X	X	X	X	X	X	X	X	
No Ring	X	X	X	X	X	X	X	X	
Ring	X	X	X	X	X	X	X	X	

Feature Differences

Both G2 and G3V4 support this feature. Ringing — Abbreviated and Delayed is available for both multi-appearance and analog terminals

G3rV4 Ringing – Abbreviated and Delayed is administered using forms rather than PROCs. See the *Definity Communications System Generic 3 Version 4 Implementation* document for the procedure for administering Ringing – Abbreviated and Delayed in G3V4.

Ringing Cutoff

Feature Definition

Ringing Cutoff allows the user of a multi-appearance voice terminal to turn certain audible ringing signals on and off. Visual alerting is not affected by this feature.

When this feature is enabled, only Priority ring (three-burst ringing), Intercom ring, and Manual Signaling rings at the voice terminal. One-burst, two-burst, and redirection notification does not ring. When this feature is disabled, the voice terminal has normal ringing.

Feature Differences

The G2 feature name is Ringing Cutoff; the G3V4 feature name is Ringer Cutoff.

G2	G3rV4
Overriding Ringing	
G2 Ringing Cutoff overrides ringing for Intercom and Manual Signaling.	G3V4 Ringer Cutoff does not.
Overriding Ring-Ping	
In G2, Ringing Cutoff automatically overrides the ring-ping for Send All Calls and Call Forwarding.	In G3rV4, the ring-ping is still heard in these cases.
Overriding Priority Calling	
G2 Ringing Cutoff overrides Priority Calling	G3rV4 Ringer Cutoff does not override Priority Calling.

Ringing Transfer

Feature Definition

The G2 Ringing Transfer feature allows a multi-appearance voice terminal user to transfer all ringing for a given extension number to other voice terminal(s). When Ringing Transfer is active for an extension, a call terminating to an appearance of that extension rings a predefined subset of the other terminals sharing the same appearance.

For example an executive who normally receives all calls can transfer ringing to the secretary's voice terminal. This is useful when the executive is out of the office or otherwise occupied.

This operation applies to all calls arriving at the extension while the feature is activated.

Feature Differences

This feature is not available in G3rV4. In G2, there is an assortment of choices for every bridged appearance, and an executive can push this button and have the phone ring at the secretary's phone rather than the executive's phone. G3V4 has an "abrev-ring" button in association with the Abbreviated and Delayed ring feature. This feature button works differently than G2 Ringing Transfer.

See the "Ringing — Abbreviated and Delayed" feature in this chapter.

Route Advance

Feature Definition

G2 Route Advance automatically reroutes outgoing calls over alternate trunk groups when the initially-accessed trunk group is busy.

The Route Advance feature offers efficient use of available trunk groups. To provide minimum traffic interference, the first-choice trunk group would be 1-way outgoing trunks. Subsequent trunk groups might be 2-way. The alternate trunk groups are used primarily for incoming traffic. This allows spill over from the first-choice trunk group. The last (fifth-choice) trunk group could be assigned for Remote Access. These remote access trunks, being the last-choice trunk, should then remain virtually unblocked for Remote Access. The trunk-group access code determines the first-choice trunk group.

Feature Differences

Although this G2 feature is not available in G3rV4, equivalent routing capabilities are possible through AAR/ARS.

Minimizing the Impact of Route Advance Differences

G2 automatically reroutes calls over alternate trunk groups when the initially accessed trunk group is busy. Using Route Advance, a caller can dial a single trunk-group dial access code and access one of the two to five trunk groups in a Route Advance list.

Although G3rV4 does not provide the Route Advance feature, G3rV4 can emulate the alternate routing capabilities provided by the Route Advance feature using the the G3rV4 Automatic Alternate Routing (AAR) and the Automatic Route Selection (ARS) features by:

- Implementing an AAR or ARS pattern containing the two to five trunk groups in a Route Advance list as the pattern's preferences
- Using the AAR/ARS trunk-group hunting function to select the first preference with an idle trunk to route each call.

However, when this is done, users must change their dialing habits. See below.

Route Advance Administration Differences

Route Advance is administered using forms rather than PROCs. See the *Definity Communications System Generic 3 Version 4 Implementation* document for the procedure for administering Route Advance through AAR/ARS in G3V4.

Route Advance End-User Differences

New Dialing Sequence

If your company implements AAR/ARS to emulate Route Advance, users must change their dialing habits. The new dialing sequence will have the form:

```
AAR/ARS DAC + Address Digits.
```

The previous dialing sequence had the form:

```
Trunk-Group DAC + Address Digits
```

or, for Host Computer Access calls, just:

```
Trunk-Group DAC.
```

If Host Computer Access is not used, the AAR/ARS DAC can be made to correspond to the previous Trunk Group DAC and the user will notice very little difference. Call set-up time may appear to be slightly longer if ISDN-PRI tie trunks are not used.

Rotary Dialing

Feature Definition

Rotary Dialing allows rotary dialing voice terminals to be used with a system.

When a number is dialed at a rotary dialing voice terminal, the voice terminal outpulses at a rate of 10 pulses per second. Each digit dialed sends out the corresponding number of pulses. For example, dialing a seven results in seven pulses being sent from the voice terminal. The DEFINITY system Generic 3 software recognizes that the voice terminal is rotary when the user lifts the handset, and expects to receive dial pulses instead of tones.

Feature Differences

Both G2 and G3rV4 allow rotary dialing telephones to be used on the system.

Send All Calls

Feature Definition

Send All Calls allows users to temporarily direct all incoming calls to coverage regardless of the assigned "Call Coverage" redirection criteria. Send All Calls also allows covering users to temporarily remove their voice terminals from the coverage path.

Send All Calls is activated by pressing the Send All Calls button or by dialing the Send All Calls access code. It is deactivated by pressing the button a second time or by dialing the deactivate access code.

Details of how "Send All Calls" is used in conjunction with "Call Coverage" are given in the "Call Coverage" feature definition, elsewhere in this chapter.

Feature Differences

G2	G3rV4
Activating Send All Calls Pressing Send All Calls immediately routes the call to coverage even in the middle of the ring. Many people use Send All Calls to selectively screen calls (with a display) and send specific calls to coverage by pressing Send All Calls once for the incoming call and then pressing it immediately again to disable SEND ALL CALLS.	G3V4 activation of SAC is the same as in G2. The call will continue to ring the principal station until a coverage point is rung (i.e., ringing continues through the Caller Response Interval).
Redirection Notification (Ring-Ping) When Send All Calls is activated, an optional redirection notification (ring-ping) can be assigned in the COS to indicate a call has come in and is being sent to coverage.	When Send All Calls is activated, the call is automatically routed to coverage. Redirection notification for Call Coverage, Call Forwarding, and Send All Calls (all three or none) is administrable on a per-station basis.

Continued on next page

G2	G3rV4
Types of SAC *Buttons* G2 allows two kinds of Send All Calls buttons: a station may have many SAC-Ext button that apply to one predefined extension appearing on the activating/deactivating station; a station may have one SAC-Group button applies to a predefined group of extension, each of which appears on the activating/deactivating station.	G3rV4 allows many SAC buttons per station. SAC groups in G3rV4 are really TEGs (that have a maximum of four members). See "Call Coverage" in this chapter for more information.
Terminating Extension Group Calls G2 does not support TEGs.	Terminating Extension Group (TEG) calls are not affected by the activation of Send All Calls.
Send Term G2 does not support Send Term button.	Send Term is a button with the same function as Send All Calls, except Send Term is for a TEG. Since a TEG cannot be in a coverage path, this function only applies to a directly called TEG.
Calling a Coverage Point G2 does not have this limitation.	If a user has activated SAC and only has one coverage point, and receives a call from that coverage point, the call will alert silently at the user's voice terminal, because the coverage point is already on the call.

Additional Feature Characteristics in G3rV4

- Go to Cover
- Terminating Extension Groups
- Send TERM

Send All Calls Administration Differences

Send All Calls is administered using forms rather than PROCs. See the *Definity Communications System Generic 3 Version 4 Implementation* document for the procedure for administering Send All Calls in G3V4.

Minimizing the Impact of Send All Calls Differences

Redirection Notification (Ring-Ping)

Administer redirection notification for all voice terminals to match G2 SAC functionality.

SAC-Group and Send TERM

You may decide to implement Terminating Extension Groups and the Send TERM button to replace the SAC-Group buttons for some users.

Send All Calls End-User Differences

Pressing SAC When a Call is Ringing

The call will continue to ring the principal until a coverage point is rung with the call (i.e., through the Caller Response Interval).

No SAC-Group Button

If users have been used to having SAC buttons for both extension and group, they will need to be notified that one is no longer operable or has been replaced by a Send TERM button, if you have utilized Terminating Extension Groups to minimize the impact.

TEGs and Send Term

If you implement TEGs you will need to notify users of the change in operation and in the use of the Send Term button.

Senderized Operation

Feature Definition

Senderized Operation reduces the time necessary to place calls to distant locations equipped to receive touch-tone signals (or DTMF) and allows end-to-end signaling to remote computer equipment.

The number dialed and end-to-end signaling digits from voice terminals and trunks are detected by the system and regenerated for transmission over outgoing trunks. The distant end associated with the trunk must be equipped to receive touch-tone signals.

Feature Differences

This G3V4 feature is basically the same as the G2 feature, Touch-Tone Senderized Operation. See *Definity Communications System Generic 3 Feature Description,* 555-230-204, for more information.

G2	G3rV4
Conditions of Senderizing	
Trunks accessed by DAC are only senderized on traditional modules if dial pulse to touch tone is being done or if the outgoing trunk is using dial pulse.	All trunks are senderized.

Serial Calls

Feature Definition

This feature is called Attendant Serial Calling in G3V4. It enables the attendant to transfer trunk calls that return to the same attendant position after the called party hangs up. The returned call may then be transferred to another station within the switch and this can continue to recur. This feature is particularly useful if trunks are scarce and Direct Inward Dialing services unavailable. This can cause an outside caller to have to redial often to get through to a location because trunks are so busy. Once callers have been able to get through to a switch attendant and have several calls to make to others on the switch, this feature permits them to keep the use of the line into the switch until all their calls are completed.

The Attendant's display shows that the incoming call is a Serial Call. This information is displayed in the Call Purpose area (far right hand side) of the display. The reason code displayed is sc.

Once the Attendant Serial Calling feature has been activated it remains activated until either the trunk drops from the switch or the attendant deactivates the feature manually (by depressing the Serial Call button). Once the attendant answers the serialized call the lamp associated with the serial call button is turned on. If that button is not administered then the feature is still activated, however no external indication shows that the feature is active (except the attendant's display). If an attendant received a serialized call but has no serial call button then the feature cannot be deactivated until the trunk hangs up or until an attendant with a serial call button becomes the controlling party.

If no attendants are available then the call is placed in the attendant's priority queue.

Feature Differences

Both G2 and G3V4 support this feature, but G3V4 has a new administrable feature — Attendant Incoming Serial Calling — that increases functionality.

See *Definity Communications System Generic 3 Feature Description,* 555-230-204, for more information on Attendant Incoming Serial Calling.

Service Observing

Feature Definition

Service Observing allows a specified user, such as a supervisor, to observe a call that involves other users while the call is in progress. The call can be observed on a listen-only or listen-and-talk basis.

Service Observing can be activated in one of two ways: the Service Observe button; or Service Observing (SO) feature access codes (FAC.)

NOTE:
The use of Service Observing features may be subject to federal, state, or local laws, rules or regulations and may be prohibited pursuant to the laws, rules, or regulations or require the consent of one or both of the parties to the conversation. Customers should familiarize themselves with and comply with all applicable law, rules and regulations before using these features.

Summary Table for Service Observing Features

Table 2-45. Summary Table for Service Observing Features

Service Observing Features (Button activated at MFT)	System 85					DEFINITY			Comments
	R1	R2V1	R2V2	R2V3	R2V4	G2.1	G2.2	G3rV4	
Agent Override			X	X	X	X	X		
Service Observing				X	X	X	X	X	
Applies to									
ACD	NA	NA	X	X	X	X	X	X	
Non-ACD	NA	NA						X	

Feature Differences

This is a G3V4 feature; G2 provides similar functionality as part of Automatic Call Distribution. See "Automatic Call Distribution" in this chapter for additional feature differences on Service Observing capabilities.

See *Definity Communications System Generic 3 Feature Description,* 555-230-204, for more information on Service Observing.

G2	G3V4
Who Can Be Observed	
In G2 only ACD agents can be observed.	G3V4 allows observing of non-ACD stations.
Analog Stations	
G2 does not support service observing of an analog station.	G3V4 does.
G2 provides Agent Override to allow observing using an analog station (activation via a dial code).	G3V4 provides a Service Observing Feature Access Code (FAC) so observing can be done from any phone, even off-premises.
G2 provides service observing of agents. G2 limits service observing to the observing of agents only and requires multi-function sets for both observer and observed agent.	G3V4 provides service observing of any extension (ACD agent and non-ACD agent), Class of Restriction permitting. G3V4 also allows service observing of analog sets and service observing on a VDN.

Straightforward Outward Completion

Feature Definition

Straightforward Outward Completion allows an attendant to complete an outgoing trunk call for a voice terminal user, without requiring the voice terminal user to hang up.

Feature Differences

Both G2 and G3V4 support this feature.

Subnet Trunking

Feature Definition

Subnet Trunking provides modification of the dialed number so an AAR or ARS call can route over trunk groups that terminate in switches with different dial plans.

