

Infinity Host General Release 5.61.28 [released 6/19/2023]

Feature Changes:

- Infinity eVoiceLink Service
The server now supports an eVoiceLink service that can be used to send WCTP messages to Provider (Infinite Convergence, TTG).
Outbound messages - This uses the basic POST method to send them.
- Inbound Replies and Unsolicited messages – This uses the WCTP web, POST comes from provider (Infinite Convergence, TTG)

Fixes:

- Fixed a stack error when displaying logger errors.
- European ringback on Amtelco T1 cards has been fixed.
A message is issued to the board upon startup to correct the ringback.
- Inbound SIP calls
Calls that did not have a station in the SIP identity were using the first octet of the IP address as the station.
192.168.10.2 vs 6085551212@192.168.10.2, the server was using 192 for the station number, the message was missing the xxx@.
Does not send a SIP cancel, if the call was given a 603.
Does not stop playing ringback if the call was given a 603. (The board takes care of this automatically.)

General Changes:

- Sound Alarm Changed from -DTMF to 0 XDS-RING.
- Call Analysis for Amtelco Voice Boards: if a silence event is received it returns a completed code of CAignoring rather than CAconnected (for increased reliability of Call Analysis).

Infinity Host General Release 5.61.26 [released 7/25/2019]

Fixes:

- Fixed the undelivered special report. It was showing un-played voice messages.
- Fix an issue with conferencing when using the Infinity resource board.

General Changes:

- Smart Join – This has been changed to do a full conference rather than an audit.
- Changed backing up Custom statuses. Previously these would only get backed up if the status had voice. Now the statuses are backed up whether or not the status includes voice.
- If an illegal request is issued to the server, the server now clears the stack in addition to reporting the error on the system printer.

- A check has been added that will verify if the station number is correct when requests are received. This additional verification will prevent a potential GPF.
- The size of an Internal PBX extension can now be 65535 (previously it was limited to 32767).
- This server version will send a GSM sim command to the CDMA modem.
- Added a Session# to OpOffOn table. When the operator logs on to the server, a session number is created and is maintained until they logout. All on/off actions between login and logoff will have the same session number so that they can be grouped together.
- Added 2 new fields that adjust the timing of sending and receiving SMS messages, as the newer modems require more time between messages.

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| Infinity Host General Release 5.61.25 [released 11/09/2018] |
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Feature Changes:

- Agent Status Lights (new Agent pay-for option).

Fixes:

- Adjustments to SIP refers; this eliminates some tromboning between Infinity Systems.
- miSecure Messaging replies was attempting to remove SMS replies from a common reply table. Fixed (MSM removes MSM, SMS does SMS).
- Stuck ports from SIP dialout failures has been fixed.
- Stuck Telephone Agent call from dialing out a route over 128 has been fixed.
- Stuck Voice Ports from Call Overflow to the same account has been fixed.
- An issue related to a stack error from an internal Extension dial outs when the call state was not Xdial or XXdial has been resolved.

General Changes:

- File ownership has been reviewed on requests from clients. Several changes have been made to some requests. Read ownership has replaced Read/Write. This has sped up the requests.
- Real Time backup offline should now generate an Infinity Event.
- The minimum number of File Backups, and File Backups now are programmable.
- Dialing "9911" will no longer work on auto attendant calls, as requested.
- Secretarial VM exit account will be checked when a VMCB has ended and changes to that account if it exists.
- SIP NLP processing has become made its own account flag.
- Added a flag in the modem ports setup so that when set, establishing a TTY call the system will not change to the original account.
- Added information when an invalid index happens. This will now print out the record number.
- When SIP Registering with an external system (PBX) the Expires: header is now sent with the registration attempt.
- SIP (VoIP card) call processing:
 - If the server receives a UNPx message from the board it will mark the TCID out of service. (A message is sent to the printer: 09/28/2018 01:52p VoIP TCID Ch/Bd:3:0 id:0 taken out of service.)
 - If the server receives more than 3 UNPx messages from the board it will take the

adjacent 96 TCIDs out of service. (A message is sent to the printer:
09/28/2018 01:52p VoIP Dsp Ch/Bd:3:0 id:0 taken out of service.)

A scheduled restart will need to happen to restore service to those TCIDs.

Response 181 will now be recognized during a SIP REFER.

- Response 406 will now be recognized during a SIP dialout.
- A stack error has been fixed when a status expires if the account did not exist.
- A network change was integrated for added stability in the Infinity networking.

