



## Product Support Notice

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PSN # PSN000692u

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Severity/risk level Medium

Urgency When convenient

Name of problem Incoming analog trunks stay in active state and do not go idle

Products affected

Communication Manager, Release 2.0 through 3.1  
G250, G350, and G700 Media Gateways  
S8300, S8400, S8500, and S8700 Series Media Servers

Problem description

A G700, G350, or G250 Media Gateway incoming analog call does not disconnect properly if the call arrives from a vector collect digit step with an announcement. The incoming trunk stays in the active state and does not go idle.

Resolution

If the PSTN provides busy tone for disconnect signaling, you need to to administer the proper definition for busy tone. You also need to administer busy tone disconnect on the trunk.

Workaround or alternative remediation

Remarks

### Patch Notes

The information in this section concerns the patch, if any, recommended in the Resolution above.

Backup before applying the patch

n/a

Download

n/a

Patch install instructions

Service-interrupting?

n/a

No

Verification

n/a

Failure

n/a

Patch uninstall instructions

n/a

### Security Notes

The information in this section concerns the security risk, if any, represented by the topic of this PSN.

Security risks

n/a

Avaya Security Vulnerability Classification

Not Susceptible

Mitigation

n/a

**For additional support, contact your Authorized Service Provider. Depending on your coverage entitlements, additional support may incur charges. Support is provided per your warranty or service contract terms unless otherwise specified.**

Avaya Support Contact	Telephone
U.S. Remote Technical Services – Enterprise	800-242-2121
U.S. Remote Technical Services – Small Medium Enterprise	800-628-2888
U.S. Remote Technical Services – BusinessPartners for Enterprise Product	877-295-0099
BusinessPartners for Small Medium Product	Please contact your distributor.
Canada	800-387-4268
Caribbean and Latin America	786-331-0860
Europe, Middle East, and Africa	36-1238-8334
Asia Pacific	65-6872-8686

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