

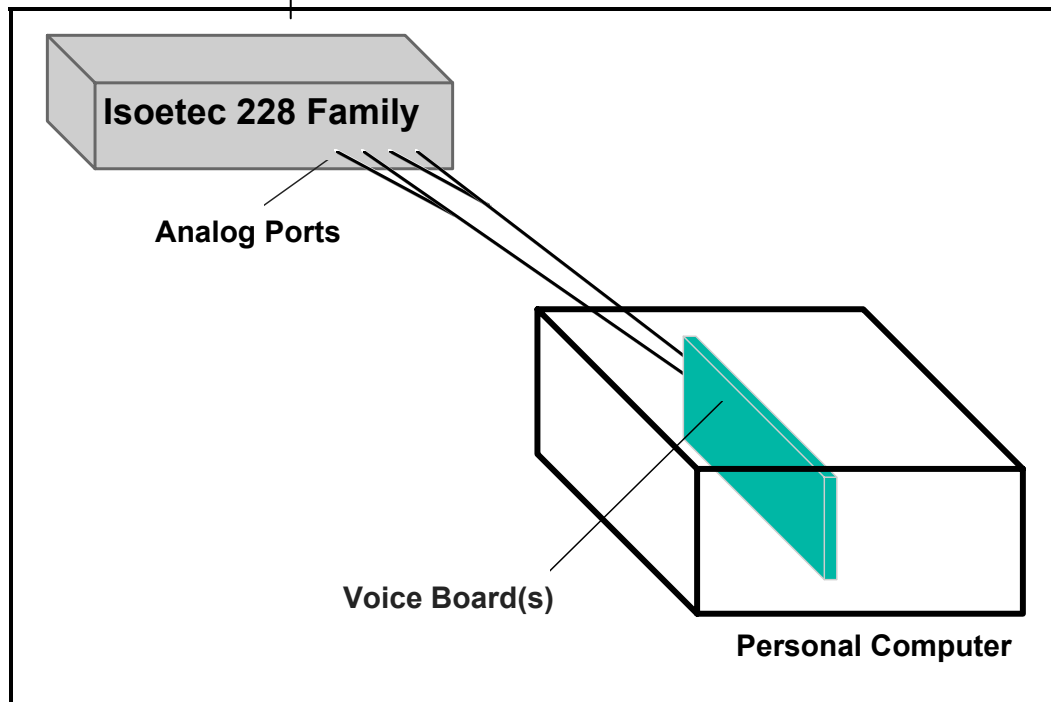


Octel® 50
Messaging Server

Configuration Note 77095

Isoetec 228/432/648* & IDS 42/84*

Revised 1/28/00



**Inband signaling is used for
integration**

**Supported Voice Processing
Module**

1.0 METHOD OF INTEGRATION

Inband signaling is used for integration. Call forward to personal greeting is achieved via DTMF signals passed from the Isoetec to the Octel 50 family of switches. Message waiting indicators are set and canceled by dialing a feature access code followed by the extension number. A hook-flash followed by the extension transfers the caller to the operator.

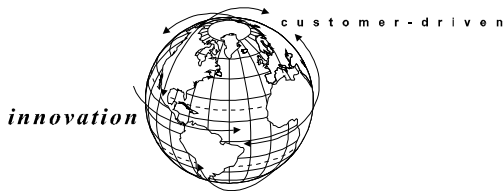
1.1 SUPPORTED VOICE PROCESSING MODULE

The Octel 50 is a Year 2000 (Y2K) compliant, PC based, enhanced voice messaging product release intended to replace the Smooth Operator, Smooth Operator Lite and Cooperator product lines.

Disclaimer: Configuration Notes are designed to be a general guide reflecting Octel Communications Corporation, a subsidiary of Lucent Technologies Inc., experience configuring its systems. The information contained in this note is based on knowledge available at the time of publication and is subject to change without notice. Please understand that you may experience a problem not detailed in a Configuration Note. If so, please notify Sales Design Support Center (SDSC) at (888) 297-4700, and if appropriate we will include it in our next revision. Lucent Technologies accepts no responsibility for errors or omissions contained herein.

