



CallPort

Service Release Bulletin

January 2008



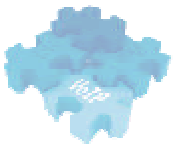
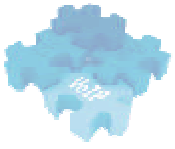


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Introduction

Upgrades made in November-January have been focused upon the following areas:

1. Fixing issues which can occur in specific sets of circumstances. Usually involving call forwarding.
2. Improving end-user experience when dialling out from SNOM phones on the 8eI network by adding features such as call history and the Freeport Directory Service.

This document will summarise the improvements made by 8eI during November 2007 - January 2008 and will provide some information regarding future developments.

Issues Fixed

Call forwarding and divert

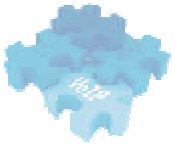
1. Caller CLI is correctly presented when calls are transferred or diverted to a huntgroup.
2. Calls which are transferred to a huntgroup can be recalled by the transferee if the huntgroup is unavailable.
3. Call forwarding rules will no longer take-over if calls are transferred or recalled to the switchboard. This could be mistaken by mobile-users for call cut-off.
4. Forwarding a call from a huntgroup to reception no longer leads to call cut-off.
5. Calls transferred from the switchboard to a group or individual can now be picked up using ** (*extension number*)

Huntgroup calling

1. Huntgroups which have no call forwarding rules set will no longer continue to ring after the time out period set for the group has expired. Previously, calls were disconnected after this period.
2. Previously if a member of a terminal or cyclical huntgroups phone was unexpectedly disconnected from the network. Silence would be heard when the call reached this user. Ringing is now correctly heard by the caller.
3. It is possible to set up huntgroups so that they divert to each other and back, causing a loop. Looping is now limited to 7 diverts from each group so as to insure that Network resources are conserved.

Dialling issues

1. 141 and 1471 numbers were not being dialled correctly. This issue has now been resolved.
2. Dial plans (see the upgrade section) now enable dial out from Call History.



Upgraded SNOM dialling

The latest version of the SNOM 300 and 320 firmware enables dial plans to be set which use number-length prediction to autodial some numbers and improve ease-of-use.

Because the majority of our customers have their systems configured so that external calls must be prefixed by a "9" the examples used here presume this setup. However, it is possible for dial plans to be developed for customers who do not require a prefix to external numbers (or who use a number other than "9")

Dial without tick

For the majority of calls it will no longer be necessary to press the tick button after dialling. This applies to external calls, dialling extensions and call-transfer. If the tick is used for international numbers it will speed up dialling times. However, these numbers will dial after approximately 5 seconds.

Dial from missed calls

Previously, if your organisation required a "9" in front of external numbers it was not possible to dial these from your missed called log. The new software allows this to be done by automatically inserting a "9" in front of these numbers

Dial locally without the STD code

It is now possible to dial local numbers without adding the STD code, e.g. 9338300 will be automatically translated to 901183383000

Improved CLI presentation

Number Dialed display

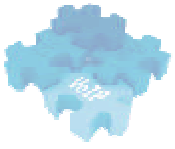
It is now possible to configure the CAP so that calls to a hunt group will display the number dialled rather than the callers CLI on the SNOM display.

Huntgroup Indication

Incoming calls to a huntgroup (rather than direct to an individual) will now display the huntgroup extension in brackets on the SNOM display.

Freeport Directory Access

Changes to the software in SNOM handsets and the IPFreeport have given us the potential to configure contact databases (or directories) on the Freeport which can be read from the phone. These features enable SNOM users to lookup and



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call both internal and external contacts by name without having to remember extensions and telephone numbers. In addition, this feature can read new contact information from Windows Active Directory if needed.

For more details regarding the Freeport Directory please visit:

<http://www.8el.com/why-8el/support/srb.html>