Subnet Trunking provides digit insertion, deletion, pauses, and/or wait for dial tone in digit outpulsing, as required, to permit calls to route:

- To or through a remote switch
- Over tie trunks to private network switch
- Over CO trunks to the serving central office

Feature Differences

This is a feature in G3rV4; G2 provides similar functionality. See "World Class Routing" in this chapter.

System Measurements

Feature Definition

System Measurements provides reports on items such as trunk group usage, hunt group usage and efficiency, attendant group activity and efficiency, and security violations.

Individual reports are available for each of the following:

- Attendant Groups
- Attendant Positions (G3rV1, G3V2, and later releases)
- Automatic Circuit Assurance
- Blockage Study (G3rV1, G3V2, and later releases)
- Call Rate
- Call Summary
- Call By Call Trunk Group
- Coverage Paths
- Coverage Principals
- DS1 Link Performance Measurements
- DS1 Facility Link Performance Measurements (G3rV1, G3V2, and later releases)
- Hunt Groups
- Lightly Used Trunks G3vsV1/G3sV1, G3iV1, G3i-Global, G3V2, and later releases)
- Load Balance Study (G3rV1, G3V2, and later releases)
- Modem Pool Groups
- Outage Trunks
- Performance Attendant Group
- Performance Hunt Group
- Performance Trunk Group
- Performance Summary
- Processor Occupancy and Communications Links
- Route Patterns
- Security Violations
- System Status
- Tone Receiver

- Traffic Summary (G3rV1, G3V2, and later releases)
- Trunk Group Hourly (G3rV1, G3V2, and later releases)
- Trunk Group Summary
- Wideband Trunk Group Hourly (G3V2 and later releases)
- Wideband Trunk Group Summary (G3V2 and later releases)

All reports are on-demand reports. None are given automatically. Reports are available on the G3-MT or a remote administration terminal. The reports can be printed if a printer is associated with the terminal. The reports can also be scheduled to print at the system printer via the Report Scheduler and System Printer feature.

Feature Differences

G3rV4 provides switch-based traffic measurement reports. G2, however, can only send traffic data to Monitor I, which is capable of generating traffic reports.

System Status Report

Feature Definition

System Status Report allows the user to view data associated with attendants, major and minor alarms, and traffic measurements. The information is displayed on the Management Terminal, and presents a basic picture of the system condition. The report can only be displayed by the System Manager and maintenance personnel.

Feature Differences

This is a G3V4 feature; G2 also gives system status information.

Temporary Bridged Appearance

Feature Definition

Temporary Bridged Appearance allows multi-appearance voice terminal users in a Terminating Extension Group (TEG) or Personal Central Office Line Group (PCOLG) to bridge onto an existing group call. If a call has been answered using the Call Pickup feature, the originally called party can bridge onto the call. This feature also allows a called party to bridge onto a call that redirects to coverage before the called party can answer it.

Feature Differences

Both G2 and G3V4 support this feature, used with "Call Coverage". G3V4 also uses this feature for "Call Pickup".

See "Call Coverage" and "Call Pickup" in this chapter.

G2	G3rV4
TBAs and AUDIX/Message Center	
In G2, a temporary bridged appearance is not created if the coverage point that answers the redirected call is a coverage group, such as AUDIX or Message Center, a VDN, or ACD.	A Temporary Bridged Appearance is maintained for calls redirected to Message Center. In G3V4, a Temporary Bridged Appearance is not maintained if the coverage point is AUDIX.
TBAs and Call Pickup	
A Temporary Bridged Appearance is not created if a call is answered with Call Pickup.	G3rV4 creates a Temporary Bridged Appearance when a call is answered with Call Pickup.

Tenant Services

Feature Definition

This feature is called Tenant Partitioning in G3V4. It provides telecommunications services to multiple independent groups of users through a single PBX. Most commonly, Tenant Partitioning is used to provide telecommunications services from a single provider to multiple tenants of an office complex. It eliminates the need for each tenant to purchase services separately, while giving each tenant the appearance of a dedicated PBX. The feature can also be used to provide group services, such as departmental attendants, on a single-customer PBX.

Services that can be provided to tenants include: telephone equipment; building wiring; public and private network access; and attendant services. In addition, a full range of PBX features can be provided to even the smallest tenant office, including Call Coverage, Call Forwarding, Remote Access, Night Service Routing, Listed Directory Numbers (LDNs), Trunk Answer Any Station (TAAS), Call Center features, distinctive music on hold and others. Tenants can also purchase PBX adjunct features if they are available on the switch, such as voice mail, or CMS activity reporting.

Tenant Partitioning provides advantages to both the telecommunications service provider and to the individual tenants.

- Shared resources offer enhanced services at lower cost to the tenant, with increased profit for the service provider.
- The tenant is provided with the appearance of a dedicated PBX without the expense.
- Attendant services can be provided to all tenants.
- Installation, administration, and maintenance of the PBX can be delegated to a trained, full-time staff.
- With proper administration, tenant resources, including trunking facilities, and all other switch endpoints can be protected from access by other tenants.

Summary Table for Tenant Services

Table 2-46. Summary Table for Tenant Services

Tenant Services	System 85					DEFINITY			Comments
	R1	R2V1	R2V2	R2V3	R2V4	G2.1	G2.2	G3rV4	
AAR Partitioning							X	X	
ARS Partitioning					X	X	X	X	
Attendant Partitioning					X	X	X	X	
Extension Partitioning					X	X		X	
Trunk Group Partitioning					X	X	X	X	Outgoing calls only
CDR Record Partitioning						X	X		

Feature Differences

Both G2 and G3V4 support this feature. It is called Tenant Partitioning in G3V4.

Terminal Busy Indication

Feature Definition

This feature is called Facility Busy Indication in G3V4. It provides multi-appearance voice terminal users with a visual indication of the busy or idle status of an extension number, a trunk group, terminating extension group, a hunt group (DDC or UCD group), or any loudspeaker paging zone, including all zones. The Facility Busy Indication button provides the voice terminal user direct access to the extension number, trunk group, or paging zone.

When the lamp associated with the Facility Busy Indication button is lighted, the tracked resource is busy. If the lamp is dark, the resource is idle. If the lamp is flashing, the tracked resource is placing a call to the voice terminal with the button.

Pressing the Facility Busy Indication button automatically selects an idle call appearance and places a call to the resource.

Feature Differences

The G2 Terminal Busy Indications feature is similar to the G3rV4 Facility Busy Indication. In G2, this feature is provided for extensions; in G3rV4 this functionality is provided for stations, trunk groups, hunt groups, code calling, and paging.

G2	G3rV4
Dialing	
G2 Terminal Busy tracks the resource but does not dial the resource.	G3rV4 Facility Busy Indication tracks and enables a user to dial the resource.
Numbers of Resources Tracked	
In G2, one resource can be tracked by up-to-17 stations.	In G3rV4, one resource can be tracked by up-to-100 stations.
Tracking TEG*s,* CAG*s,* PCOL*s, Intercom*	
G2 has no TEGs or CAGs and each PCOL has its own dedicated Call Appearance. A G2 Terminal Busy Indicator cannot track a PCOL.	In G3rV4, when the principal user is off-hook on Personal CO Line, Intercom, Terminating Extension Groups, or Coverage Answer Groups, the user is really off-hook on an appearance of their own extension and the Facility Busy Indication lights.
TBI is ELL/Extension Based	
The G2 Terminal Busy Indicator is ELL-based and the Terminal Busy Indicator lights when off hook on any appearance on the station.	The G3rV4 Facility Busy Indication is extension-based and the Facility Busy Indication lights when off hook on an appearance of that extension.
Contact Interface	
G2 supports contact interface (on traditional modules only, using the SN241). This interface is used for CAS and ACD split status thresholds to light external lamps for status displays. Some customers use these contacts to close the Tip-Ring path on an analog line with Terminal Busy Indication to display these occurrences on specific terminals.	G3rV4 does not support this capability.

Through Dialing

Feature Definition

For information on this functionality in G3V4, refer to the G3V4 Attendant Control of Trunk Group Access feature.

Feature Differences

Both G2 and G3V4 support this feature.

Time of Day Routing

Feature Definition

Time of Day Routing provides the most economical routing of ARS and AAR calls, based on the time of day and day of the week that each call is made.

With Time of Day Routing, a company can take advantage of lower calling rates during specific times of the day and week. In addition, companies with locations in different time zones may be able to maximize the use of facilities by utilizing those in a location that has a lower rate at different times of the day or week. This feature can also be used to change the patterns during the times an office is closed in order to reduce or eliminate unauthorized calls.

Time of Day Routing uses the Time of Day Plan Number assigned by the COR feature. A Time of Day Routing Plan can be administered for each of the eight Time of Day Plan Numbers. When a user makes an AAR/ARS call, the call is routed according to the Time of Day Routing Plan associated with that user's Time of Day Plan Number.

Feature Differences

This is a feature in G3rV4; G2 provides similar functionality as part of World Class Routing. See "World Class Routing".

G2	G3rV4
Number of TOD *Routing Plans*	
There are three ARS Time of Day routing plans in G2.1 and earlier. There are seven Time of Day Routing plans for G2.2.	There are eight Time of Day routing plans for AAR and ARS.

Timed Recall on Outgoing Calls

Feature Definition

G2 Timed Recall on Outgoing Calls provides control over the use of outgoing trunks when there is an excessive number of lengthy calls. Timed Recall automatically transfers control of the outgoing calls from selected voice terminals to an attendant after a predetermined time interval of 1 to 31 minutes. This feature applies to voice terminals with a specific class of service designated in switch translation. The switch sends a warning tone to the calling party 30 seconds before the transfer occurs. The warning tone is a 440-hertz tone with a duration of 1 second. When a call is transferred to an attendant, it is identified by the Attendant Display feature. At this time, the attendant assumes control of the call. The attendant may talk with the calling and called party to decide whether the call should continue or not.

Feature Differences

This G2 feature is not available in G3rV4.

Timed Reminder

Feature Definition

This feature is called Timed Reminder and Attendant Time in G3V4. It automatically alerts the attendant after an administered time interval for the following types of calls:

- Extended calls waiting to be answered or waiting to be connected to a busy single-line voice terminal
- One-party calls placed on hold on the console
- Incoming calls answered by a voice terminal user, but which are unanswered after being transferred.

The attendant can reenter the call and decide whether to terminate the call or permit the waiting to continue.

Feature Differences

G2	G3rV4
Returning Calls	
In G2, with the default switched-loop operation, a timed reminder always alerts the same attendant; with the optional released-loop operation the reminder can come back to any attendant.	In G3V4, the Attendant Return Call feature ensures that the call will attempt to return to the attendant who extended the call. Then, if the attendant doesn't answer within an administrable time-out period, G3rV4 can (optionally) raise the pitch of the alerting signal. After another timeout, the call will enter the attendant queue for answer by any attendant.

Touch-Tone Calling Senderized Operation

See "Senderized Operation" in this chapter.

Touch-Tone Dialing

Feature Definition

Touch-Tone Dialing provides quick and easy pushbutton dialing. Touch-Tone Dialing is always provided with the system. In addition to the **0** through **9** buttons, the ***** and **#** buttons have special functions, such as forming a part of a feature access code. A distinctive tone is generated when each button is pressed.

If a distant switching system can accept only dial pulse signals, the system converts the touch-tone signals to the required dial pulses for transmission to the distant end.

This feature is referred to as Dual-Tone-Multi-Frequency dialing (DTMF) outside the US.

Feature Differences

Both G2 and G3V4 support this feature.

G2	G3rV4
General Feature Information	
Touch-tone and dial-pulse telephone sets can be bridged to the same analog line. All lines support dial-pulse; only designated lines support touch-tone.	Analog lines are designated as either touch-tone or dial-pulse. Only the specified type of signaling can be used on that line.

Transfer

Feature Definition

Transfer allows voice terminal users to transfer trunk or internal calls to other voice terminals within the system without attendant assistance.

Single-line voice terminal users momentarily flash the switchhook or press the Recall button, dial the desired extension number, and hang up.

multi-appearance voice terminal users press the Transfer button, dial the desired extension number, and press the Transfer button again.

Transfer is also known as Push Transfer. Please see the "Pull Transfer" feature for a definition of a type of transfer that can be used by voice terminal users to ‘‘pull’’ a held call to their own extension.

Feature Differences

G2	G3rV4
Lamp Flashing In G2, the appearance being held for transfer flutters as it does for calls that are held with the Hold button.	In G3V4, the appearance being held for transfer winks and can be differentiated from calls that are fluttering because they are held with the Hold button.
Unanswered Calls In G2, when you transfer a call to a party without calls redirected by Call Coverage or by Call Forwarding and the call is not answered, the phone rings until the calling party hangs up.	In G3rV4 the call times out and goes to an attendant, if available, or back to the originator of the transfer.

Transfer — Outgoing Trunk to Outgoing Trunk Transfer

Feature Definition

This feature is called Transfer — Outgoing Trunk to Outgoing Trunk (with Security Measures) in G3V4. Outgoing trunk to outgoing trunk transfer (OTTOTT) is a feature that permits a controlling party, such as a station user or attendant, to initiate two or more outgoing trunk calls and then transfer the trunks together. The transfer operation removes the controlling party from the connection and conferences the outgoing trunks. Alternatively, the controlling party can establish a conference call with the outgoing trunks and then drop out of the conference, leaving only the outgoing trunks on the conference connection. This is a perilous enhancement of trunk to trunk transfer. OTTOTT allows calls to be established in which the only parties involved are external to the switch and are on outgoing trunks. This type of call can result in locked-up trunks, for example, trunks which cannot be disconnected except by busying out and releasing the affected trunk circuit. To clear the lock-up, a Service Technician must reseat the trunk board, or busy-out and release the affected trunk port.