Infinity Host General Release 5.61.24 [released 2/1/2018]

Feature Changes:

- An option has been added to allow changing the call type on an IS dispatch call from Checkin(1) to IS Dispatch(11).
- An option has been added to prevent recording the Quality prompt when Unity Logger is recording calls.
- An option has been added to play a pacifying ring before the behavior is launched if the account has a greeting or digits. This improves performance when the account is using Google® Voice services.
- An orbit timeout account has been added. When an orbit times out, the system changes to this account and executes a behavior.
- An issue with the Cisco® SPA504G phones DND (Do Not Disturb) option has been corrected. The call will follow the busy behavior.
- The Cisco® SPA504G phones 'Ignore' feature is now supported when a call is ringing. The call will follow the busy behavior.

Fixes:

- Several issues related to operator on/off statistics when using the new mOpOnOff table have been resolved.
- Previously the server was allowing only 100 SIP stations on the AMTELCO PBX feature. This has been increased to 400.
- Previously if the operator was disconnecting from a conference, the operator port was disconnected twice. This has been corrected.

General Changes:

- Several routines have been adjusted such that the bounds are limited to the number of stations that have been purchased / enabled. Previously these routines always accounted for all 400 potential stations. This will increase the speed of routines on systems with fewer than 400 stations enabled.
- Automated Park now factors in the Account Security groups when obtaining the park orbit account.
- The system will no longer check to see if calls/operators are coaching or barging in on calls if the customer has not purchased the Audit-Barge-Feature.
- The system will not print to the system printer the operator 'off' reason when the operator is turning on.

Infinity Host Interim/Test Version 5.61.23 - UNRELEASED

Feature Changes:

- CallEnd Statistic Event: A field has been added to indicate the call distribution operator groups that the call was eligible for. A field has also been added to indicate the group that the call was distributed to.
- XFER ANI - The system can now only transfer the ANI if the number being dialed is greater than a programmed value. This will simplify the process for the operators when transferring calls.
- Auto Attendant Not Found Feature – If a 32P is placed in the auto attendant service list, the server will ask the user for a number to be entered. This is the number that the server will transfer the caller to. If Auto Attendant attempts a dialout and receives a 404 Not Found response, Infinity will execute the behavior again, allowing the user to re-enter the number to be transferred to.

Fixes:

- N/A

General Changes:

- If a “UCC” is returned from the Amtelco VoIP Card, the server will now execute the failed vector. If the call was in the process of being answered, the call will switch to the disconnect state and will not lock up the station.

Infinity Host Interim/Test Version 5.61.22 - UNRELEASED

Feature Changes:

- Operator On Off Stats. A new stats event has been added. This event will happen when operators turn on and off. It contains date, time, operator name, operator initials, station number, operator group, on/off flag, operator off time, date time down to the second.

Fixes:

- The Stack report Last Request has been corrected (it previously displayed incorrect information on occasion).
- The request for getting waiting calls for current operator is corrected. This was for dashboard grouping of calls.
- A logout reason is now saved when a station goes offline due to a network problem.
- A fix has been implemented for operator audit, as there was an issue with disconnecting under certain conditions.
- A delay has been added when hanging up a patch. This was for ETC when using Adtran® gateway devices.
- Additional logging has been implemented when account names are added and deleted.
- An issue with a malformed message having too many characters (thereby causing a GPF) has been resolved.
- An issue with the message report having a played constant out of bounds (thereby causing a GPF) has been resolved.
- An issue with dialing undialable characters over SIP connections has been resolved.

- An issue related to the Perfect Answer report printing report buffer overflows on the system printer has been resolved.
- Telnet Diagnostic support for Hyper term has been added. (backspace key)

General Changes:

- Dashboard code call reporting has been improved.
- Added IS only and Cancel Script to Intelligent Features report.

Infinity Host General Release 5.61.21 [released 6/19/2017]

Feature Changes:

- Integration for new Trenton THD8141 processor board. Software is fully compatible with legacy CBI and TQ9 processors.
 - Intel i350 1GIG Network Interface Card.
 - Intel C226 Platform controller hub for SATA hard drives
- An additional Backplane option has been added. This is to support the new processor.

Fixes:

- N/A

General Changes:

- N/A

Infinity Host Interim/Test Version 5.61.20 - UNRELEASED

Feature Changes:

- Off Reasons. The system is now able to save the reason for the operator turning off.
- Greeting Maintenance Printout. The system is now able to printout when a greeting is added or deleted.

Fixes:

- When an MSM message is delivered, a request is sent to the IS Infinity gateway to deliver the IS message

General Changes:

- Req@Login (50) now returns the call distribution groups that are programmed for the login. These can be used to filter call monitoring if needed.
- Req!Reason (681) now stores the logout reason record number in the operator descriptor so that it can later be requested.
- ReqSysWait (244) now returns the call distribution groups for the call.
- ReqSysCall (245) now returns the call distribution groups for the call.
- ReqSupCalls (527) now returns the call distribution groups for the call.
- ReqCall&OpInfo (534) now returns the OpOffReason
- When adding a greeting the server can optionally print it out:

- 04/05/2017 09:15a Greeting Added. Acct: 0 Nite
- When deleting a greeting the server can optionally print it out:
04/05/2017 09:15a Greeting Deleted. Acct: 0 Nite
- Operator On / Off event will now printout the reason if OFF reasons are enabled.
- A SIP error 503 during a SIP inbound Options message will now execute the failed behavior.
- After a General Protection Fault the server will now log the Voice Port Queue.
[VPQ.TXT]
- The real time backup write queue has been doubled from 131072 to 262144.

