

# Technical Service Bulletin

Product: Xgate

Purpose: To create a work around on problem with DTMF and Disconnect option.

Date: 02/15/2007

## Problem with “DTMF and Disconnect” Option

### General

When creating an XGate “Interactive Message” you can create options that appear as soft keys on the 9d24 handset. Typical options include: “Talk”, “Accept”, “Close”, and “Release”. For the options with dialed digits, four call handling choices are available: “Connect Call”, “Call and Disconnect”, “DTMF After Connect”, and “DTMF and Disconnect”

### Problem

When a 9d24 receives an IM message with Talk, Accept, Close and Release. The user presses Talk then Release, the user cannot go off-hook normally. The problem appears to be related to the “Release Key” when using “DTMF and Disconnect”

### Example

Handset 2450 has an Interactive Message assigned to it, that includes Talk and Release soft keys. An interactive message arrives at handset 2450, the user presses “Talk” and is connected to the nurse call system. The “Release” soft key appears on the handset display. The user presses “Release” and the handset goes back to an idle state.

The user now goes off-hook on the phone, hears a short (approximately 1 second) dial tone treatment, then the phone goes back into idle state. See the “Release” soft key setup in Figure 1.

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**Define Option**

Option ID \* 4

Option Text \* Release

Display Layer 2

New Priority No Change

New TTL null

Use Function Key IDs

Function Key ID C

Data Call Properties

Dial Digits \*g

DTMF and Disconnect

Response Data on Disconnect

Disconnect Call

OK Cancel

Java Applet Window

Figure 1

## Solution/Prevention

If the user configures the “Release” softkey with Dial Digits set to “DTMF After Connect” instead of “DTMF and Disconnect” and checks the “Disconnect Call” box, the problem will not occur. Figure 2. shows a “Release” softkey configuration that work.

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Figure 2.

## Additional Information

If you have any questions about this bulletin, please contact Ascom Technical Services at 1-877 71ASCOM (1-877-712-7266) option 3.