At least one outgoing trunk must have been administered to support this type of transfer, and must have provided network answer supervision. The answer supervision test increases the probability, but does not guarantee, that a disconnect signal is received from the remote end of the trunk. To mitigate problems associated with its accidental use, this feature is only administrable on trunk groups on the “Trunk Group” form and is not a system option.

DCS networks provide a similar but more restrictive version of this feature, called ‘‘DCS Trunk Turn Around’’, which permits two outgoing trunks to be transferred together when the switch at the remote end of at least one of the trunks agrees to ‘‘turn around’’ the logical direction of the trunk. DCS trunk turn around is permitted, in general terms, when some other party involved in the call (at the remote switch) can provide disconnect supervision.

Feature Differences

Both G2 and G3V4 support this functionality.

In G2 this is not identified as a specific feature, but is activated when "disconnect supervision guaranteed" is selected for a trunk group.

Trunk Group Busy/Warning Indicators to Attendant

Feature Definition

Trunk Group Busy/Warning Indicators to Attendant provides the attendant with a visual indication that the number of busy trunks in a group has reached an administered level. A visual indication is also provided when all trunks in a group are busy.

The two lamps which provide the visual indications are as follows:

- Warn Lamp

  Located on Trunk Hundreds Select buttons that have three lamps. The Warn lamp lights when a preset number (warning threshold) of trunks are busy in the associated trunk group.

- Busy Lamp

  Located at each of the 12 Fixed Trunk Hundreds Select buttons and on each feature button administered as a Trunk Hundreds Select button. The Busy lamp lights when all trunks in the associated trunk group are busy.

Feature Differences

Both G2 and G3V4 support this feature.

Trunking and Trunk Group Hunting

Feature Definition

Both G2 and G3V4 support this functionality.

Feature Differences

See also "Modem Pooling" and "Host Computer Access" in this chapter.

G2	G3rV4
Trunk Hunting Options	
There is no option in G2 for hunting over the trunks within a group; it is always most-idle-trunk hunting.	G3rV4 adds linear and circular (preferential) trunk hunting to most-idle-trunk hunting.
Module Preference	
G2 provides module preference.	G3rV4 does not.
Trunk/Line-Side Data Access	
In G2, trunk group hunting is often used with hosts.	In G3rV4, you must assign host ports to line-side hunt groups.
Data Modules	
G2 supports trunk-side data modules and therefore trunk group hunting over data modules.	G3rV4 does not support trunk-side data modules.

Trunk to Trunk Connections

Both G2 and G3V4 support this feature.

Trunk to Trunk Transfer

Feature Definition

Trunk-to-Trunk Transfer allows the attendant or voice terminal user to connect an incoming trunk call to an outgoing trunk.

Feature Differences

Both G2 and G3V4 support this feature.

Trunk Verification — Attendant

Feature Definition

Both G2 and G3V4 support this feature.

The Trunk Verification — Attendant feature gives an attendant the ability to test the operation of individual trunks. The attendant can identify defective trunks and report their condition for servicing. This results in better overall communications.

If the trunk is busy, the talking parties hear a warning tone before the attendant enters the call. The working tone is a 440-hertz tone applied at 15-second intervals. The duration of the first burst of tone is 2 seconds. Thereafter the duration is a 1/2 second.

See also "Facility Test Calls".

NOTE:
This feature can also be accessed via incoming tie trunks from other switches. since this can give an easy path to toll fraud violations, this feature should always be removed from the system when trunk testing is not being done.

Summary Table for Trunk Identification/Verification

Table 2-47. Summary Table for Trunk Identification/Verification

Trunk Identification/ Verification	System 85					DEFINITY			Comments
	R1	R2V1	R2V2	R2V3	R2V4	G2.1	G2.2	G3rV4	
Trunk Identification By Attendant	X	X	X	X	X	X	X	X	
Trunk Verification - Attendant	X	X	X	X	X	X	X	X	
Trunk Verification - Voice Terminal	X	X	X	X	X	X	X	X	
With Busyout of 1-way Trunk	X	X	X	X	X	X	X		
With Busyout of 2-way Trunk				X	X	X	X		

Feature Differences

G2	G3rV4
Busying Out a Trunk	
This G2 feature is similar to G3rV4's Busy Verification of Trunks. G2 allows the verifying station to busy out a faulty trunk; maintenance procedures can also be used to busy out a trunk.	In G3rV4 maintenance procedures can be used to busy out a faulty trunk; the verifying station cannot be used to busy out a trunk.
Network Specific Elements	
In G2, you can dial the Trunk Verification access code, plus the DAC of the trunk group, plus a trunk group member number, and administer on a trunk group basis the network specific facilities (NSF) information element value that you want to be sent out for to verify nodal service calls to 4ESS.	G3rV4, while able to busy verify ISDN tie trunks, will not allow the administration of an NSF on a call-by-call basis to test individual channels for individual nodal services.
Trunk-Side Data Modules	
G2 trunk-side data modules must be converted to line-side data modules in G3rV4, therefore the procedure for testing the modules will change.	Instead of dialing a Trunk Access Code and a Trunk Group Member Number as in G2, the user will dial an extension number.

Unattended Console Service

Feature Definition

In G2, the Unattended Console Service features are designed to work together to provide flexibility and enhance attendant services under a wide variety of circumstances. While designed to work together, each of the Unattended Console Service features can function separately and independently from the others. The G2 Unattended Console Service features are:

- Alternate Console Position — Unattended Console Service
- Call Answer From Any Voice Terminal (CAAVT) — Unattended Console Service
- Preselected Call Routing — Unattended Console Service

Alternate Console Position, when active, directs calls for one attendant console to an alternate console. The alternate console must be identical to and have the same features as the primary console. This feature is useful at night or during periods when consoles have been removed from service. Also providing attendant services at another location during certain periods provides convenience and efficiency of operation. The alternate console position provides all the attendant capabilities of the primary attendant console.

CAAVT allows any unrestricted voice terminal user to answer calls made to the attendant when the attendant is not on duty and a specific voice terminal has not been designated to answer the calls. The incoming attendant-seeking calls activate a distinctive gong, bell, or chime. If necessary, the answering voice terminal user can transfer the call to another voice terminal.

Preselected Call Routing redirects attendant-seeking calls to designated extension numbers whenever the console is unattended. Distinctive 3-burst ringing is used at the designated voice terminal to alert the user to the nature of the incoming call.

Feature Differences

G2 Unattended Console Service provides Alternate Console Position, Preselected Call Routing, and CAAVT. G3V4 Night Service feature redirects incoming attendant-seeking calls to designated extension numbers providing equivalent Preselected Call Routing functionality.

Unified Messaging

Feature Definition

In G2, the Unattended Console Service features are designed to work together to provide flexibility and enhance attendant services under a wide variety of circumstances. While designed to work together, each of the Unattended Console Service features can function separately and independently from the others. The G2 Unattended Console Service features are:

- Alternate Console Position — Unattended Console Service
- Call Answer From Any Voice Terminal (CAAVT) — Unattended Console Service
- Preselected Call Routing — Unattended Console Service

Alternate Console Position, when active, directs calls for one attendant console to an alternate console. The alternate console must be identical to and have the same features as the primary console. This feature is useful at night or during periods when consoles have been removed from service. Also providing attendant services at another location during certain periods provides convenience and efficiency of operation. The alternate console position provides all the attendant capabilities of the primary attendant console.

CAAVT allows any unrestricted voice terminal user to answer calls made to the attendant when the attendant is not on duty and a specific voice terminal has not been designated to answer the calls. The incoming attendant-seeking calls activate a distinctive gong, bell, or chime. If necessary, the answering voice terminal user can transfer the call to another voice terminal.

Preselected Call Routing redirects attendant-seeking calls to designated extension numbers whenever the console is unattended. Distinctive 3-burst ringing is used at the designated voice terminal to alert the user to the nature of the incoming call.

Feature Differences

Both G2 and G3rV4 support this interface controlled by the 3B2 Messaging Server.

Uniform Call Distribution

Uniform Call Distribution in G3V4 uses the Most-Idle Agent (MIA) algorithm to route calls. The MIA Algorithm creates a queue of agent who are available to receive calls. An incoming call is routed to the agent who has waited the longest time since completing an ACD call for that split. An agent who receives a call is placed on the bottom of the queue for that split. However, the agent remains in the MIA queue for any other splits/skills they are logged into. UCD ensures that calls to a split/skill are distributed evenly among agents logged into that split.

See Automatic Call Distribution.

Feature Differences

Both G2 and G3V4 support this feature.

Uniform Dial Plan

Feature Definition

Uniform Dial Plan (UDP) provides a common 4- or 5-digit dial plan (specified by Dial Plan administration) that can be shared among a group of switches. Interswitch dialing and intraswitch dialing both require 4- or 5-digit dialing. The UDP is used with ETN, Main/Satellite/Tributary, and DCS configurations. Additionally, UDP can be used alone to provide uniform 4- or 5-digit dialing between two or more private switching systems without ETN, Main/Satellite/Tributary, or DCS configurations.

Summary Table for Uniform Dial Plan (UDP)

Table 2-48. Summary Table for Uniform Dial Plan (UDP)

	System 85					DEFINITY			
Uniform Dial Plan (UDP)	**R1**	**R2V1**	**R2V2**	**R2V3**	**R2V4**	**G2.1**	**G2.2**	**G3rV4**	**Comments**
4-Digit dialing w/Multidigit Steering		X*	X*	X*	X*	X*	X*	X	
5-Digit dialing									
w/Prefix dialing (uses Multidigit									
Steering or AAR)		X	X	X	X	X	X	X	
w/Unrestricted 5-digit dialing				X	X	X	X	X	
Extension Number Portability									
For Unrestricted 5-digit Dial Plan				X	X	X	X	X†	
For 4-digit Dial Plan					Iss 2	X	X	X†	
Unrestricted 5-Digit UDP				X	X	X	X	X	

* S85/G2 does not have UDP but does provide equivalent functionality when interacting with a S75/G1/G3V4 that uses UDP in an extension-dialing (4- or 5-digit) subnetwork.

† Although G3rV4 does not provide ENP, the G3rV4 Unrestricted 5-Digit Uniform Dial Plan feature provides equivalent functionality. However, it may not support the full 100,000 extensions supported by the S85/G2 ENP feature, and it does not support the Recent Disconnect and Station Number Steering features that are often associated with S85/G2 ENP.

Feature Differences

G2	G3rV4
General Feature Information	
UDP in G2.1 and earlier switches was called "RNX routing." In G2.2, the name was changed to UDP, for consistency.	In G3V4, this feature is Unrestricted Uniform Dial Plan, UUDP, which includes Uniform Dial Plan and Extension Number Portability.
Extension Numbers Supported	
G2 UDP supports all combinations of the leading two digits of the extension number in G2.1 and earlier. With G2.2, any extension number or range can be handled. ENP supports all 100,000 extension numbers.	G3rV4 can support up to 50,000 table entries. In almost all cases, however, the G3rV4 capacity will meet all customers' UDP needs.
Requirements for Call Routing	
UDP and ENP always use AAR/WCR for call routing.	UDP does not require AAR for call routing.
Raising the FRL	
UDP and ENP always raise the call's FRL to the maximum value of seven to assure routing.	In G3rV4, UDP raises FRL on Node extension types and, for other types, retains the call originator's FRL; but ENP raises the FRL to the maximum value of seven. (G3iV4 doesn't support ENP.)
Digit Conversion	
G2 allows digit conversion (M-N) on UDP/ENP calls.	G3rV4 only allows digit conversion (M-N) on AAR extension types.

Visually Impaired Attendant Service

Feature Definition

Visually Impaired Attendant Service provides voice feedback to a visually impaired attendant in either Italian or British English. Each voice phrase is a sequence of one or more single voiced messages.

A subset of the Attendant Features is supported for the VIAS feature — with six new attendant buttons defined:

- Visually Impaired Service Activation/Deactivation Button: This button activates or deactivates the feature for the console from which it was pressed. When VIAS is activated, an indicator lamp lights next to the button. In addition, all ringers which were disabled (for example, recall, incoming calls, and so on) are enabled.
- Console Status Button: This button allows the visually impaired attendant to determine whether the console is in Position Available or Position Busy state, whether the console is a night console, the status of the attendant queue, and the status of system alarms.
- Display Status Button: This button allows the visually impaired attendant to determine what is shown on the console display. Not all display features are supported by VIAS. Class of restriction information, personal names, and some call purposes ar not supported.
- Last Operation Button: This button voices the last operation performed.
- Last Voiced Message Button: This button allows the visually impaired attendant to retrieve the last voiced message.
- Direct Trunk Group Selection Status Button: This button allows the visually impaired attendant to obtain the status of an attendant monitored trunk group.

The visually impaired attendant may use the Inspect mode locate each button and determine the feature assigned to each without actually executing the feature. To do this, the attendant presses the Inspect button and then presses each button in turn and listens to the voiced information about it. Afterwards, the attendant presses the Normal button to end Inspect mode.

Feature Differences

Both G2 and G3V4 support this feature. G3V4 provides more functionality. See *Definity Communications System Generic 3 Feature Description,* 555-230-204, for more information.