Infinity Host General Release 5.61.19 [released 2/28/2017]

Feature Changes:

- The Infinity Server can use the SIP OPTIONS on SIP trunks for Infinity Route deactivation. If the server fails to see a response from a SIP OPTIONS message it will flag the Infinity route as down. When the device responds to the SIP OPTIONS message with a 200 ok, it will re-activate the route.
- A new Infinity server report displays the operators and what call distribution groups that they belong to.
- A new Infinity server report displays the call distribution groups and what operators belong to them.
- A new Infinity server report displays a count of operators in each group.

Fixes:

- An issue with duplicate call records in MDR has been fixed.
- Several fixes related to music on hold for operator ports have been added.
- A fix has been implemented for operator cue text not consistently showing up on Telephone Agent
- Fixed a stack error in .EVENT-LOG report.
- Fixed an issue where the serial route would not get cleared on an alpha page causing the route to get “stuck”.
- Fixed an issue where an NEC TCPIP link packet would cause a GPF on the Infinity server.

General Changes:

- Reader board/Dashboard no longer gets chat all messages, if no chat all option set on login name.
- The Infinity server will make a maximum of 500 dispatches from an IS Server. This is to prevent the IS server from using all of Infinity’s call records.
- The printout “No Conf Inputs” will now include the call number.
- If a system flag is set on a port, the port numbers are reversed in the command for supervised SIP transfer. The previous implementation remains as the default.
- A fix has been added for audible static on SIP operator ports when the port is hung up.
- A fix for duplicate callend stats has been integrated.
- Pressing the EVENT key from the Telephone Agent will now show the caller's ANI.
- Operator music port is now in the operator report.

Infinity Host General Release 5.61.18 [released 5/18/2016]

Feature Changes:

- SIP unauthorized requests (SIP 401) with Quality of Protection (qop) set to "auth" will now respond correctly with SIP Invites and Registers containing "qop", "cnonce", and "nc". When the Infinity server challenges phones and trunks registering, it does not support responding with "qop" set to "auth".
- Added a flag in the account to exempt it from ANI Screening.

Fixes:

- Some fixes are added for operator music on hold. Previously this could cause outside file / invalid index errors.
- Fixed problem with NEC/MCI not getting the correct ANI, and causing stack errors.

General Changes:

- Sets the maximum number of records to 4000 for recording of voice messages. This is for Unity Logger recordings that get stuck.
- Unsolicited MSM messages: zero is the default MSM account, or if the default is zero toss the message. Previously it would have used a source of zero account.
- If an operator logs out, and if there was an operator audit, it is now disconnected.
- When a call is parked, the information page on the destination operator will be page number 1. Previously it was a multiple of eight.
- The SIP INVITE and OPTIONS message to the XDS VoIP card will now contain the port number if the port number is not 5060.

Infinity Host Interim/Test Version 5.61.17 - UNRELEASED

Feature Changes:

- SIP Message Waiting Indicators can now be used. They can be programmed as operator dial strings and service list dial strings.
They follow the standard format example: 10R 8382840 W

Fixes:

- Fixed occasional stack errors when SIP registration occurs.
- Several fixes for operator music on hold have been implemented.
- Fixed operator audio ports for telephony ports that do not provide battery back to the operator. SIP and PRI were found to have occasional cross talk after the call had been completed. This should now be fixed. The port is given silence or put on hold.
- Several fixes for the Voice Mail Call Back feature have been added. If the option to callback now is cleared, pressing 9 will return to the first menu. If the option to callback now is enabled, there is no first menu. This cannot be changed.

- SIP blind transfers have been fixed. Host version 5.61.16 was not issuing the transfer command.
- SIP 181 will not cause errors to be sent to the system printer.
- Deleting un-played purge should no longer reset the system if several are deleted simultaneously.
- Amtelco SIP cards are now supported with ports over 256.
- When resetting serial modems, if necessary the host software will attempt to transmit a <XON> character in the event that an <XOFF> garbage character was received (this had potentially caused the serial port to be paused).
- Fixed the reset procedure for XDS boards that contain voice resources. Previously with a particular combination of XDS ISDN boards and the XDS resource board, this could cause voice resource ports to reset improperly.

