



Service Advisory Bulletin

SAB 00005

August 9, 1997

Product Line

DSU, DSU II, ExecuTech 2000, and Unisyn when used with ExecuMail 6.6.

Product Codes

ExecuMail 6.6

Symptoms

When the Auto Attendant Immediate Transfer feature is turned on, ExecuMail records a dead air message in the voice mail box if the call is answered.

Problem

ExecuMail must receive a DTMF 1 code to confirm a call has been answered. When Auto Attendant Immediate Transfer is turned on (as in default), the telephone system sends a DTMF A signal when it transfers a call to a telephone user. Since ExecuMail never receives a DTMF 1 signal to indicate the call has been answered, it records a dead air message in the voice mail box for the duration of the call.

Action

If the Auto Attendant Immediate Transfer feature is turned off, ExecuMail operates as it should and you do not need to take any action.

If the Auto Attendant Immediate Transfer feature is turned on, however, you must modify the **avdtmf.avd** file.

To modify the avdtmf.avd file:

1. Use the DOS editor to open the **avdtmf.avd** file in the **c:\vmail** directory (type **edit avdtmf.avd** from the DOS prompt).
2. Being careful not to change the line spacing, edit line **15** so that it looks like:

```
Data 1 =   A           CONNECT
```

3. Save the changes and exit from the DOS editor.

The avdtmf.avd file should now look like this:

[DialTone]

```
Timeout=   1           CONNECT
Undefined=           CONNECT
Data1=     1           DIALTONE
Data2=     2           HANGUP
```

[Transfer]

```
Timeout=   1           HANGUP
Undefined=           HANGUP
Data1=     1           DIALTONE
```

[Dialing]

```
Timeout=   5           RNA
Undefined=           RNA
Data1=     A           CONNECT
Data2=     2           BUSY
Data3=     3           DND
```

[Return]

```
Timeout=   1           CONNECT
Undefined=           CONNECT
Data1=     A           HANGUP
```