VIAS Administration

Before an attendant can use any of the VIAS buttons, they must be administered with the attendant administration form. When VIAS is activated (VIAS is off by default), Auto Start is always enabled but the Don't Split feature can still be activated.

VIAS Hardware and Software Requirements

This feature requires at least one Speech Processor circuit pack to be installed into a system port carrier and the US speech processor circuit pack does not support VIAS.

Voice Terminal Display

Feature Definition

G3rV4 Voice Terminal Display provides multi-appearance voice terminal users with updated call and message information. This information is displayed on a display-equipped terminal. The information displayed depends upon the display mode selected by the user.

Several modes can be assigned to buttons and then selected by pressing the assigned button. All buttons are located on the display module or voice terminal. All buttons are administrable.

Summary Table for Voice Terminal Display

Table 2-49. Summary Table for Voice Terminal Display

	System 85					DEFINITY			
Feature	R1	R2V1	R2V2	R2V3	R2V4	G2.1	G2.2	G3rV4	Comments
For attendant								X	
For Station	X	X	X	X	X	X	X	X	
Display Features									
Calling Party ID	X	X	X	X	X	X	X	X	
Called Party ID	X	X	X	X	X	X	X	X	
Max Name/Number Database									
Entries	1,000	5,000	5,000	32,767	32,767	32,767	32,767	22,569	
Attendant Console Group Name									
Administrable								X	
Fixed (Name="Operator")	X	X	X	X	X	X	X		
Coverage Info Display	X	X	X	X	X	X	X	X	
Dialed Number Display	X	X	X	X	X	X	X	X	
Other Call-related Info Display	X	X	X	X	X	X	X	X	
Message Retrieval	X	X	X	X	X	X	X	X	
Coverage Message Retrieval	X	X	X	X	X	X	X	X	
Stored Number Display								X	
Via Stored Number Display Mode								X	can use off-hook or on-hook
Via AD button				Iss 1.2	X	X	X		Can use on-hook only
TOD & Date Display	X	X	X	X	X	X	X	X	
Elapsed Time Display	X	X	X	X	X	X	X	X	

Continued on next page

Table 2-49. Summary Table for Voice Terminal Display — *Continued*

Feature	System 85					DEFINITY			Comments
	R1	R2V1	R2V2	R2V3	R2V4	G2.1	G2.2	G3rV4	
Inspect	X	X	X	X	X	X	X	X	
Auto Inc Call ID at									
Off-Hook Sta								X	

Feature Differences

G2	G3rV4
Auto-Incoming Call Display G2 does not provide Auto-Incoming Call Display; display users must press the Inspect button to see the incoming call information while off-hook.	G3rV4 has an Auto-Incoming Call Display feature that automatically displays the identity of a second or subsequent incoming call for 30 seconds then redisplays the information associated with the currently active call. The user can temporarily view the identity of a new incoming call while off-hook on another call without using the Inspect button.
Display Format By default, G2 displays a left-adjusted extension number. After a display is assigned, G2 has a single 30-character ID field with all the assigned information left-adjusted in that field and will display an extension (in the same 30-character field) only if it is entered along with the name in the database.	G3rV4 displays both ID and extension, reserving fixed length fields for each. The ID field has fifteen characters with the name or other ID right adjusted in the field and the number field has five characters with extension numbers or trunk group TACs left adjusted in the field.
Locking/Unlocking Displays Dial Access Code is used to lock and unlock the display of messages.	Unlocking requires dialing a preadministered 4-digit security code.

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G2	G3rV4
Truncating Names G2 truncates long names when necessary and you can administer the truncation starting position for each ID stored.	G3V4 has no need to truncate because names are limited to 15 characters.
Names Database G2 has a name database for the customer to store the name or other ID associated with each extension number and trunk group. G2 names can be a maximum of 30 characters long; G2 truncates long names.	G3rV4 also has a similar name database. G3rV4 names can be a maximum of 15 characters long. G3rV4 does not truncate long names.
Display Format Because they can use the 30-character display, G2 customers are more likely to store extension numbers and/or other information (for example, job title &/or organization) in addition to the actual name than are G3rV4 customers. Although blank spaces can be embedded in IDs stored in both systems, G2's 30-character IDs provide more opportunity for controlling display format by embedding blanks.	G3rV4's 15-character IDs provide less opportunity for controlling display format by embedding blanks. Although there's no administration restriction on the format in which names can be entered into the database in either system, use of the optional Integrated Display feature in G3rV4 is optimized if no periods are included in the stored names and all names are stored in a consistent format with the last names first (for example, SMITH, JOHN).

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G2	G3rV4
Display Format On typical 2-party calls, G2 displays the calling or called party's max 30-character name (or other ID stored in the database) left-adjusted in character positions 3-32 on the 40-character display. The extension number or trunk access code (TAC) is not displayed unless it is embedded in the stored ID or there is no ID at all assigned to the extension or trunk group.	G3rV4 displays the calling or called party's max 15-character name (or other ID stored in the database) right-adjusted in character positions 3-17, and normally displays the extension number or TAC right-adjusted in character positions 31-35 on the 40-character display. However, there are cases when the extension or TAC is not displayed (for example, on transferred calls, on any call with 2 IDs displayed, and on calls having a feature identifier in character positions 31-35). If the extension number or TAC is embedded in the 15-character ID or there is no ID at all assigned to the extension or trunk group, the extension or TAC appears on the display twice.
Calling to Called Format G2 provides the "calling to called" name format for calls redirected/answered by Call Coverage, Call Forwarding, and Call Pickup.	G3rV4 also provides this format on calls to ACD/DDC/UCD groups and at bridged appearances (except for the primary user's appearance of a bridged extension).
Calling to Called Format In G2 the "calling to called" information is left-adjusted starting in character position 3.	In G3rV4 this information is centered on the display.
Truncating Names In G2 one or both of the names may have to be truncated to fit both on the display.	Since G3rV4 names are limited to 15 characters both names can always fit without truncation.

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G2	G3rV4
Temporary Bridged Appearance G2 provides the same reason-for-redirection symbol (lower-case "b") on calls redirected for principal busy or active whether or not the principal has a Temporary Bridged Appearance (TBA) of the call.	G3rV4 provides the lower-case "b" symbol if the principal has a TBA, and provides an upper-case "B" if there's no TBA.
Call Park When a G2 display-equipped station is active on a parked call, the display shows the "name" assigned in the system database to the auxiliary trunk used for Call Park (for example, "Call Park" or "Park"). This G2 "name" is left-adjusted in character positions 3-32 on the 40-character display.	A G3rV4 display shows the "name" assigned in the system database to the extension number on which the call is parked as well as the parked call identifier "park". The G3rV4 "name" is right-adjusted in character positions 3-17 and the identifier "park" is in character positions 37-40 on the 40-character display. Calls returning from Call Park display "rt" for return.
Conference With G2 station conference (limited to 3 conferees), the conference controller's display shows only the word "CONFERENCE"; the other 2 conferees' displays each show the conference controller's name.	With G3rV4 station conference (limited to 6 conferees), all station-equipped conferees' displays show the word "CONFERENCE" plus a single-digit number; the number displayed is 1 less than the total number of conferees (do not include the conferee looking at the display in the count).

Both systems provide an option per outgoing or 2-way trunk group to suppress Called Party ID display on calls outgoing via that trunk group. The Dialed Number Display will continue to be displayed on calls outgoing over selected trunk groups. Since the display-equipped terminal displays digit-by-digit as it is dialed, it is frequently more meaningful than a trunk ID.

Neither G2 nor G3rV4 buffers the dialed digits, so if the display needs to be refreshed (for example, if the calling user holds the call then returns to it), the dialed number information will not be redisplayed. See differences in the following table:

G2	G3rV4
Appearance Identifier and Trunk ID In the case described above, G2 displays both the Appearance Identifier (for example, "a=") and the called trunk ID.	In this case, G3rV4 displays only the Appearance Identifier (no trunk ID).
Calls Redirected Via Hunting Not related to the difference noted in the above entry, when a G2 display-equipped station user makes a station-to-station call that hunts to another extension by the Linear (also called terminal or direct hunting) or Circular Station Hunting feature, the calling user's display shows the originally called extension user's name (at the left like for normal station-to-station calls) plus the word "hunt" in character positions 37-40. At the hunted-to station, the display shows the calling party's name followed by the word "to" followed by the originally called extension user's name, with the single letter "h" (for hunt) in character position 40.	G3rV4 doesn't provide the linear (terminal or direct) and circular station hunting features; but DDC and UCD can be used to provide similar service. With G3rV4 DDC/UCD hunt groups, the calling party display shows the name and extension assigned to the called DDC/UCD group in same format as for other station-to-station calls. At the answering DDC/UCD agent's station, the display shows the calling party's name followed by the word "to" followed by the name assigned to the DDC/UCD group extension.
Intercom Calls On a G2 Auto, Dial, or Manual Intercom (ICOM) call, both user's displays show only the single word "INTERCOM" (in character positions 3-10).	On a G3rV4 Auto or Dial Intercom (ICOM) call, each user's display shows the other user's name (right adjusted in character positions 3-17) plus the word "icom" in positions 37-40.
Priority Calls On incoming Priority calls, G2 displays the calling station user's name.	G3rV4 displays the calling user's name plus (in character positions 33-40) the word "priority."

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G2	G3rV4
Number of Queued Calls/Oldest Queued Time If the Queue Status Display option is assigned, G2 automatically displays the Number of Calls Queued (NQC) and Oldest Queued Time (OQT) information in character positions 32-38 of the answering agent's display-equipped station each time an ACD call terminates to the station. The G2 display format for NQC and OQT information is "nnn sss" or "nnn ***" where "nnn" represents number of calls, "sss" represents seconds, and "***" means OQT > 999 seconds. If the sum of the characters in the calling Party and called ACD group names is more than 24, the Queue Status information will partly overwrite the name information.	G3rV4 requires the ACD agent to press a NQC or OQT button assigned for a particular ACD group to display on the second line if available or to temporarily replace the currently displayed information with the split name plus the NQC and the OQT. The G3rV4 display format for NQC and OQT information is "Q_time mm:ss calls nnn" where "mm" represents minutes, "ss" represents seconds, and "nnn" represents number of calls. After 5 seconds the display will automatically return to normal call-related information.

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G2	G3rV4
DCS Calls If G2 is in a DCS network with a G3rV4, the name information will not be passed on to either switch. G2 does not send or tandem Called Party ID to the calling node on calls incoming from other DCS nodes; and if it receives Called Party ID on calls outgoing to another DCS node, it does not display it at the calling station.	When all systems are S75/G1/G3V4, DCS calls between systems provide feature transparency in displays. G3rV4 sends Called Party ID on calls incoming from other DCS nodes and if it receives Called Party ID on calls outgoing to another DCS node, displays it at the calling station. Called Party ID will be displayed to the calling party on DCS inter-nodal calls only if both nodes (and any intermediate tandem node) are S75, G1, G3iV4, or G3rV4. If a G2 is involved, the name information is not passed on. See the *AT&T Product Interfaces Reference: DCS Interface Between DEFINITY Generic 1 and Generic 2*, 555-037-238, for more information on the implementation of DCS.
Display Scrolling G2 supports both 3B2 Messaging Server and AP-based Message Center service. G2 supports display scrolling to retrieve long messages (greater than 40 characters) from a 3B2 Messaging Server or AP-based Message Center.	G3rV4 supports the 3B2 Messaging Server, but does not support display scrolling.
Super-Retrievers G2 allows any display-equipped digital station to be assigned as a "super-retriever" with permission to retrieve messages for any other users.	In G3rV4 attendant consoles and display-equipped stations with console permissions can be assigned the "super-retriever" privilege.

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G2	G3rV4
Covering Users	
G2 allows covering users to retrieve messages for the principals whose calls they answer. G2 requires the covering user to go off-hook on an idle appearance and obtain dial tone before pressing the Coverage Message Retrieval button and dialing the number for which messages are to be retrieved.	G3rV4 also allows covering users to retrieve messages for principals. G3rV4 allows the covering user to press the Coverage Message Retrieval button and dial this number without going off-hook and obtaining dial tone. The user can even dial the number and retrieve message while already off-hook on a call without disturbing that active call, which makes it very easy for a secretary to relay messages to an executive who calls in for messages.
In G2, all display-equipped covering users in the principal's coverage path are *always* allowed to retrieve messages for that principal.	In G3rV4, there's an option per principal station to allow or deny permission for all display-equipped covering users in the principal's coverage path to retrieve messages for that principal.
Global Retrievers	
G2 allows selected display-equipped stations to be assigned as "global retrievers" with permission to retrieve messages for everybody, but in G2 every display-equipped station in the system can be individually allowed or denied "global retriever" permissions.	G3rV4 also allows selected display-equipped stations to be assigned as "global retrievers," but in G3rV4 only a maximum of ten display-equipped stations can be allowed "global retriever" permission.

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G2	G3rV4
Displaying a Stored Number If a G2 display-equipped station user presses an Abbreviated Dialing or Last Number Dialed button while the voice terminal is on-hook, the display shows the stored number for the button for a few seconds.	G3rV4 does not support this (on-hook only) stored number display capability, but does allow an optional Stored Number Display button to be assigned. If the G3rV4 user presses the Stored Number display button followed by an Abbreviated Dialing, Last Number Dialed, or Facility Busy Indicator button while either on-hook or off-hook on a call, the display shows the stored number for the button until the Normal (or other display mode) button is pressed.
Station Set Display Languages G 2 supports English as a display language.	G3rV4 supports administration of English (the system default), Italian, French, or Spanish as a display language.
Station Test Feature G2 supports a station test feature that allows the user to test certain display-equipped station functions with test feedback provided on the display.	G3V4 does not support this feature.
Integrated Directory Display G2 does not provide Integrated Directory Display.	G3rV4 supports Integrated Directory Display by allowing display-equipped station users to access the system name/number database, use touch-tone buttons to key in a name and retrieve an extension number from the system directory.