General Changes:

- Call Box behavior has been changed. It would previously wait 2 seconds before sending the “#”; it now waits only 1 second.
- The Voice Mail confirmation file has been changed from a ordered disk file to a cached ordered file. Previously the server accessed the disk once per second to check for tasks. It now checks the cached file without accessing the fixed disk.
- When SIP calls are identified, the redirecting number does not determine the display name for the call.
- Only valid numbers will be placed in the SMS caller ID. In previous versions any character would be allowed to be passed into the Caller ID, including “+”.
- The maximum number of records for recording of voice messages is now set to 3600. This is in the event that a unity logger recording becomes stuck in recording mode.

Infinity Host General Release 5.61.16 [released 12/9/2015]

Feature Changes:

- Supports additional conference resources (handles 85 – 168) using new XDS Resource Board . No options to enable.
- New Schedule option to repair an XDS board. This currently only works with the Amtelco XDS VoIP card.
- Logout Reasons now have a passcode per logout reason.
- Smart Join now has a flag in the call descriptor that if set, indicates that the call has somebody using Smart Join to audit the call.

Fixes:

- Fixed problem with the Amtelco XDS T1 card D-channel not being considered up within state 8 (Waiting for Response).
- Several fixes have been implemented with Smart Join.
- We now use the SIP contact header for SIP blind transfers. Prior to this we were using the SIP 'From' header. This gives more reliable transfers for when callers block caller ID.

General Changes:

- DMA voice ports are now an option (disabled by default).
- Logout Reasons Report now shows the logout reason passcode.

Feature Changes:

- A new behavior has been created. This behavior allows a caller to call into the system and enter the last four digits of an Infinity call number and listen to the operator's audio that has that call. Pressing a DTMF 5 will join the caller with the operator and the inbound call. This is also called Smart Join.
- A new backplane has been added. It is a TRIMAP 14 slot 7/7. It is backplane number 21. This is configured in the STATION.INI file on the Infinity server.
- Support for the new XDS Resource Board is added. Users program the board as MC3, and give it a starting port. Same port and conference limits apply. If the MC3 board is present, the system uses it; if not, it looks for the new Resource Board.
- An ALI option has been added. This will transmit the unique call number on serial packets to the 911 center.
- System Throttle can now be throttled by operators on duty (default) or operators on duty turned on.
- A route option has been added to allow one way audio connections on a dialout. Operator are permitted to talk but cannot hear.
- A client option has been added to remove the option for a future callback. This only allows an immediate callback.
- A serial port option has been added for 10 digit NEC MCI links.
- A XDS Board Span option has been created. A flag is set if the ISDN span it is attached to is a Nortel 2100 switch.
- Scheduled Undelivered Specials Report. You can now add the Scheduled Undelivered Specials report from the Infinity server.
- The Infinity and Amtelco VoIP card can now do proxy authentication for registration. (Amtelco VoIP card firmware update required.)
- Supports Multitech Multi-connect MTC (blue) modems.

Fixes:

- Fixed a server lockup problem when using both Tape Backups and File Backups on the same Infinity server.
- Fixed a problem with the new operator audit that uses conferences.
- Fixed a problem with operator music on hold causing stack errors.
- Voicemail Callback had a menu where callers were not forced to enter a 10 digit number.
- If an operator would do a menu >> call >> add to conference bridge, Unity Logger was not disabled. This has been fixed.
- Fixed a problem with the operator hearing ringback on "TF" dialstrings using the Amtelco VoIP board.
- Fixed a problem with initializing ringback in Europe on the Amtelco VoIP board.
- A CTRL-C on the telnet port while asking for the password will no longer cause errors.
- Fixed a startup problem with enabling FAX on European Amtelco T1 cards being used for voice on the new 8k buffer firmware.
- Fixed a startup problem with 4-port Amtelco T1 cards being used for voice on the new 8k buffer firmware.
- Fixed a problem where the cue counts would not be correct because of scheduled cues.
- A timeout has been added to MSM, eVoiceLink, and Call Gateway jobs. If the job is pending for more than 10 minutes, it will timeout.
- Fixed a problem with Played and Unplayed voice purge creating multiple entries in the system schedule.
- If the ACCOUNT index was full, a stack error would happen when attempting to add an

account. This has been fixed.

General Changes:

- Server passwords will now work on Telephony Servers on Multi-chassis systems.
- Network Backup has two adjustable parameters.
- Future support for SIP Options messages for SIP trunks has been added. The VoIP board used to automatically respond to the SIP options message provided by PBX and Telco's, but Field Engineering was unaware of the message. Now the message is NOT automatically responded to, and the Infinity server needs to send the response. The message from the board is NMO.
- Average Time To Answer has been changed so that IS Dispatch calls are not included in this average.
- Events for checking MESSAGES and SPEECH will no longer be printed out on the system printer.
- Added non-linear processing option for SIP trunks that are having audio problems using the Amtelco VoIP card.
- When an operator audit is started it will print on the system printer.
- When the operator audit is stopped it will print on the system printer.
- A field has been added to accommodate the modem port number to use for NEC MCI over TCP/IP options.
- Added &Q0 when resetting a serial port programmed for a 9600 baud modem.

