

## **Network Features for Basic Rate ISDN – Australian Network**

The ISDN Basic rate provided by Telstra in Australia has several network features which enhance the operation for the customer. This file aims to acquaint users with these functions and how to operate them. While there are some features provided by Telstra other than these listed they are not supported by Hybrex systems.

### **Easycall Features (call Diversion)**

Easycall Call Diversion features are available on all 3 systems – G1/G2/GDS.

#### **a. Call Diversion. – GDN number**

The GDN number (Group Directory Number) is the main number of a group of ISDN lines. If the customer has a 100 number Indial range normally 1 number will be named as the GDN. Example: 100 number range 94150100 to 94150199 then the GDN will normally be 94150100. On a group such as this the only number that can be diverted is the GDN number. It is not possible to divert individual Indial numbers.

To divert the GDN dial as follows,

\*21(destination area code)(destination phone number)#

To undivert for this type of diversion dial

#21#

It is not unusual to receive an error message at the completion of dialing either “normal unspec” or “Cause 50”. That does not mean that the operation has been unsuccessful. If you then test the diversion or undiversion you will find that they have been successful. If the system has been programmed to send no CLIP to the exchange then this method may not work and the method b. below may need to be used where the setup string will need to include the number that is wanted to be diverted.

#### **b. Call Diversion - MSN number**

An MSN is a number where the customer may have as little as 1 Basic Rate which will have multiple numbers. In the ATA office we have a BRA with the number 94176288 and it also has the extra number 94176224. On the customers site they may have more than 1 extra number. These individual numbers can be diverted with out diverting the main number. To divert the main number treat it as a GDN and use the above method to Divert and Undivert.

To divert an MSN number is more complex, dial as follows for the number 94176224

\*21(destination area code) (destination phone number) \*\*\* 94176224 #

this will divert only calls to 94176224 and calls to 94176288 will still call direct to the BRA /BRA'S.

To Undivert the MSN number dial as follows

#21\*\*94176224#

## **Explicit Call Transfer**

Explicit Call transfer is at the time of writing only available on the G2.

Explicit Call Transfer allows a user to receive a call on a Basic rate line and place it on network hold, receive new dial tone, dial another number and transfer the caller to the new number.

To transfer a call press the TRF/FL key while speaking to a caller. The caller will hear network hold tone and the Hybrex user will receive new dial tone. The user can then dial a new number and after the new number answers press the TRF/FL and the call will be transferred to the first party via the network leaving the line free to be used for new calls. If the second call is unsuccessful pressing TRF/FL will retrieve the first caller.

## **Advice Of Charge**

Advice of charge is a feature provided by Telstra to it's customers connected to ISDN. When this feature is activated by Telstra then when a call is made the exchange will send back charging information to the system which will allow a user to know the cost of the call either during or after the call completion. The Hybrex requires that Telstra supply the information During the call and the feature code is known as AOC-D. AOC-E will not work correctly on a Hybrex system.

Currently supported by the G2 system this feature can be utilized by Mini Call Accounting to provide an alternative to meter pulses for Hotel/Motel operation.

There are 2 problems with using AOC. The first is that no charging information is provided for mobile calls and the second is that while the user is only charged flat rates for local calls per 30 minutes the charging information sent via AOC for a local call is timed and gives inaccurate charging.

To correct these 2 anomalies the system software provides Mode 93 which allows the system to override information sent by the exchange (such as local call information) add information not sent (such as mobile calls) at a level determined by the programmer. Information on this feature is available in the Hotel Motel Help file.