

BCM 3.5 Voicemail 35.30.31.22 for BCM 3.5

Problem:

Q00877810-02 - Express Msg / FAX

- Enhanced express messaging to have two modes, 'Fax and Voice' and 'Fax Only'. Some customer sites experienced difficulty with some models of Fax machines that would call the express messaging line, but hang up if they detected a voice before the fax tone. Nortel Networks Support (ITAS) can now force an express messaging line to be fax only as opposed to detecting whether it's a fax or voice call. (On an individual mailbox basis)
- Note: This enhancement must be activated (post patch application) by ITAS through remote access to the BCM.

Q00887800-02 - Call Center Transfer to AA Routing not working as expected

- If a Call Center skillset transfers the call to a greeting table based on a timeout (instead of the caller entering any DTMF) and furthermore the caller does not press any digit while in AA then the caller should be transferred to the attendant after a timeout. If the system attendant DN is invalid and matches the DN of the general delivery mailbox then the call should be placed in the general delivery mailbox. Prior to the fix, AA was disconnecting the caller after a timeout.

CRs Resolved:

Voicemail 35.30.31.22

- Q00877810-02 - Express Msg / FAX
- Q00887800-02 - Call Center Transfer to AA Routing not working as expected

Voicemail 35.30.30.22

- Q00806662 2 ssa-vm CallPilot Auto Attendant Stops Working
- Q00799146 3 ssa-vm CCR Tree assigned to Business Closed does not work
- Q00768399-02 3 ssa-cc Skillset Overflow not working correctly

Voicemail 35.30.27.22

- Q00738434: Upgrade to BCM3.5 contains only 10 CC greetings
- Q00755173: AA grt tbl1 attendant rings when rtg tbl is trans to AA none and 0 is press

- Q00764721-01: Outlook Express issues IDLE in authenticated state -> access violation
- Q00765862-02: Double entries in Desktop Messaging