Infinity Host General Release 5.61.14 [released 2/24/2015]

Feature Changes:

- 7 Digit NEC MCI serial link support.
- A system flag has been added. With this flag checked, dialout stats do not include the prefix. This applies to dialouts and overdials. The default is to include them. This is how the stats are being generated on the current version.
- A field has been added to the system configuration. This was needed to support the TCPIP NEC MCI interface. This interface is still in testing.
- A modem port flag has been added. This is for 7 digit NEC MCI link support. This flag tells the system to decode the packet and look for 7 digit extensions. The default remains as 3 digit extensions.
- The SNOM 821 IP phone is now supported. This requires updating the Amtelco XDS VoIP board to firmware version 4.58.
- The server now is in control of Acking the sip-options request from external SIP PBX's. This is for future failover where the server fails or ignores the sip-options request and the external PBX re-routes the calls to a secondary VoIP board or system. The current Amtelco VoIP board firmware does not support this. A future version will support this.
- If a scheduled cue is programmed from the Infinity Telephone agent with parameter 8 programmed, the system can optionally refrain from presenting the cue to the operator.
Options for parameter 8.
 - 1 – specific messages has been delivered or played
 - 2 – account has no undelivered messages
 - 3 – account has no unplayed messages.
- Amtelco XDS boards with the new Zarlink chip are now fully supported.

Fixes:

- Previously, if an operator doing a search was interrupted by an incoming call, the

- message that was taken would be saved in the incorrect account. This has been fixed.
- Fixed announcing auto answer ATTA and number of calls in waits.
- Fixed a problem sending XDS messages that were intended for the Amtelco T1 board to the Amtelco VoIP board.
- Fixed the problems with fast forward and rewind. This requires DSP firmware 9309 or greater. This also requires upgrading the T1 board with voice on single chassis systems, or on the database server of multi-chassis systems.
- Fixed a problem with blind transferring on Cisco SIP trunks
- Fixed operator audit. The Un-audit was broken, causing it to remain connected to a conference resource.
- Previously, when a call was reverted back to the operator from doing voicemail behavior for a different account, it was returning to the operator with the incorrect information pages. This has been fixed.
- Previously, if distribution changes in the system configuration (zero calls, disc calls) had been changed, then returned to their original state, a system restart was required to restore the original settings. This has been fixed; a system restart is no longer required in this case.

General Changes:

- A system printout has been added to show when a coach has begun or ended.
- A system printout has been added to show when a barge has begun or ended.
- After importing voice music on hold, the system port is reprogrammed.
- A CTE event is now generated when the system does a voice mail change to a different account.
- If an operator changed to the same account, the CDT event was being ignored. Now, this event is generated.
- A system printout has been added when the system changed to and from Holiday mode.
- Voice ports on Amtelco Loop, Station, and E&M boards are no longer supported.

Infinity Host General Release 5.61.13 [released 9/25/2014]

Feature Changes:

- Operator station music on hold (optional pay-for feature). There is now a port number that can be programmed into the operator record; this indicates the port that the operator will be listening to when they are not on a call.
- New support for an older Trenton backplane model has been added (Trenton AP-PSL14A). It is backplane value 20. This backplane has 7 ISA slots and 7 PCI slots, but is an older backplane than the current 7/7.

Fixes:

- Fixed a problem with the Perfect Answer mute mode. The port being conferenced was not always disconnected on multi-chassis systems.
- Fixed a problem where the supervisor call monitor would not correctly return the currently selected line by each operator.
- Fixed a problem with detecting DTMF on an Amtelco ISDN card. Detection on a patch originating from call orbit may not have been previously recognized.
- One of the menus in voice mail callback would allow the user to enter a non 10-digit number. This has been fixed.

- Fixed a problem with night alarm where the port number of the alarm port was not entered into the call descriptor.
- Fixed a problem where call analysis on the Amtelco XDS T1 card's "no answer" setting would not work above 8 rings. It has been changed to now work up to 20 rings. If the call rings 20 times it will now be considered a No Answer. This is not the default; this is only if the n@ command is used in the dial string.
- Fixed a problem restarting a system with more than 64 voice ports.
- The correct board number will now be shown on MC3 board clock errors.

