

ZyXEL Prestige 128

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Release Note/Manual Supplement

Date: December 14, 1998

This document describes the enhancements in the ZyXEL Prestige product line since the last manual printing. The bug fixes section describes problems corrected since version 1.50.

The major enhancement in this release is **DSS-1 ISDN Supplemental Services**. Please read through the **Enhancement Details** section for detail information.

New Features:

DSS-1 ISDN Supplemental Services

DSS-1 ISDN Supplementary Services are supported in this release. These services work properly only if the needed functions subscribed from the PTT.

Bug fixes

1. CHAP used to fail if the length of password exceeds 15 characters. It is fixed.
2. Prestige used to report Error message: "SUA O/G: No port for source" for no good reason. It is fixed in this version.
3. Prestige used to report 0 for both of the ISDN iface inUnicast and outUnicast counters. Prestige reports the right value for inUnicast, outUnicast, ifSpeed and ifLastChange now.
4. There existed a bug in Menu 2 for DSS-1 and 1TR6 versions. The number of **Dial Prefix** field would be changed to the combination of the number entered in both **Dial Prefix** and **PABX Number** fields if the number entered in **Dial Prefix** field was 4 digits. The number of digits are allowed to enter has been limited to 3 in this version.
5. In very large IPX networks, you might have problems accessing the desired servers. It is fixed in this release.
6. Add a CI command, isdn clidcb <on | off>, for CLID callback feature. By default, CLID callback is enabled in this release.
7. In v1.50, user had to drop the connection manually in order to placing a call successfully after unplugging/plugging the ISDN cable in a quick succession. It is fixed.
8. Prestige may freeze at Windows 98 PPP connection with compression, it's fixed at this version.

Enhancement Details

DSS-1 ISDN Supplemental Services

Background

Advanced ISDN Features are supported by Prestige. The relationship among the advanced ISDN features and switch types is:

Table 1. Advanced ISDN features vs. ISDN variances:

Feature:	US	DSS-1	1TR6
Incoming Call Bumping (MP)*	y	Y	y
Outgoing Call Bumping (MP)*	y	Y	y
Call Waiting/Call Hold/Call Retrieve	y+	y+	n
Three Way Calling (Conference/Transfer/Drop)	y+	Y	n
Call Forwarding	y+	Y	n
Reminder Ring	y+	Y	n
CLIP/CLIR	n	Y	n

Notes:

- * - feature supported since v1.3
- y+ - feature supported since v1.5
- y - feature supported in this release
- n - feature not supported

Before You Begin

ISDN Supplemental Services refers to Call Waiting/Call Hold/Call Retrieve, Three Way Calling (Conference/Transfer/ Drop), Call Forwarding, and Reminder Ring on the Prestige POTS ports. There are services on the serving Central Office switch that works in cooperation with the Prestige software must first be enabled. These services usually cost you extra charges in addition to your monthly payment.

Additional Call Offering (ACO) (in Europe the same service is better known as “Call Waiting”) is required to be subscribed on your ISDN line in order to utilizing the Call Waiting/Call Hold/Call Retrieve feature. Flexible Calling is required on your ISDN line in order to using the Three Way Calling (Conference/Transfer/ Drop) feature. You may want to check with your PTT to confirm if these services are available to you.

Call Waiting/Call Hold/ Call Retrieve

ISDN Call Waiting/Call Hold/ Call Retrieve allows user to place an active voice call on hold, switch to another call, and retrieve the original call back.

Menu 2.1 -- ISDN Advanced Setup

Phone 1 Call Waiting= Enable/Disable
 Phone 2 Call Waiting= Enable/Disable
 Calling Line Indication = Enable/Disable

By toggling the **Phone 1 Call Waiting** and **Phone 2 Call Waiting** fields, user can enable and disable the Call Waiting/Call Hold/ Call Retrieve feature on the POTS ports. By default, this feature is disabled on both POTS ports. Here is a brief description about the choices of this field:

Disable: disable the Call Waiting/Call Hold/ Call Retrieve feature on the specific phone.
Enable: enable the Call Waiting/Call Hold/ Call Retrieve feature on the specific phone.
Calling Line Indication
Enable: request Switch including Calling Party Number in Setup message to far-end.
Disable: request Switch NOT including Calling Party Number in Setup message to far-end.