Additional Feature Characteristics in G3rV4

G3rV4 has an Auto-Incoming Call Display feature that automatically displays the identity of a second or subsequent incoming call for 30 seconds then redisplays the information associated with the currently active call. The user can temporarily view the identity of a new incoming call while off-hook on another call without using the Inspect button.

Display Administration Differences

See the *Definity Communications System Generic 3 Version 4 Implementation* document for the procedure for administering displays in G3V4.

Display End-User Differences

Name Database Changes

Some names may need to be changed to fit the length limitation in G3rV4. A new list may need to be published to notify users of the differences.

Auto-Incoming Call Display

G3rV4 has an Auto-Incoming Call Display feature that automatically displays the identity of a second or subsequent incoming call for 30 seconds then redisplays the information associated with the currently active call. The user can temporarily view the identity of a new incoming call while off-hook on another call without using the Inspect button.

Unlocking the Display

Users may need to use a different code to lock and unlock their display sets.

Display Differences

Users will need to be informed of the differences to expect in their displays (see the previous set of tables.)

Stored Number Button

The G3rV4 Stored Number button provides the ability to display stored "Abbreviated Dialing", "Last Number Dialed", or "Facility Busy Indication" buttons while either on-hook or off-hook on a call.

Wide Area Telecommunications Service Access

Feature Definition

The Wide Area Telecommunications Service (WATS) Access feature can provide users with cost-effective access into the WATS network. Outgoing call service to a predetermined geographical area or areas is provided on a reduced-cost basis compared to ordinary toll service. A similar but separate service is provided for incoming calls by 800 Service Access. This feature (800 Service) has also been known as INWATS. Incoming 800 Service calls can be directed to the attendant queue, to an ACD, EUCD, or UCD/DDC split, to a specific extension, or be provided use of the Remote Access feature.

Calls using WATS Access can be originated by local terminal users or Remote Access users provided restrictions are not applied, or they can be set up using attendant assistance.

Feature Difference

Both G2 and G3V4 support this feature.

World Class Routing

Feature Definition

Both G2 and G3V4 support this functionality. G3V4 enables users to flexibly dial any location in the world, regardless of the dial plan used at that location. The following are key components of:

- Toll analysis compares a dialed number to entries in the system's list. Based on the results, calls may be restricted from completion.
- "Automatic Route Selection" (ARS) digit analysis compares a dialed public network number with entries in the system's tables, mapping the number to a selected public network routing pattern.
- "Automatic Alternate Routing" (AAR) digit analysis compares a dialed private network number with entries in the system's tables, mapping the number to a selected private network routing pattern.

It supports the ARS and AAR capabilities as separate features, but, through some generalized administration applicable to both features, provides both the same routing abilities. In addition, a number of capabilities enhance the flexibility of routing in supporting your domestic and/or global calling requirements.

Summary Tables for World Class Routing Capabilities & Features

The two tables here provide summary information on World Class Routing. The first table, containing one page of information, is an overview that covers G3iV4, G3rV4, and G2.2. The second table, covering multiple pages, details the differences between the G2.2 and G3rV4 World Class Routing features.

Overview Table for World Class Routing

ITEM	G3iV4	G3rV4	G2.2
ARS/AAR			
AAR/ARS Patterns(Shared)	254	640	1,023
Shared Patterns for Measurement	20	25	64
Trunk Groups in an ARS/AAR Pattern	6	16	16
Toll Tables	32	32	63
Entries per Toll Table	800	800	800
RHNPA Tables	32	32	NA
UDP (Entries)	240	50,000	100,000
Choices per RHNPA Table	12	12	NA
Entries in RHNPA Tables	1,000	1,000	NA
FRLs	8	8	8
Inserted Digit Strings	1,200	3,000	4,096*
Digits Inserted (M to N)	18	18	31
Digits Deleted (M to N)	18	23	31
Digits Inserted for ARS/AAR (Subnet)	36	36	31
Digits Deleted for ARS/AAR (Subnet)	18	23	31
Routing Networks (or Numbering Plans)	2	2	7
Conditional Routing Plans	NA	NA	3
TOD Plan	8	8	7
ARS/AAR Table Entries			
(NPA,NXX,RXX,HNPA,FNPA)	2,000	2,000	57,344
Digit Conversion Entries	300	400	4,096

* The limit is 4096 unique strings. If more than one dialed digit string is modified in the same manner (such as: delete 3 digits and insert '751'), they count as 1.

Detailed Table for World Class Routing

World Class Routing Capabilities & Features	DEFINITY G2.2	DEFINITY G3rV4	Comments
Call Routing Feature Summary			
Automatic Alternate Routing (AAR)		X	Private Network Routing
Automatic Route Selection (ARS)		X	Public Network Routing
Eight Networks	X		Private & Public Network Routing
Digit Analysis			
Internal Digit Analysis			
AAR/ARS/Network Access Code Recognized	X	X	
AAR Access Code (Number of digits)	1-4	1-4	typically single-digit "8"
ARS Access Codes (Number of digits)	1-4	1-4	typically single-digit "9"
Single Access Code for all ARS calls	X	X	
Separate Toll & Non-Toll Access Code*	X	X	
Optional Dial Tone (DT) after AAR/ARS			
Access Code	X	X	
Opt Per System vs. Per Network	Netw	Sys	
Per Sys/Netw Opt applies to calls from stas	X		
Per Sys/Netw Opt applies to calls from trks			
For *All* Trks		X	
For Trks w/per trk grp DT Opt **Only**	X		
Extension Number Portability (ENP)	X	X	
Prefixed Routing (ARS Access Code for calls incoming from Tie & APLT trunks)	X	X	
Uniform Dial Plan (UDP) Calls Recognized	X	X	
Network Digit Analysis			
Exception Strings Recognized	X		
With Wild Card Digits Recognized	X	NA	
Max (external) Networks Supported	7	2	
Network Partition Groups	NA	8†	
Network Numbering Plans Supported			
ETN-like Private Networks	X	X	
North American Numbering Plan (NANP)	X	X	

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World Class Routing Capabilities & Features	DEFINITY G2.2	DEFINITY G3rV4	Comments
International Numbering Plan Formats	X	X	
Unrestricted Numbering Plan Formats up to 18-digit numbers	X◊	X	18-Digit Analysis
Network Dial Plan Formats supported			
Toll Prefix			
Any Digit String	X		
Digit "1" (for NANP)	X	X	
Max Number of Patterns/RHNPA table	#	12	
Maximum Digit Combination Capacities	57,344◆	2000	
18-Digit 01X-XXXXXXXXXXXXXX Combinations	5050	2000	
Digit String Limits			
Max Digit String Length	68	36	
Max Digits Specified for Analysis	18	18	
Total Digit Strings - All Networks	57344◆	2000	
Different Patterns Possible for Int'l vs. Operator-assisted	X	X	2 patterns
Generalized International Call Routing	X	X	
Can Select Pattern on **any** <= 18-dig string	X	X	
Interexchange Carrier Codes			
Route on dialed IXC	X	X	
Recognize but ignore dialed IXC	X	X	
Account Codes			
AAR-Account Code Prefix	X		
Full account code -- any network	X		
Route Selection			
Call Categories	256		
AAR Conditional Routing	3	NA	Satellite Hop Control
Tenant Service Call Categories	~	8~	
Attendant Partitions	41	NA	
Station Partitions	1000	NA	
Route Selection Patterns	1023	640	

Continued on next page

World Class Routing Capabilities & Features	DEFINITY G2.2	DEFINITY G3rV4	Comments
AAR Partitioning		X	
ARS Partitioning		X	
Network Partitioning	X		
Routing Plans or Call Categories for Partitioning	256	8*b	
Time of Day Plans	7	8	
Patterns per TOD Routing Plan	1,023**	640**	
TOD Plan Changes per Day	6	6	
Route Selection Patterns			
Patterns shared by AAR & ARS (Max number)	1,023	640	
Max AAR/ARS Patterns for Measurements	64‡	25	
Preferences (that is, trk grps) per Pattern	16	16	
Preference Order **NOT** Limited to Increasing FRL	X	X	"X" means NOT limited
AAR Overflow to DDD	X	X	
Warning Tone on Overflow to Toll	X◊◊		
Warning Tone on any preference	X		
BCC Parameters in PRI	X	X	Also called GRS in G3rV4 Trunk Signaling
Bearer Capability Routing	X	X	
Bearer Capability Classes (BCC)		X	5 BCCs (0-4)
Bearer Capability Class of Service (BCCOS)	X		256 BCCOSs (0-255)
Facility Restriction Levels (FRLs)	8	8	FRLs (0-7)
IXC Identification	X	X	
Network Specific Facility Assignment	X	X	
WATS Band Identification	X	X	
Symmetrical Routing			
(Basic) Symmetrical Routing	X		First Preference
Enhanced Symmetrical Routing	##		Any Preference
Digit Modification & Sending			
ARS/WCR Toll Restriction			
Code Conversion (Prefix Toll Digit) (for example, "1") if needed	X	X	

Continued on next page

World Class Routing Capabilities & Features	DEFINITY G2.2	DEFINITY G3rV4	Comments
Number of Toll Lists/Tables	63	32	
Entries per Toll Table	800	800	
Digit Conversion	X	X	
M = <= 18, N = <= 18	X	X	M to N Digit Conversion
Digit Conversion Entries (ARS/AAR)	4096	400	
With Tail-End Hop Off	X	X	
AAR to ARS Crossover		X	
Network Crossover	X		
Digit Insertion/Deletion	X	X	
IXC Access	X	X	
For NANP	X	X	
For Foreign Countries	X	X	
Subnet Trunking	X	X	
Queuing			
Queue on Any or All Trunk Group in			
Pattern (Pattern Queuing)	X		
Queue on *Any 1* Trunk Group in Pattern		X	
Queue on *First* Trunk Group in Pattern	X	X	

* In G3rV4, two access codes are provided for ARS; however, there is no difference in functionality. In G2.2, these are available to network 1 only.

† Digit Analysis is done in partitions in G3V4. Digit Analysis is done in Networks in G2.2. Partitioning in G2.2 occurs after analysis.

◊ 18 digit analysis at a time - can analyze multiple strings.

1023 patterns shared by all networks in G2.2. There is not structure that limits pattern choice.

♦ G2.2 can always accommodate at least 5050 numbers, and as many as 57344 depending on the number of digits involved, the number format, and how alike the numbers are (the more alike the better). These numbers are shared among all networks.

~ G2.2 does not have "Tenant Services" Call Categories, but it does provide 256 categories that are used for Tenant, Conditional Routing, and Time of Day Routing. You could use all 256 for Tenant or use a subset for tenant and some for TOD and Conditional Routing. G3rV4 uses Partition Groups for partitioning and time-of-day routing.

** G2.1 and earlier releases use three sets of ARS patterns, one for each TOD plan. In G2.2 the TOD Plan can cause any initial digit analysis pattern (VNI) to point to any real pattern number (0-1023). G3rV4 uses AAR/ARS partition groups.

‡ 64 per TOD plan in R2/G2

◊◊ In G2.2 warning tone is applied whenever a particular preference is used and marked to give tone. Equivalent functionality to previous releases requires routing toll calls and non-toll calls to different patterns. Also, in G2.2 warning tone does not necessarily imply toll routing.

Applies only to specially marked trunk groups.

Feature Differences

G2.2 has added a new feature called World Class Routing, replacing S85 and G2.1 AAR/ARS. G3rV4 has added an umbrella capability called World Class Routing under which are grouped a number of features: "Automatic Alternate Routing", "Automatic Route Selection", "Generalized Route Selection", Toll Analysis, and others. For the sake of this section in this document, we are using the terms G2 WCR and G3rV4 WCR.

G2	G3rV4
Number of Routing Networks	
G2.2 WCR provides seven routing networks.	G3rV4 WCR provides two: one for AAR routing and one for ARS routing.
Number of Patterns	
G2.2 WCR provides 1023 patterns that are shared by the seven routing networks.	G3rV4 WCR provides 640 patterns that are shared by the two routing networks.
Conditional Routing	
G2.2 WCR provides conditional routing (usually used to limit the number of satellite hops in a private-network call).	G3rV4 WCR does not provide conditional routing.
Symmetrical Routing	
G2.2 supports symmetrical routing.	G3rV4 does not support symmetrical routing.