General Changes:

- The server now keeps track of login failures in the operator descriptor. In a future release, this could be improved upon to be an operator lockout feature.
- The server network driver has been downgraded to the previous network driver found in 5.60.xx. This driver has proven more stable.
- The time is sent to the VoIP card each hour for better diagnosing problems.
- Zero account printouts will now happen only if the system options are enabled.
- A call in the state of "Wait" is now included in overflow statistics.

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| Infinity Host Interim/Test Version 5.61.12 - UNRELEASED |
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Feature Changes:

- Added the ability for a non-live call to change call distribution if the call is in waits after A specified number of rings.
- The system now supports XDS boards with the new Zarlink H.100 bus chip. This is done by setting a flag in the system.ini file. H100only=yes. If set, the system cannot have any MVIP boards in it.

Fixes:

- Fixed night alarm feature from continually ringing after the call was reassigned, or when a station goes offline.
- Fixed auto attendant B-channel transfer for Nortel DMS switches.
- Fixed call overflow so that the call will overflow if no operators are available. Previously at least one operator had to be logged in for the group.
- Fixed request 331, Get roster subjects. The code was never filled in.
- Fixed a problem with saving Unity Logger Operator names in the unity logger database.
- Fixed a problem where if the number of maximum auto answer limit was exceeded the system would not play hold to the caller.
- Fixed a problem with saving sources in to the source file from a backed up database.
- Fixed a problem with doing a blind transfer when using a VBPC Mitel card. The system was not waiting long enough between the transfer command and the hangup. This is done by creating a new PORTVAR field. This field has a default value of 500ms, but can be changed.
- Fixed a problem where the system would get a GPF if the number of voice ports was greater than the board supported.

General Changes:

- Zero stat printout now has the date to match up SYSQ and PORTQ events.
- Made distribution of a system wait more efficient.
- Changed the code where the system delivers a message. If the message LINK is zero, the

- server stays on the current account rather than selecting account zero. This was causing zero account stats.
- Changed the .CDT (call distribution tables) report so show the new fields for escalation to a different CDT for non-live calls. It is now on the last page rather than every page.
- Integrated the latest NEC MCI link changes. This still does not work. This may need a switch to verify what is needed to happen.

Infinity Host General Release 5.61.11 [released 4/24/2014]

Feature Changes:

- Added the ability for the Infinity supervisor to reset the VoIP card.

Fixes:

- Fixed request xxx for getting the operator group names. It was missing group 0 (i.e. the first)
- Fixed a problem with auto attendant failing to send an alerting message on ISDN spans.
- Added new system configuration flag. This flag is to be set if the customer has H.100 station cards and wants the battery to be dropped between calls.
- Fixed the CallEnd and AcctInterval statistic so that control characters are not allowed in the name display. This was causing an additional field to appear in the record.
- Fixed the outbound packet counting on NEC MCI TCP/IP links.
- Fixed Super Micro C2SBC-Q Active Motherboard PCI slot mapping.

General Changes:

- Added diagnostics for finding Unity Logger problems.
- Changed the Quality Unity Logger recording so that it will no longer require PBX logging to be enabled.
- Added the message record number to the ZERO-STAT printout to view the current message record in the Infinity server. This will assist in diagnosing zero stat problems.
- If the MSM server sends a response with GATEWAY record zero, an error will now print out: 03/21/2014p Zero Gate 13. The server then selects the current GATEWAY record and uses it rather than gateway record zero. This should alleviate stuck jobs.
- Changed the SIP transfer to delay sending a SIP BYE until the board first responds with a transfer accepted message.
- Added a space between the codec list when doing a route report.
- Changed the Call Distribution report to include the group name.
- Changed the Unity logger report to include the Unity Quality client flag.
- Added the ability for Field Service to more easily view the firmware version of the XDS boards.

Infinity Host Interim/Test Version 5.61.10 - UNRELEASED

Feature Changes:

- The system will now count auto answers and stop auto answering calls (pacifying) after a threshold has been reached. The new client field is called MAX-AUTO-ANSWERS. This was done so that callers can only appear in the call back menus a limited number of times; when they have reached the limit, they are not put to the end of the Waits list.

- The system will now printout on the system printer when the system waits exceeds a threshold. A new system field has been added called WAITS-THRESHOLD.

Fixes:

- The XDS H.100 card option to drop battery upon disconnect did not work; this has been fixed. This requires the latest H.100 board firmware.
- The Dialout guard time should no longer have the potential to stick ports.
- Voice Mail callback calls will not accept leading zeros among the 10 digits required within an acceptable call back number.

General Changes:

- If request 694 is called from within Telephone Agent and is received with a blank unique ID, it will not replace an existing value if the existing value is non-zero.
- The SIP port number has been added to the SIP Contact header.
- The MCI NEC TCPIP link has been changed to include the checksum.
- The N11 flag has been reversed. The default is now not to send a message saying that inbound tones are now present on PRI-ISDN.