Ordering Information

**Octel 50 integration will support
16 ports.**



PBX hardware requirements

***All references to Octel 50 pertain
to the entire family of products***

PBX software requirements

2.0 ORDERING INFORMATION

This integration supports up to 16 Octel 50 ports. For installed systems that have port capacities above 16 ports contact your CAG representative for the proper solution.

- Voice Boards supported:
 - Dialogic DIALOG/4™
- Optional Fax Boards supported:
 - Brooktrout TR114 **Series Universal Port™**
- Optional Remote Service
 - External Modem

3.0 PBX HARDWARE REQUIREMENTS

- One single-line interface channel per Octel 50 port or one digital channel and OPX Interface box per Octel 50 port.
- TRI-Power power supply 550005 provides Ring voltage for OPX channels only. Require one per four channels.
- DTMF Receiver Card (PN 15650) provides six DTMF receivers to the Octel 50 ports.
- One analog line for remote service access.
- RJ-14 Jacks and 4-conductor modular line cords
- One RJ-11 Jack for above and 2-conductor modular telephone cord.
- If FaxMail is installed.
 - One analog line per FAX port.
 - One RJ-11 Jack for every Brooktrout TR-112 fax port OR one RJ-14 Jack for every two Brooktrout TR-114 fax ports, along with 4-conductor modular telephone cords.

3.1 PBX SOFTWARE REQUIREMENTS

- Switch Model:
 - IDS 42 - 1.12 to 6.0
 - IDS 84 - 2.12 to 6.0
 - Isoetec 108 - 2.11 to 3.08 CPU 228, ECPU or ACPU
 - Isoetec 228 - 5.52 to 9.2 CPU 228, ECPU or ACPU
 - Isoetec 432 - 1.02 to 6.0 CPU ECPU or ACPU
 - Isoetec 648 to 5.4 CPU ACPU



- VMS Integration Software Option:
PN 440252 for Isoetec 108 and up.
PN 440256 for IDS 42 and 84.

3.2 ADDITIONAL MATERIAL REQUIREMENTS

The voice board used to interface Octel 50 VoiceMail is a four-port board. System configurations may reflect partial use of a board. The board used to interface Octel 50 FaxMail is a two-port board. You will need:

- One RJ-14 jack with 4-conductor line cord for every two Octel 50 ports.
- For optional remote service access:
 - One analog line
 - One RJ-11 Jack for above and 2-conductor modular telephone cord.
- If optional FaxMail is installed: (see Note section 7.1)
 - One analog line per fax port
 - One RJ-11 jack for every Brooktrout TR114 fax port

Note: *If single-line channels are not available, digital channels can be converted to OPX channels to support integration. This requires one OPX I box per Octel 50 port and one -48 Vdc power supply is required for every four OPX Is.*

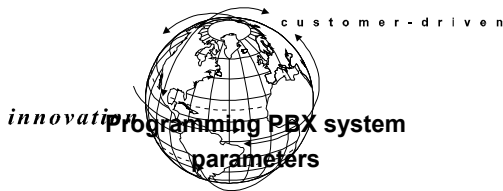
4.0 SUPPORTED FEATURES

[✓] Items are supported

Supported integration features

System Forward to Personal Greeting		Message Waiting	
All Calls	[✓]	LCD Display	[]
Ring/no answer	[✓]	LED	[✓]
Busy	[✓]	Lamp	[✓]
Busy/No Answer	[✓]	Audible / Stutter Dial Tone ¹	[✓]
Do Not Disturb	[]	Multiple Return to Operator	[✓]
Station Forward to Personal Greeting		Direct Call	[✓]
All Calls	[✓]	Auto Attendant	[✓]
Ring/no answer	[]	Outcalling	[✓]
Busy	[]	Personal Greeting of Original-Called Party	
Busy/No Answer	[]	Multiple Call Forward	[]
Do Not Disturb	[]	Double Call Forward	[]
Flexible Forwarding		Call Coverage	[]
Forward to No Answer Greeting ¹	[✓]	Intercom Paging	[✓]
Forward to Busy Greeting ¹	[✓]	Supervised Transfers	
Intercom/CO Forwarding	[✓]	Call Screening	[]
		Call Queuing	[]
		Intercom Paging	[]
		Record Telephone Conversation¹	[✓]

Note: ¹See Section 7.2



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to the entire family of products**

4.1 DISCONNECT TYPE

Disconnect is achieved by a programmable hang-up string sent from the PBX. For proper external disconnect supervision, Ground start trunks or Supervised loop start CO lines are recommended.

