



## IP Office Technical Tip

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**Region:** GLOBAL

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### Avaya IP Office Monitor - Extension Disconnect codes

Avaya would like to provide the following information to help our BusinessPartners interpret system monitor tracing.

The following is a list of Extension Disconnect codes and their associated meaning:

<u>Code</u>	<u>Description</u>
0	Unknown
1	Unallocated (unassigned) number
2	No route to specific transit network/(5ESS)Calling party off hold
3	No route to destination / (5ESS) Calling party dropped while on hold
4	Send special information tone / (NI-2) Vacant Code
5	Misdialed trunk prefix
6	Channel unacceptable
7	Call awarded and being delivered
8	Preemption/(NI-2)Prefix 0 dialed in error
9	Preemption, cct reserved / (NI-2) Prefix 1 dialed in error
10	(NI-2) Prefix 1 not dialed
11	(NI-2) Excessive digits received call proceeding
16	Normal call clearing
17	User busy
18	No user responding / No response from remote device
19	No answer from user
20	Subscriber absent (wireless networks)
21	Call rejected
22	Number changed
23	Redirection to new destination
25	Exchange routing error
26	Non-selected user clearing
27	Destination Out Of Order
28	Invalid number format
29	Facility rejected
30	Response to STATUS ENQUIRY

31	Normal, unspecified
34	No cct / channel available
38	Network out of order
39	Permanent frame mode connection out of service
40	Permanent frame mode connection is operational
41	Temporary failure
42	Switching equipment congestion
43	Access information discarded
44	Requested cct / channel not available
45	Pre-empted
46	Precedence blocked call
47	Resources unavailable/(5ESS)New destination
49	Quality of service unavailable
50	Requested facility not subscribed
52	Outgoing calls barred
54	Incoming calls barred
57	Bearer capability not authorised
58	Bearer capability not presently available
63	Service or option not available, unspecified
65	Bearer capability not implemented
66	Channel type not implemented
69	Requested facility not implemented
70	Only restricted digital bearer capability is available
79	Service or option not implemented, unspecified
81	Invalid call reference
82	Identified channel does not exist
83	A suspended call exists, but this id does not
84	Call id in use
85	No call suspended
86	Call having the requested id has been cleared
87	User not a member of Closed User Group
88	Incompatible destination
90	Non-existent Closed User Group
91	Invalid transit network selection
95	Invalid message, unspecified
96	Mandatory information element missing
97	Message type non-existent/not implemented
98	Message not compatible with call state, non-existent or not implemented
99	Information element non-existent or not implemented
100	Invalid information element contents
101	Message not compatible with call state / (NI-2) Protocol threshold exceeded.
102	Recovery on timer expiry
103	Parameter not implemented
110	Message with unrecognised parameter
111	Protocol error, unspecified
117	Parked (Internal IP Office code)
118	UnParked (Internal IP Office code)
119	Pickup (Internal IP Office code)
120	Reminder (Internal IP Office code)

121	Redirect (Internal IP Office code)
122	Call Barred (Internal IP Office code)
123	Forward To Voicemail (Internal IP Office code)
124	Answered By Other (Internal IP Office code)
125	No Account Code (Internal IP Office code)
126	Transfer (Internal IP Office code)
*129	Held Call (Internal IP Office code)
*130	Ring Back Check (Internal IP Office code)
*131	Appearance Call Steal (Internal IP Office code)
*132	Appearance Bridge Into (Internal IP Office code)
*133	Bumped Call (Internal IP Office code)
+134	Line Appearance Call (Internal IP Office code)
+135	Unheld Call (Internal IP Office code)
+136	Replace Current Call (Internal IP Office code)
+137	Glare (Internal IP Office code)
+138	R21 Compatible Conf Move (Internal IP Office code)
+139	RingBack Answered (Internal IP Office code)
+140	Transfer Request Failed (Internal IP Office code)
+141	HuntGroup Drop (Internal IP Office code)

Please note that the above Disconnect codes are produced as part of the traces output when the Monitor/Call/Extension Send option is enabled. These traces commence with **"CMExtnTx:"**

As an example :-

```
10185mS CMExtnTx: v=100, p1=1
CMReleaseComp
Line: type=DigitalExtn 3 Call: lid=0 id=-1 in=0
UUI type=Local [...] [0x03 0x00 0x00 0x00 ]
Cause=16, Normal call clearing
Timed: 12/07/05 11:00
```

The Disconnect codes marked with a "\*" have been added in release 3.0.1 and those with a "+" were added in 3.0.40.

Note that the Disconnect codes marked with a "\*" or a "+" are not available in 2.1 or 3.0DT releases.

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