Infinity Host General Release 5.61.09 [released 1/23/2014]

Feature Changes:

- None

Fixes:

- Fixes .ACCT-STATUSES report. The status text was not correct.
- Fixed a problem related to GPF errors during Fast Forward or Rewind. Restored the previous code found in 5.60.xx.
- Fixed a problem with a DP message being incorrectly sent on a European ISDN call.
- Fixed a problem with music ports failing to initialize on European ISDN spans.

General Changes:

- eVoicelink stations now have their own buffer to transfer speech data. This fixes a problem when more than one eVoicelink has been installed on a server resulting in potential garbled voice messages. Web applications and UltraComm stations are also getting their own buffers.
- If the account that the Internal PBX is changing to does not exist, it uses the invalid account record. This is to prevent zero statistics.
- CTE records will no longer have initials in events where the station number is zero. (i.e. the call is not currently on a station).
- When the data and time are changed on the server, the SIP registrations are expired.

Infinity Host General Release 5.61.08 [released 11/1/2013]

Feature Changes:

- Added support so that you only see operators in your call group when parking.
- Added the ability to Qualify SIP inbound calls based on the IP address of the originating call.
- Added 2 new stats fields to the call end record and the call interval record. They are VmcbCall and EndTimeStamp.
 - a) VmcbCall is the call number of the call that originated the callback.
 - b) EndTimestamp is the time when the call end record was generated. This is the number of seconds since January 1, 1900.

Fixes:

- When the option to pre-slot message records was enabled, specials taken would have a message form. This was fixed.
- A SIP refresh message has been implemented. This SIP target refresh message is sent every 15 minutes on a connected call.
- Fixed a problem on SIP operator audio ports that are enabled for logger recording beep.
- Fixed the new operator audit, as the listening port was not being taken offhook.
- Fixed Cue/Repeat printout with text.
- Network restore has been fixed. It received a GPF when restoring with no messages.
- Fixed a problem with logger recordings stopping which could cause a station to lock up. This was the result of an inadvertent record timeout by the board.
- Fixed a problem with dialouts on T1 ports configured for *ANI*DNIS*, where a dialout would lock up the station.

General Changes:

- Made it so that the NEC TCP MCI link will only attempt to start if there is data in the system fields.
- Made it so that zero account stats will print a message on the system printer so that we can find out how they are happening.
- Made changes to the network backup.
- An option has been made to Unity logger so that logging begins when the call is sent to the operator for the secretarial behavior.
- The SIP outgoing trunk group now uses the 2nd billing number field.
- The SIP p-asserted now uses the 1st billing number field.
- Changed the existing VmcbAbandon field so that the values are as follows.
 - 0 – No voice mail call back.
 - 1 – Voice mail call back menus selected.
 - 2 – Voice mail call back saved.
- Changed the logger expired printout to gather more information.

10/07/2013 11:31a Logger Expired. Acct= 411 c: 45 r: -1 g: 0

c: is the Infinity internal call number

r: is the -logger flag. This is set when we are attempting to save the recording.

g: is the -logging flag. This is set when we are attempting to stop logging.

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| Infinity Host General Release 5.61.07 [released 9/4/2013] |
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Feature Changes:

- The Infinity server can now select the codec priorities for outbound calls. In each route you can setup the codec priority.

- The Infinity server can now only select codec g711 on inbound calls when the account is setup for faxing.
- Made the Infinity field larger for pacify time for auto answer. 32767 -> 65535.
- Made the Infinity server create a log of the queues, host screen, and other information if the server gets a General Protection Fault.
- The system now prints out when operators login and logout.
- The account record now saves the scheduled time for a repeat.
- The system will now support the Ademco Contact ID protocol for help devices.

Fixes:

- Fixed a problem with not coping over a flag for adding the P-ASSERTED SIP header on dialouts on Single chassis.
- Added an option using call overflow so that it works for no CDT match.
- Fixed a problem with null values in Message Archival record when archiving with message archiver.
- Fixed a problem with operator audit. Now the operator doing the see/operator audit behavior can hear both the operator and the caller.
- Fixed a problem with account zero stats when using Infinity PBX feature.
- Fixed a problem with Infinity SIP PBX Class of service not always being correct.
- Fixed a problem with multiple moderators at same time using conference bridge when moderator recording call.
- Fixed a problem with brief page and MSM. It used to require the message to be saved, now it does not.
- Fixed a problem with ISDN QSIG CTR not following QSIG time.
- Added an "otg" field to the outbound SIP invite.
- Made it so that an outside file ROUTES cannot happen when answering a call because of a bad dial string.
- Made a change to Fast Forward and Rewind. The server should not have a GPF if operators hit Fast Forward quickly.
- T1 ports should not get stuck when used for operator audio and auto connect.