How to use Call Waiting/Call Hold/ Call Retrieve feature:

- Put your current call on hold and answer the incoming call - after hearing the call waiting indicator tone, press and immediately release the flash hook button on your telephone.
- Put your current call on hold and switch to another call - press and immediately release the flash hook button on your telephone.
- Hang up your current call before answering the incoming call – hang up the phone and wait for the phone to ring. Then answer the incoming call.
- Hang up on the current active call and switch back to the other call – hang up the phone and wait for the phone to ring. Then pick up the phone to return to the other call.

Why Call Waiting does not work as expected:

1. An incoming caller will receive a busy signal if:
 - you have two calls (one active and one on hold; or both actives by using Three Way Calling) on the Directory (Phone) number the incoming caller is attempting to reach.
 - you are dialing out by using the Directory (Phone) number the incoming caller is attempting to reach, but have not yet established a connection.
2. If no action is taken (call waiting indicator tone is ignored) to pickup the call, the call waiting tones will disappear after about 20 seconds.

Three Way Calling (Conference/Transfer/Drop)

The Three Way Calling feature allows you to add the third party to an existing call. This service must be subscribed from your PTT.

How to Add the Third Party to the Existing Call

- If you wish to add the third party to an existing call, the steps are:
 1. Press the flash hook button and immediately release it to put the existing call on hold and receive a dial tone.
 2. Dial the third party.
 3. Inform the third party about the conference.
 4. When you are ready to conference the call, press the flash hook button and immediately release it to establish a Three Way Conference Call.
- If you wish to cancel your attempt for some reason (the third party's line is busy, or no one answer), just hang up the phone and pick it back up after the phone ringing.

How to Remove a Party from the Three Way Calling

- If you wish to drop the last one added to the Three way calling call, just press the flash key. The last call that was added to the conference will be dropped.

- If you wish to drop yourself from the conference call, but allow the other two callers to remain connected. Just hang up your phone. If the other two remain on the line, your drop will not impact their connection.

Call Transfer

Call Transfer is a variance of Three Way and allows you to transfer an active call to a third party. If you wish to transfer an active call to a third party and inform him about the transferred call, the steps are:

1. Press flash to immediately put the existing call on hold and receive a dial tone.
2. Dial the third party.
3. Inform the third party about the transfer call.
4. Press the flash hook button and immediately release it to establish a Three Way Conference Call.
5. Hang up the phone to complete the transfer.

If you wish to do a blind transfer to the third party, the steps are:

1. Press flash to immediately put the existing call on hold and receive a dial tone.
2. Dial the third party.
3. Before the third party picks up the call, you can transfer the call by pressing the flash and hanging up. The call will be automatically transferred.

Call Forwarding

The Call Forwarding feature is supported by ISDN switch directly. The Call Forwarding feature of the POTS port can be activated and deactivated by using the phone set. The Call Forwarding is a telephone feature and will not impact incoming data call. Please request your PTT for the instruction activate or deactivate the Call Forwarding feature.

Known Problem List

1. For Northern American version, the Prestige may drop both data channels if both of the POTS port telephones are off hook simultaneously while an MP call is in progress.
2. If Prestige connects to the switch that does not support in-band tone, the tone will generated by Prestige instead. In this case, Prestige will send the same tone to both POTS ports. For example, when telephone 1 (telephone connects to POTS port 1) is ringing, off-hooking telephone 2 (telephone connects to POTS port 2) will cause telephone 1's sound changing from ring to dial tone. It is because Prestige generates dial tone for POTS port 2 now.
3. For DSS-1 version, a global digital call will still ring and can be answered even if **MSN** is selected in Menu 2 as the ***incoming call matching*** method.
4. The POTS port (A/B adapter) dial tone may disappear if call bumping is attempted twice in rapid succession on a switch that does not support in-band tone.
5. For DSS-1 version, the ISDN ***Link*** status still shows **Idle** in Menu 24.1 even if the cable is unplugged.
6. For DSS-1 version, Prestige may stop placing outgoing data calls after Call Waiting/Call Hold/Call Retrieve scenario if both of POTS ports are assigned the identical phone number. When it happens, the B-channel status shown on Menu 24.1 is wrong.
7. For the Northern American version, the second phone may have problems on generating unnecessary busy tone even though the first phone is always OK.
8. Prestige has problems to support Unix remote commands (rlogin, rcp, and rsh) in SUA case.