Continued on next page

G2	G3rV4
Unauthorized Call Control G2.1 and prior releases have a system-wide UCC level. G2.2 WCR can correlate a different unauthorized call control (UCC) level (that is, FRL level "0" to "7") with each digit string assigned to a routing network.	G3rV4 WCR has a system-wide Unauthorized Call Control level (that is, minimum FRL needed for a call to successfully complete to a controlled number).
Denying Routing The G2.2 WCR feature can absolutely deny routing to certain numbers for every user by resolving those number's digit strings to Virtual Nodepoint Identifier (VNI) 0 or an empty pattern.	G3rV4 routes to "deny" or an empty pattern.
Warning Tone On a per-preference basis, depending on a specific trunk group's role as a preference within a G2.2 WCR pattern, G2.2 WCR can return warning tone (usually to advise a user that the software has selected an expensive preference to route the user's specific call). Earlier releases assume that application of warning tone implies toll and is used for toll-denial.	G3rV4 WCR does not provide warning tone for any preferences.
Conditional Counts, TOD *Plans, Partitions* G2.2 WCR can provide up to three conditional counts, seven time-of-day plans, and 999 extension partitions in up to 256 combinations, that can be used by any of the seven routing networks.	G3rV4 WCR can provide up to eight extension partitions and eight time-of-day plans in up to eight combinations that can be used by the AAR and ARS routing networks.
Dial Access Codes G2 WCR provides two dial access codes for Network 1 (usually used for ARS routing): a toll and a nontoll dial access code.	G3rV4 WCR also provides two dial access codes for the ARS routing network, but both access codes provide identical access to the feature.

Continued on next page

G2	G3rV4
Toll Restriction	
G2 provides an ARS/WCR toll restriction assignment that is independent of the toll restriction assignment used for DAC access of trunk groups.	G3rV4 provides toll and nontoll access to the ARS routing network strictly in relation to the Toll Restriction assignment in each user's Class of Restriction -- not in relation to the dial access code dialed.

Capacity Comparisons

3

Overview of Capacity Tables

This chapter provides capacity comparisons for G3iV4, G3rV4, G2.1, and G2.2 in tabular form.

NOTE:
Not all maximum capacities listed in the following tables can be reached simultaneously with all versions or all configurations of the system.

Capacity Comparison Tables

NOTE:
Not all maximum capacities listed in the following tables can be reached simultaneously with all versions or all configurations of the system.

Table 3-1. G3/G2 Capacity Comparison

ITEM	G3iV4	G3rV4	G2.1	G2.2
Abbreviated Dialing (AD)				
AD Lists Per System	2,400	5,000	52,224	52,224
AD List Entry Size	24	24	20	20
AD Entries Per System	12,000	100,000	262,144	262,144
Auto Dialing Button[1]				
Entries per System	NA[1]	NA[1]	262,143	262,143
Enhanced List (System List)	1	1	NA	NA
Max. Entries	10,000	10,000	NA	NA
Group Lists	100	1,000	9,999	9,999
Max. Entries	100	100	95	95
Group Lists/Extension	3	3	2	2
System List	1	1	1	1
Max. Entries	100	100	9,999	9,999
Personal Lists	2,400	5,000	(1)	(1)
Max. Entries	100	100	95	95
Personal Lists/Extension	3	3	2	2
Applications Adjuncts				
CallVisor ASAI Adjuncts	8	8		
Asynchronous Links (RS232)	5	10	NA	NA
SMDR Output Devices	2	2	1	1
Journal:System Printer	2:1	2:1	NA	NA
Property Mgt. Systems	1	1	NA	NA
BX.25 Physical Links[2]	8	16	8	8
App. Processors (i.e., 3B2-MCS)	1	7	7	7
AUDIX Adjuncts	1	8	8	8
CMS Adjuncts	1	1	1	1
ICM Adjuncts (ISDN Gateway)	1	1	1	1
BX.25 Processor Channels	64	128	64	64
Hop Channels	64	128	128	128

1. There is no limit on the maximum number of auto dial buttons (other than the system limit on button capacity).
2. In the case of SCC/ESCC/CSCC, only four BX.25 physical links are supported in the configuration.

Table 3-1. G3/G2 Capacity Comparison - *Continued*

ITEM	G3iV4	G3rV4	G2.1	G2.2
Automatic Call Distribution (ACD)				
Announcements per Split	2	2	2	2
Announcements per System	128	256	# Aux Trks	# Aux Trks
Splits[1]	99	255	60	60
ACD Members per Split	200	999	1023	1023
Split Members per System Measured ACD Agents (Switch Limits)				
Logged-In Splits per Agent[2]				
No CMS	4	4		
R2 CMS	3	3		
R3 CMS	3	3		
R3V2 CMS	4	4		
R3V4 CMS[3]	4	4		
Queue Slots per Group	200	999	UL	UL
Queue Slots per System	1,000	10,500		
ARS/AAR[4]				
AAR/ARS Patterns (Shared)	254	640	NA	1023
ARS/AAR Table Entries (NPA, NXX, RXX, HNPA, FNPA)	2,000	2,000	2000	57,344
Choices per RHNPA Table	12	12	10	10
Digit Conversion Entries	400	400	2048	4096
AAR/ARS Digit Conversion				
Digits Deleted for ARS/AAR[5]	28	28		
Digits Inserted for ARS/AAR	18	18		
AAR/ARS Sub-Net Trunking				
Digits Deleted for ARS/AAR	28	28	7	68
Digits Inserted for ARS/AAR	36	36	20	31
Digits Sent for ARS/AAR	40	56	31	68

1. All references to Hospitality Parameter Reduction on the Customer Option form have been removed from the Capacities Tables.
2. In the case where going from 4 to 3 login maximums, a change to the hunt group form will also be required, which in turn would require all agents to be logged-out. In one extreme case, this is potentially avoided and R2 & R3 CMS will handle the fourth login as UNSTAFFED appropriately.
3. R3V3 CMS was renamed to R3V4 CMS to match the DEFINITY switch numbering.
4. AAR is **not an optional feature** in the G3vs/G3s ABP.
5. + up to 7 inter-exchange carrier (IXC) digits.

Table 3-1. G3/G2 Capacity Comparison - *Continued*

ITEM	G3iV4	G3rV4	G2.1	G2.2
ARS/AAR (con't)				
Entries in HNPA & RHNPA Tables	1,000	1,000	999	999
FRLs	8	8	8	8
Inserted Digit Strings[1]	1,200	3,000	NA	57344
Patterns for Measurement				
Shared Patterns for Measurement	20	25	NA	1023
RHNPA Tables	32	32	160	717
Routing Plans	8	8		
Toll Tables	32	32	63	63
Entries per Toll Table	800	800	800	800
Trunk Groups in an ARS/AAR Pattern	6	16	16	16
UDP (Entries)	10,000	50,000	100,000	100,000
TOD Charts	8	8	3	7
Attendant Service				
Attendant Consoles (day:night)[2]	15:1	27:1	40	40
Attendant Console 100s Groups/Attendant	20	20	100	100
Attendant Control Restriction Groups	96	96	63	63
Centralized Attendant Service				
Release Link Trunks at Branch	99	255	16	16
Release Link Trk Grp at Branch	1	1	1	1
Release Link Trunks at Main	400	4,000	110	110
Release Link Trk Grp at Main[3]	99	666	40	40

1. This is the number of 12 character inserted-digit-strings available for AAR/ARS preferences.
2. The number for G3vs V2/V3 (4) is the recommended number of consoles that should be supported due to power limitations. Of the four consoles, one may be used as a night console. The software actually supports 6:1 day/night attendant consoles.
3. The number of ''Release Link Trunk Groups at Main'' is the same as the number of trunk groups in the system.

Table 3-1. G3/G2 Capacity Comparison - *Continued*

ITEM	G3iV4	G3rV4	G2.1	G2.2
Attendant Service (con't)				
Other Access Queues				
Max. Number of Queues	12	12	1	1
Max. Number of Queue Slots[1]	80	80	NA	NA
Size Range of Reserved Queue	2-75	2-75	NA	NA
Reserved Queue Default Size	5	5	NA	NA
Queue Length	80	300	UL*	UL*
Switched Loops/Console	6	6	6	6
Authorization				
Authorization Codes	5,000	90,000	90,000	90,000
Classes of Restriction	96	96	NA	NA
Classes of Service	16	16	63	63
Length of Authorization Code	4-7	4-7	4-7	4-7
Length of Barrier Code	4-7	4-7	4	4
Length of Forced Entry Account Codes	1-15	1-15		
Restricted Call List	1	1	5	5
Remote Access Barrier Codes	10	10	1	1
SMDR Forced Entry Account Code List	1	1		
Toll Call List	1	1	63	63
Unrestricted/Allowed Call Lists	10	10	NA	NA
Total Call List Entries	1,000	1,000	1,840	1,840
Automatic Callback Calls	240	1,500		
Automatic Wakeup				
Simultaneous Display Requests	10	30	NA	NA
Wakeup Requests per System	2,400	15,000	NA	NA
Wakeup Request per Extension	1	1	NA	NA
Wakeup Requests per 15 min. Interval	450	950	NA	NA

1. The ''Maximum number of queue slots'' is referred to as ''emergency access queue length'' in G3i.

* Unlimited

Table 3-1. G3/G2 Capacity Comparison - *Continued*

ITEM	G3iV4	G3rV4	G2.1	G2.2
Basic CMS				
Measured Agents or Login IDs	400	2,000	NA	NA
Measured Splits	99	255	NA	NA
Measured Trunk Groups	32	32	NA	NA
Measured VDNs	99	512	NA	NA
Reporting Periods				
Intervals	25	25	NA	NA
Days	7	7	NA	NA
Cabinets				
EPN				
MCC[1]	2	43	NA	NA
SCC[1]	8	164	NA	NA
Small (Upgrades only)[2]	2	41	NA	NA
Inter-Port Network Connectivity				
Port Networks	3	44	NA	NA
Max. No. of Port Networks/Cabinet	1	2	1	1
Switch Nodes (Simplex)	NA	3	NA	NA
Switch Nodes (Duplex)	NA	6	NA	NA
DS1 Converter Complex (Simplex)	NA	41	NA	NA
DS1 Converter Complex (Duplex)	NA	82	NA	NA
PPN				
MCC[3]	1	1	NA	NA
SCC/ESCC	4	NA	NA	NA
CSCC	NA	NA	NA	NA

1. Only EPNs in G3r can be DS1-remote EPNs.
2. Small systems refer to the 2-carrier cabinet systems that are no longer sold to new customers.
3. MCC includes Medium Cabinet.

Table 3-1. G3/G2 Capacity Comparison - *Continued*

ITEM	G3iV4	G3rV4	G2.1	G2.2
Call Appearances				
Bridged Images/Appearance	7	15	15	15
Call Appearances/Station[1]	54	54	52	52
Max. Appearances per Ext.	10	10	12	12
Min. Appearances per Ext.	0	0	1	1
Total Bridged Appearances	2,400	25,000	32,000	32,000
Max. Simultaneous Off-Hook per Call[2]	5	5	2	2
Call Coverage				
Coverage Answer Groups (CAG)	200	750	NA	NA
Coverage Paths	600	7,500	4,094	4,094
Coverage Paths Incl. in Call Covg. Report	100	100		
Coverage Path per Station	4	4	2	2
Coverage Points in a Path	3	3	3	3
Max Users/Coverage Path[3]	3,500	36,065	ul (4)	ul
Members per CAG	8	8	8	8
Number of Coverage Paths for which Each Station Can Be a Member	300	300		
Call Detail Recording				
CDRU Trackable Extensions	2,400	25,000	NA	NA
Intra-Switch Call Trackable Extensions	1,000	5,000	NA	NA
No. of CDRUs/System[4]	1	1	8	8
Max. No. of CDR Records that Can Be Buffered in the Switch	300	1,900	6000	6000
No. of Records Buffered for the Primary Output Device that Will Cause Secondary Device to be Busied Out for 2 Minutes	200	1,800	NA	NA

1. The number of call appearances is the sum of primary and bridged appearances; at most 10 can be primary. A maximum of 54 administrable buttons are supported for the 7434D terminal — 34 buttons in the basic terminal and an additional 20 buttons in the coverage module.
2. Does not apply to conferencing.
3. The maximum number of users per coverage path is equal to the number of extensions.
4. The CDRU adjunct capacity is 40,000 calls per hour, and it exceeds the system call capacity for all systems except for G3r.

Table 3-1. G3/G2 Capacity Comparison - *Continued*

ITEM	G3iV4	G3rV4	G2.1	G2.2
Call Forwarding (Follow-me)				
Call Forwarded Digits (off-net)	16	16	7	31
Call Forwarded Numbers	2,400	25,000	3,276	3,276
Call Park				
Attnd. Grp. Common Shared Exten. Nos.	80	80	9	9
No. of Parked Calls	723	10,604	9	9
Call Pickup Groups				
Call Pickup Members/Group	50	50	32,000	32,000
Call Pickup Members/System	2,400	25,000	32,000	32,000
No. of Groups	800	5,000	999	999
Call Vectoring				
Max. Skills a Call Can Simultaneously Queue to	3	3	NA	3
Priority Levels	4	4	4	4
Recorded Announcement	128	256	84	255
Steps per Vector	32	32	15	15
Vector Directory Numbers	512	20,000	32,000	32,000
CMS Measured VDNs[1]	512	2,000		
Vectors per System	256	512	128	511
No. of Collected Digits for Call Prompting	16	16		
No. of Dial-Ahead Digits for Call Prompting	24	24		
Vector Routing Tables	10	100		
CallVisor ASAI				
Active Station Control Assoc.	2,000	6,000		
Call Controllers per Call	1	1		
Call Monitors per Call	14	14		
Station Controllers per Station	2	2		
Max. Simultaneous Call Classif.	40	400		

1. Measured limits depend on the CMS release used.

Table 3-1. G3/G2 Capacity Comparison - *Continued*

ITEM	G3iV4	G3rV4	G2.1	G2.2
CallVisor ASAI (con't)				
No. of CallVisor ASAI Links (Open & Proprietary)[1]	8	8		
Notification Requests (Monitors)	170	2,000		
Simultaneous Active Call Controlled Calls	300	3,000		
Switch to Adjunct Associations (Routing)	127	127		
No. of Open MultiQuest Billing Requests	100	1,000		
Conference Parties	6	6	3	3
Simultaneous 3-way Conf. Calls[2]	483	7,084	(2)	(2)
Simultaneous 6-way Conf. Calls[3]	240	3,520	13	13
Data Parameters				
Administered Connections	128	128	NA	NA
Alphanumeric Dialing				
Max. Entries	200	1,250		
Characters/Entry	22	22		
PRI Endpoints (PE)	25	50		
Access Endpoints (No. of Trunks)	400	4,000		
Digital Data Endpoints	800	7,500	8,000	8,000
Dial Plan				
DID LDNs	8	20	999	999
EAS Agent Login IDs[4]	1,500	10,000		
Extensions	3,500	36,065	32,703	32,703
Extension No. Portability[5]	10,000	50,000	73,200	73,200
Feature Dial Access Codes				
No. of Access Codes	70	70	NA	NA
No. of Digits	1-4	1-4	1-4	1-4

1. Proprietary, exists in G3V3 only.
2. Simultaneous 3-way Conference Call=(483 / 3)* number PNs.
3. Simultaneous 6-way Conference Call=(483 / 6)* number PNs.
4. Login IDs count against the "Extensions" switch capacity.
5. The numbers shown in ''Extension Number Portability'' are Uniform Dialing Plan (UDP) entries.