General Changes:

- Changed the message taken stat to now include the call number when the message was copied. This is the original call number for when the original message was taken.
- SIP error 484 and will now be considered a failure and will not lock up the operator station.

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| Infinity Host General Release 5.61.06 [released 6/5/2013] |
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Feature Changes:

- Now supports SIP blind transfer using *FnnnnX*, where *nnnn* is the number that you are blind transferring the call too. This is a different SIP message.
- The server can now insert a "P-Asserted Identity" SIP header in outbound SIP invites. This is optional per ROUTE.

Fixes:

- Fixed a problem when a station goes offline. A call segment record was not being generated, so the call stats would be in the incorrect segment.
- Fixed a problem when doing a SIP refer (transfer). If a SIP BYE is not received by the server after the transfer, the server will automatically send BYEs to both ports.

- Fixed a problem with intermittently stopping registration to a SIP provider. This could result in no further calls coming in.
- Fixed a problem where intermittently the caller name field in the statistics would get a tab character imbedded. This would cause the statistic fields to be off by one value causing the record to be rejected.
- Fixed a problem where an incoming call with a B-channel ending in a "C" could result in an invalid number.
- Fixed a problem when the Amtelco VoIP card would give the server an inbound call with a space by the URI. This would cause the server to halt.
- Fixed a problem with custom modem strings not working.
- Fixed a problem with the network interface on the new TQ9 processor board; this would result in the server appearing to be down.
- Fixed a problem with the logger recording beep not stopping on SIP operator stations.
- Fixed a problem where the history would not get updated if a dialout failed due to a Not Enabled error code.
- Fixed a problem when a PBX station would transfer a call to the operator, and the operator would not be able to connect to the caller.
- Fixed a problem where a SIP TCID would get stuck if a register request would fail after the IDT but after the NMR.
- Fixed a problem where a "F," dialed on a SIP trunk would only dial the "F" and not the ",". This is only used for SIP blind transfers.
- Fixed a problem with an operator doing a dialout on a SIP trunk that required authentication. The authentication would fail, and the operator could get stuck until the operator station timed out.

General Changes:

- The contact SIP header will now have the contact domain rather than the From domain when sent on outbound calls.
- Fixed a problem where doing a .DSTAMPS could crash the server by ending up on the incorrect hard drive.
- Made the "Deliver Err Acct:" printout include the Infinity message record number.
- The network archive request will use the messages file WORKING memory rather than go to the hard drive for each field of information. This should increase throughput on busy systems.
- The eVoiceLink will use the messages file WORKING memory rather than go to the hard drive for each field of information. This should increase throughput on busy systems.
- The Logger Expired printout message will now include the account number. "Logger Expired. Acct="
- The online stations request 779 has changed. Previously a string of 400 characters, 1 for each station: contained a 0 if the station was offline, and a 1 if the station was online. This has been changed so that it will have a 0 if the station is offline, and a number that represents the station type if the station is online. This way the supervisor can call this request, find out what stations and operators are online, and only request those stations.
- The checking of SPEECH and MESSAGES being full currently previously happened every 15 minutes; it will now happen at 10:05am/pm and 3:05am/pm. This checking seemed to drag down system performance during busy times.
- A site was seeing a bad date being sent on an alpha page with the date and serial number option enabled. A change has been made so that if we attempt to send a bad date, we will only send the current date.
- Changed request 472 that returns the operator call data in the slots. If the number is negative, the call is a live call.
- If the system is enabled for H.100 telephony cards only, and the system has MVIP cards programmed, the system will not crash.
- The tape restore will now automatically rebuild the subject index.
- The file restore will now automatically rebuild the subject index and system schedule.

- A flag has been changed so that the default (not set) will accept D# messages over ISDN, and to not to accept D# messages if the flag IS set.

Infinity Host General Release 5.61.05 [released 4/2/2013]

Feature Changes:

- New field called SIP-DNS. This is used when a SIP provider requires a separate field for DNS.
- New span flag that is set when we are to use the redirected number for call ID, and cleared to use setup information. This is for ISDN trunks only.

Fixes:

- Fixed a problem when not receiving ringback on SIP trunk calls if there was already one call in progress. New Amtelco XDS VoIP card firmware is required.
- SIP error code 500 will now be considered a failure. Previously it was ignored.
- Ringback on operators that use SIP audio will now be removed if the call is hung up. Previously the ring back would continue after the call is gone.
- SATA systems could lock up if the system would write a drive stamp to the secondary drive at the same time that the system would go to get speech information for playback from the second hard drive. This has been fixed.
- SATA systems could lock up if the primary or secondary hard disk would have a failure where the drive would not respond at all. This has been fixed.

General Changes:

- None