Table 3-1. G3/G2 Capacity Comparison - *Continued*

ITEM	G3iV4	G3rV4	G2.1	G2.2
Dial Plan (con't)				
Integrated Directory Entries[1]	2,416	25,028	NA	NA
Max. Extension Size	5	5	5	5
Min. Extension Size	1	1	1	1
Miscellaneous Extensions[2]	900	3,317		
Names				
No. of Names[3]	4,215	36,511	32,767	32,767
No. of Characters in a Name	15	15	30	30
Non-DID LDNs	50	666	999	999
Prefix Extensions	Yes	Yes	Yes	Yes
Trunk Dial Access Codes				
No. of Access Codes	317	884	NA	NA
No. of Digits	1-4	1-4	1-4	1-4
Do Not Disturb (DND)				
DND Requests per System	2,400	25,000	NA	NA
Simultaneous Display Requests	10	30	NA	NA
Expert Agent Selection (EAS)				
Skill Groups	99	255	NA	600
VDN Skill Preferences	3	3	NA	3
Max. Skills a Call Can Simultaneously Queue to	3	3	NA	3
Agent Login IDs	1,500	10,000	NA	NA
Max. Skills per Agent	4	4	NA	5
Max. Agents that can be Logged-In				
When Each Has 4 Skills Assigned	125	1,300	NA	1023
When Each Has 1 Skill Assigned	500	5,200	NA	1023

1. The Integrated Directory Entries = Stations + Attendant Consoles.
2. Used for PCOL groups, common shared extensions, access endpoints, administered TSCs, code calling IDs, LDNs, hunt groups, announcements, and TEGs.
3. The Number of Names = number of stations + attendant consoles + trunk groups + digital data endpoints + miscellaneous extensions.

Table 3-1. G3/G2 Capacity Comparison - *Continued*

ITEM	G3iV4	G3rV4	G2.1	G2.2
Facility Busy Indicators				
Buttons per Tracked Resource[1]	100	500	17	17
No. of Indicators (Station & Trk Grps)	3,600	5,000	NA	NA
Hunt Groups				
Announcements per Group	2	2	1	1
Announcements per System	128	256	84	255
Groups	99	255	60	60
Group Members per Group	200	999	1,024	1,024
Group Members per System	500	5,200	1,024	2,048
Queue Slots per Group	200	999	981	981
Queue Slots per System	1,000	10,500	10,500	10,500
Number of Queue Warning Lamps per Split	100	100		
Number of Queue Warning Lamps per System	500	5,200		
Intercom Translation Table (ICOM)				
Automatic/Manual and Dial				
ICOM groups per system	32	256	580	580
Auto/Manual	32	256	300	300
Dial	32	256	280	280
Members per ICOM group				
Auto	32	32	32	32
Dial	32	32	32	32
Members per System	1,024	8,192	320	320
Last Number Dialed				
Entries/System[2]	3,216	32,528	6,000	6,000
Number of Digits	24	24	30	30

1. With G3V4 and later releases this limit is enforced. However, customers upgrading to V4 or a later release are not forced to decrease their number of buttons.
2. The Last Number Dialed Entries = Stations + Digital Data Endpoints + Attendant Consoles.

Table 3-1. G3/G2 Capacity Comparison - *Continued*

ITEM	G3iV4	G3rV4	G2.1	G2.2
Leave Word Calling (Switch-Based)[1]				
Messages Stored	2,000	6,000	6,000	6,000
Messages per User	125	125	16	16
Remote Message Waiting Indicators				
Per Extension	80	80	3	3
Per System	240	1,250	ul	ul
Simultaneous Message Retrievers	60	400	ul	ul
System-Wide Message Retrievers	10	10	32,000	32,000
Malicious Call Trace				
Max. Simultaneous Traces	16	16	15	15
MLDN				
Via DID	8	20	999	999
Via CO	50	50	999	999
Modem Pool Groups				
Mode 2/Analog				
Group Members per System	160	2,016	6,000	6,000
Number of Groups	5	63	982	982
Members per Group	32	32	99	99
Networking				
CAS Nodes	99	99	40	40
DCS Nodes[2]				
BX.25	20	20	63	63
ISDN PRI	20	20	NA	NA
Hybrid	20	20	NA	NA
ENP Nodes[3]	999	999	900	900
Paging				
Code Calling IDs	125	125	125	125
Loudspeaker Zones	9	9	18	18

1. Leave Word Calling is available in the ABP only if the Voice Mail Option is purchased.
2. The actual limit in the software is 63, but due to performance considerations the recommended number of DCS Nodes is 20.
3. The numbers here are node number addresses.

Table 3-1. G3/G2 Capacity Comparison - *Continued*

ITEM	G3iV4	G3rV4	G2.1	G2.2
Partitions[1]				
Attendant Group	15	27	40	40
Ext. Partition Group	20	100	50	50
Extension Partition	20	100	100	100
Tenant Partition	20	100	100	100
Personal CO Lines (PCOL)				
PCOL Appearances	4	16	16	16
PCOL Lines (Trunk Groups)	200	200	150	150
PCOL Trunks Per Trunk Group	1	1	1	1
Port Circuit Pack Slots[2]				
Per EPN				
MCC Std. Reliability	99	99	60	60
SCC Std. Reliability	71	71	54	54
Small Cabinet Std. Reliability (Upgrade only)	39	39		
Per PPN				
MCC Std. Reliability	89	80	NA	NA
SCC Std. Reliability	64	NA		
ESCC Std. Reliability	70	NA		
CSCC Std. Reliability	NA	NA		

1. G3V3 does not support Tenant Partitioning; G3V4 supports Tenant Partitioning.
2. Only port slots are included in this count. For example, there are 100 port slots per MCC EPN cabinet. One slot in the cabinet is already dedicated for the Tone/Clock board. Other service circuits may be required which would further reduce the number of port slots available. In G3r and G3i carriers, the service slot may be equipped with service boards that do not require tip and ring connections

Table 3-1. G3/G2 Capacity Comparison - *Continued*

ITEM	G3iV4	G3rV4	G2.1	G2.2
Recorded Announcements				
Analog & Aux. Trunk Announcements				
Analog & Aux. Trunk Queue Slots per Annc.	150	1,000	NA	NA
Analog & Aux. Trunk Queue Slots per System	150	1,000	10,500	10,500
Calls Connected per Annc.				
Aux. Trunk	150	1,000	256	256
Analog Port	150	1,000	NA	NA
Integrated Announcements				
Integrated Annc. Circuit Pack	5	10	NA	NA
Channels Connected per Integrated Annc. Circuit Pack	16	16	NA	NA
Calls Connected per Integrated Annc.	50	1,000	NA	NA
Integrated Annc. Recording Time (Min:Sec)				
16 KB recording	8:32	8:32	NA	NA
32KB	4:16	4:16	NA	NA
64KB	2:8	2:8	NA	NA
Integrated Queue Slots per System[1]	50	4,000	NA	NA
Total Recorded Announcements	128	256	84	255
System Administration				
No. of Logins	15	15		
Admin. History File Entries	500	1,250	NA	NA
Simultaneous Administration Command	1	5		
Simultaneous Maintenance Command	1	5		
Simultaneous SM Sessions	5	8	2	2
Printer Queue Size	50	50	NA	NA

1. The “Integrated Queue Slots per System” capacity for the G3vs and G3s was reduced to make the capacity proportional to that provided in the larger sizes (about 25% of the maximum number of system trunks for one board). G3i integrated queue slots should be increased to 100 for one board (200 for 5 boards) but can not be done in this release due to memory limitation (each queue slot requires 18 bytes). The G3r has been resized to 4000 queue slots for the 10 boards maximum (only 1,000 would have been needed for one board), since the common pool architecture requires a greater number of total queue slots.

Table 3-1. G3/G2 Capacity Comparison - *Continued*

ITEM	G3iV4	G3rV4	G2.1	G2.2
Speech Synthesis Circuit Packs	6	40	NA	NA
Channels per Speech Circuit Pack	4	4	NA	NA
Terminating Extension Groups (TEG)				
TEGs	32	32	NA	NA
Users That May Share a TEG	4	4	NA	NA
Time Slots				
Simultaneous Ckt. Switched Calls[1]	723	7,712	5,520	5,520
Total Slots	1,536	22,528	11,776	11,776
Time Slots for Voice & Data[2]	1,449	21,208	11,040	11,040
Time Slots per Port Network	512	512	512	512
Tone Classifiers				
Tone Receivers (General)[3]	200	840	246	458
Call Classifier Boards	NA	NA	NA	NA
Classifiers / Prompting TTRs	NA	NA	NA	NA
Tone Detector Boards	NA	NA	246	246
General Purpose Tone Detectors	NA	NA	NA	NA
Touch-Tone Receivers	NA	NA	246	458
TTR Queue Size	4	4	NA	NA
Prompting TTR Queue Size	80	80	NA	NA

1. 241 Simultaneous Circuit-Switched Calls per port network, except for G3vs and G3s which are 180 Simultaneous Circuit Switched Calls and G3r which has a total of 7,712 (limited by the number of call records supported).
2. There are 483 time slots for Voice and Data per port network.
3. G3V4 will use TN744 Call Classifier for basic TTR usage as well as call prompting/call classification/MFC. In addition, the new TN2182 Tone/Clock/Detector will also be used for multiple tone detection functions. The number of TN748, TN420, or TN744 boards is limited only by the number of available slots. There is a single limit on the total number of tone receiver (classifier) ports for the system. For G3V4: TN748/TN420 have 4 ports for TTR use, TN748/TN420 have 2 ports for GPTD use, TN744 has 8 ports for call prompting/call classification/MFC/TTR/GPTD use, and TN2182 has 8 ports for call prompting/call classification/MFC/TTR/GPTD use.

Table 3-1. G3/G2 Capacity Comparison - *Continued*

ITEM	G3iV4	G3rV4	G2.1	G2.2
Trunks				
DS1 Circuit Packs	30	166	511	511
Queue Slots for Trunks	198	1,332	ul	ul
PRI Interfaces via PI[1]	8	NA		
PRI Interfaces via PACCON[2]	30	NA		
PRI Interfaces via PKTINT	NA	166		
PRI Temporary Signaling Connections				
TSCs in System	656	4,256		
Call Associated TSCs	400	4,000		
Non Call Associated TSCs	256	256		
Administered TSCs	128	128		
Ringback Queue Slots	198	1,332	ul	ul
Total PRI Interfaces[3]	30	166		
Trunk Groups Hourly Measurements	25	75		
Trunk Groups in the system	99	666	982	982
Trunk Members in a Trunk Group	99	255	255	255
Trunks in System (Incl. Rem. Access)[4]	400	4,000	6,000	6,000
Measured Trunks in System	400	4,000		

1. Only one Processor Interface (PI) board is supported in G3vs (CSCC) and G3s (ESCC) configurations, and therefore a total of four physical links (used for BX.25 or PRI) are available. PRI interface via the PI is not available in Germany. PRI interface via the PACCON must be used.
2. PRI interface via the PACCON is not available on G3vs. Therefore, PRI is not available on G3vs in Germany. Other Countries must use the PI when they have the G3vs configuration.
3. In the 286 or the G3i configuration, 2 PI boards can be supported in the MCC, and therefore a total of 8 physical links (used for BX.25 or PRI) is available. Since the SCC/ESCC/CSCC can only support 1 PI board, a total of 4 physical links (used for BX.25 or PRI) is available in the G3vs and the G3s configurations. When using the PACCON, the G3s and the G3i limit is bounded by the DS1 CP limit.
4. G3vs has the same software capacities for stations and trunks as does G3s. However, these software capacities are limited by the cabinet hardware. A typical switch would probably have 20 to 50 stations with 10 to 20 trunks. Station capacities can be reached only by administration without hardware (AWCH). This includes extensions administered without hardware.

Table 3-1. G3/G2 Capacity Comparison - *Continued*

ITEM	G3iV4	G3rV4	G2.1	G2.2
Voice Terminals[1]				
Associated Data Modules (e.g., DTDMs)	800	7,500	16,000	16,000
BRI Stations[2]	1,000	7,000	1,000	10,000
Digital Stations[3]	2,400	25,000	10,000	10,000
Display Stations	2,400	10,000	10,000	10,000
Stations[4]	2,400	25,000	32,000	32,000
Station Button Capacity (K Units)	700.8	5,260		
VuStats				
Measured Agents or Login IDs	400	2,000	NA	NA
Measured Splits	99	255	NA	NA
Measured Trunk Groups	32	32	NA	NA
Measured VDNs	99	512	NA	NA
Reporting Periods				
Intervals	25	25	NA	NA
Days	1	1	NA	NA
Display Formats	25	25	NA	NA
Simultaneous Updating Displays	100	500	NA	NA

1. The following items detract from the total number of available “Stations” on a given switch:
   - — Analog Music-On-Hold
   - — Attendants
   - — Modem Pool Conversion Resources
   - — TAAS Port
   - — Stations (Digital, Display, BRI, etc.)
   - — Analog Announcements
   - — Analog External Alarm Port
   - — Agent Login IDs
   - — ACD Agents
2. All BRI stations can be display stations (G3vs does not support BRI).
3. The software limit for digital stations in G3vs is 200 stations, but due to power limitations the recommended limit is 80 digital stations.
4. Including extensions administered without associated hardware (for the G3s, G3i and G3r Configurations). The Station Capacity for G3vs (200) is a software limit. The physical capacity of the CSCC (10 port slots) will limit the G3vs configuration from reaching the software limit.

References

A

The following is a list of DEFINITY Communications System Generic 3 documents, including a brief description of each document.

To order copies, refer to the address and phone number on the back of this document's title page. For addition DEFINITY Communications System documents, refer to the *GBCS Publications Catalog,* 555-000-010, available from the GBCS Publications Fulfillment Center.

Basic

The following are basic documents for anyone using the DEFINITY Communications System.

DEFINITY Communications System Generic 3 Feature Description, Issue 2 **555-230-204**

Provides comprehensive technical descriptions of system features and parameters. Includes the applications and benefits, feature interactions, administration requirements, hardware and software requirements, and a brief discussion of data communications and private networking configurations.

DEFINITY Communications System Generic 3 Version 4 Implementation, Issue 1 **555-230-655**

DEFINITY Communications System Generic 3 V2/V3 Implementation, Issue 1 Addendum and Addendum 2 **555-230-653**

Provides step-by-step procedures for preparing the hardcopy forms that correspond to the screens and are required to implement the features, functions, and services of the system. Includes procedures for completing a communications survey. Includes an initial set of blank forms (555-230-655B, 555-230-653B).

DEFINITY Communications System Generic 3 Version 4 Implementation Blank Forms, Issue 1 **555-230-655B**

DEFINITY Communications System Generic 3 V2/V3 Implementation Blank Forms, Issue 1 **555-230-653B**

Provides additional blank hardcopy forms that correspond to the screens that are required to implement the features, functions, and services of the system.

Copies of these forms are automatically included with the *DEFINITY Communications System Generic 3 Version 4 Implementation, Issue 1*, 555-230-655 or *DEFINITY Communications System Generic 3 V2/V3 Implementation, Issue 1*, 555-230-653. Use this order number to purchase additional forms.

DEFINITY Communications System Generic 3 System Description and Specifications, Issue 3 **555-230-206**

Provides a technical description of the systems and is intended for service personnel, sales personnel, and customers who need a comprehensive overview of the system. Includes descriptions of hardware, software features, technical specifications, environment requirements, maintenance requirements, and illustration of components.

DEFINITY Communications System Generic 3 Version 4 Traffic Reports, Issue 2 **555-230-511**

Provides detailed descriptions of all the measurement, status, and security reports available in the system and is intended for administrators who validate traffic reports and evaluate system performance. This document was titled *System Reports* for earlier systems. Includes corrective actions for potential problems.

DEFINITY Communications System Generic 1 and Generic 3 Installation and Test, Issue 5 **555-230-104**

Provides descriptions of the procedures for installing and testing the system's common equipment and adjuncts. Includes setup procedures for the system management terminal, power and grounding requirements, and testing steps. Includes compete details on system wiring. Provides both domestic and international information.

DEFINITY Communications System Generic 3 Installation (for Single-Carrier Cabinets), Issue 1 **555-230-894 UK English**
555-230-895 German
555-230-896 French
555-230-897 Spanish
555-230-900 Chinese

Provides procedures and information for hardware installation and initial testing of the DEFINITY Communications System Generic 3, models Generic 3i and Generic 3 single-carrier cabinet switches only. The UK version will be shipped with all single-carrier cabinet systems in the US. Some languages may not be available until a future date.

DEFINITY Communications System Generic 3 Version 1.1 - Version 4 Upgrades and Additions, Issue 2 **555-230-107**

Provides procedures for an installation technician to convert an existing DEFINITY Communications System Generic 1, Generic 2, Generic 3 Version 1, Generic 3 Version 2, Generic 3 Version 3, or System 75 R1V3 to Generic 3 Version 4. Included are upgrade considerations, lists of required hardware, and step-by-step upgrade procedures. Also included are procedures to add control carriers, switch node carriers, port carriers, circuit packs, auxiliary cabinets, and other equipment.

DEFINITY Communications System Generic 3r Maintenance, Issue 4 **555-230-105**

DEFINITY Communications System Generic 3i/s/vs Maintenance, Issue 7 **555-204-105**

Provide detailed descriptions of the procedures for monitoring, testing, and maintaining the systems. Included are maintenance commands, step-by-step trouble-clearing procedures, the procedures for using all tests, and explanations of the system's error codes.

An Introduction to DEFINITY Communications System Generic 3, Issue 1 **555-230-023**

Provides a detailed overview of the system including descriptions of many of the major features, applications, hardware, system capabilities, and the AT&T support provided with the system. This document reflects Generic 3 Version 2 software, but still contains relevant information.

DEFINITY Communications System Generic 3 Planning and Configuration, Issue 2 **555-230-601**

Provides step-by-step procedures for the account team in determining the customer's equipment and hardware requirements to configure a system according to the customer specifications. Includes detailed requirements and block diagrams. This document reflects Generic 3 Version 2 software, but still contains relevant information.

GBCS Products Security Handbook, Issue 4 **555-025-600**

Provides information about the risks of telecommunications fraud and measures for addressing those risks and preventing unauthorized use of GBCS products. This document is intended for telecommunications managers, console operators, and security organizations within companies.

DEFINITY Communications System and System 75 and System 85 Terminals and Adjuncts Reference, Issue 7 **555-015-201**

Provides descriptions of the peripheral equipment that can be used with System 75, System 85, and DEFINITY Communications System. This document is intended for customers and AT&T account teams for selecting the correct peripherals to accompany a system.

DEFINITY Communications System Generic 1 and Generic 3 Voice Terminal Operations, Issue 1 **555-230-701**

Provides detailed operating instructions for the system features on each type of voice terminal. Included are definitions of the voice features and user requirements.

DEFINITY Communications System Generic 1, Generic 3, and System 75 Voice Terminal Guide Builder, Issue 1 **555-230-755**

Provides capability to produce laser-printed documentation for specific voice terminals. The software is supported by a comprehensive user's guide and on-line help. This product requires a 386 PC, minimum of 6MB disk space, minimum of 4MB RAM, a printer supported by Microsoft GDI printer drive, and Microsoft Windows 3.1 or higher. A mouse is recommended.

Call Center

The following list of documents are Call-Center specific. Refer also to the basic DEFINITY Communications System documents.

DEFINITY Communications System Generic 3 Call Vectoring/Expert Agent Selection (EAS) Guide, Issue 4 **585-230-520**

Provides information on how to write, use, and troubleshoot vectors, which are command sequences that process telephone calls in an Automatic Call Distribution (ACD) environment. It is provided in two parts: tutorial and reference.

The tutorial provides step-by-step procedures for writing and implementing basic call vector scripts.

The reference includes detailed descriptions of the call vectoring features, vector management, vector administration, adjunct routing, troubleshooting, and interactions with management information systems (including the Call Management System).

DEFINITY Communications System Generic 3 Basic Call Management System (BCMS) Operations, Issue 4 **555-230-704**

Provides detailed instructions on how to generate reports and manage the system and is intended for telecommunications managers who wish to use BCMS reports and system managers responsible for maintaining the system. If Issue 4 is unavailable, use Issue 3.

Networks

The following list of documents are network-specific. Refer also to the basic DEFINITY Communications System documents.

DEFINITY Communications System Generic 3 Wideband Technical Reference, Issue 1 **555-230-230**

Provides detailed information regarding the Wideband Switching feature for the system and is intended for users and technical support personnel involved with the installation, administration, and operation of this feature. This feature provides high speed end-to-end connectivity between customer endpoints where dedicated facilities are not economical or appropriate. The primary function is to support high speed video-conferencing and data applications.

DEFINITY Communications System Generic 2.2 and Generic 3 Version 2 DS1/CEPT1/ISDN PRI Reference Manual, Issue 1 **555-025-107**

Provides a detailed technical description of digital trunks in the DEFINITY Communications Systems. This includes trunks conforming to the DS1 standard (1.544 Mbps) and the CEPT1 standard and all other methods of signalling, including bit-oriented signalling as well as ISDN-PRI signalling. This document includes background information on these topics, information on how digital trunk capabilities have been designed into the DEFINITY Communications System and information for field personnel and customers on how to provision and administer digital trunk capabilities and features. Provides both domestic and international information.

Application Specific

The following list of documents are application-specific. Refer also to the basic DEFINITY Communications System documents.

DEFINITY Communications System Generic 2 to Generic 3 Version 4 Transition Reference, Issue 1 **555-230-636**

Provides detailed descriptions of the difference between features and administrative forms for systems Generic 2 to Generic 3 Version 4 and is intended for AT&T personnel and customers involved in planning upgrades and migrations from an older system. Includes descriptions of new administrative commands.

DEFINITY Communications System Generic 3 CallVisor ASAI Planning Guide, Issue 4 **555-230-222**

Provides procedures and directions for the account team and customer personnel for effectively planning and implementing the CallVisor Adjunct/Switch Application Interface (ASAI) PBX-Host environment. The CallVisor ASAI is a communications interface that allows adjunct processors to access switch features and to control switch calls. It is implemented using an Integrated Services Digital Network (ISDN) Basic Rate Interface (BRI). Included are hardware and software requirements.

DEFINITY Communications System Generic 3 CallVisor ASAI Protocol Reference, Issue 4 **555-230-221**

Provides detailed layer 3 protocol information regarding the CallVisor Adjunct/Switch Application Interface (ASAI) for the systems and is intended for the library or driver programmer of an adjunct processor to create the library of commands used by the applications programmers. Describes the ISDN message, facility information elements, and information elements.

DEFINITY Communications System Generic 3 CallVisor ASAI Technical Reference, Issue 4 **555-230-220**

Provides detailed information regarding the CallVisor Adjunct/Switch Application Interface (ASAI) for the systems and is intended for the application designer responsible for building and/or programming custom applications and features.

DEFINITY Communications System Generic 3 Installation, Administration, and Maintenance of CallVisor ASAI Over the DEFINITY LAN Gateway, Issue 1 **555-230-223**

Provides procedures for installation, administration, and maintenance of the CallVisor Adjunct/Switch Application Interface (ASAI) Ethernet application over the DEFINITY LAN Gateway and is intended for system administrators, telecommunications managers, Management Information System (MIS) managers, LAN managers, and AT&T personnel. The ASAI-Ethernet application provides ASAI functionality using 10Base-T Ethernet rather than BRI as a transport media.

DEFINITY Communications System Generic 3 Automatic Call Distribution (ACD) Agent Instructions, Issue 4 **555-230-722**

Provides information for use by agents after they have completed ACD training. Includes descriptions of ACD features and the procedures for using them.

DEFINITY Communications System Generic 3 Automatic Call Distribution (ACD) Supervisor Instructions, Issue 4 **555-230-724**

Provides information for use by supervisors after they have completed ACD training. Includes descriptions of ACD features and the procedures for using them.

DEFINITY Communications System Generic 1 and Generic 3 Console Operation, Issue 2 **555-230-700**

Provides operating instructions for the attendant console. Included are descriptions of the console control keys and functions, call-handling procedures, basic system troubleshooting information, and routine maintenance procedures.

DEFINITY Communications System Generic 1 and Generic 3 Console Quick Reference, Issue 1
555-230-890 UK English
555-230-891 German
555-230-892 French
555-230-893 Spanish
555-230-920 Chinese

Provides operating instructions for the attendant console. Included are descriptions of the console control keys and functions, call handling, basic system-troubleshooting information, and routine maintenance procedures. Some languages may not be available until a future date.

An Introduction to DEFINITY Communications System Generic 3 Hospitality Services, Issue 1 **555-230-021**

Provides an overview of the features available for use by the lodging and health industries to improve their property management and to provide assistance to their employees and clients. Included are brief definitions of many of the system features, descriptions of the hardware, planning considerations, and list of the system capabilities.

DEFINITY Communications System Generic 1 and Generic 3 User's Guide Hospitality Operations, Issue 2 **555-230-723**

Provides step-by-step procedures for using the features available for use by the lodging and health industries to improve their property management and to provide assistance to their employees and clients. Includes detailed descriptions of reports.

Index

Numerics

A

B

C

D

E

F

G

H

I

K

L

M

N

O

P

Q

R

S

T

U

V

W

Z