5.0 CONFIGURING THE ISOETEC

Before you begin programming, It is recommended that a hard copy of the customer database be obtained to verify existing programming.

Not all administrative possibilities are shown. The scope of this document does not include discussing all features and their interactions. Initial Startup or Default values on the Switch are assumed.

5.1 DEFINE THE OCTEL 50 PORTS

Refer to the programming section in PBX Administration Practices for information on entering, saving, and exiting database programming.

☐ Define the single-line ports that will connect to the voice module using Station Programming (A):

The following [T]imers need to be set for the Octel 50:

Hunt Group = **036** (program all Octel 50 ports to be in hunt group 36)

Ring Type = **01**

All others can be left at 0 or default.

Auto Answer = **Y**

Busy on Hold = **Y**

Blk Barge In = **Y**

VMS / Attend. = **Y**

All other Y/N options should be set to **N**

The following [K]eys should be programmed:

2 - LCR keys (300 Sub Code 20)

2 - UNI keys (400 Sub Code 11)

☐ Program Options Menu (M)

Night Call Coverage and Night Forward On can be set to Yes or No per customer requirements.

Talk Mode = Full, **Y**

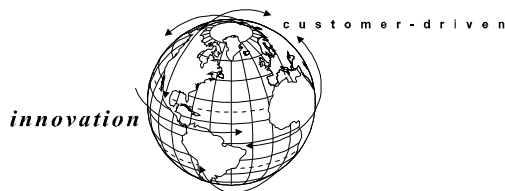
Non Talk Mode = Full, **Y**

Disable Dial Pad = **N, N**

All other options should be set to "N".

5.2 CONFIGURING SUBSCRIBER EXTENSIONS

For all extensions other than Octel 50 ports:



□ Program VMS Screen (G)

[T]

Box# = Mailbox number (usually matches the ext number)

PF = #

ICM calls; Busy, NA, and All = Y or N (as customer needs dictate)

CO calls; Busy, NA, and All = Y or N (as customer needs dictate)

Busy NoAns = value x Timer Mlt (recommended Busy = 00s, NA = 10s)

V[M]S

Disconnect code = 9898

Auto Att = N

Prefix (tel. ans.) = Blank

Atten Group = 36

VMS Group = 36

Trnsfr = 9 (programmable, integrator reflects this recommendation)

VMS Delay = 05 (default)

Answer = 05 (default)

Digit duration = 1 (60ms)

Volume = 13 (DTMF volume)

Timer Mlt = 01 (default is 10, 01 is recommended)

Mbox Dgts = 4 (default value recommended)

Rem Vms = 00 (default value recommended)

Note: All of the Forwarding, Direct Call and Disconnect packets are programmable from the VMS Screen (G). We recommend 9 for the Transfer code (Transfer=9), # for Direct Dial (PF=#), and 9898 for the Disconnect Code. The integrator module reflects these recommendations.

If you are using the Isoetec 228 with 6.73 or higher, the Isoetec 432 with 2.0 or higher or the Isoetec 648, you can program call forward to Busy, call forward No Answer and call forward Out. These can be accessed from the VMS Screen (G). These codes are programmable.

They are as follows:

NA DGT = (Code sent to Octel 50 for call forward NA)

BSY DGT = (Code sent to Octel 50 for call forward Busy)

OUT DGT = (Code sent to Octel 50 for call forward Out)

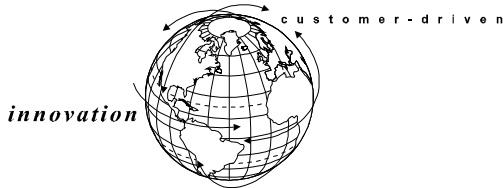
When these codes are sent to the Octel 50 they are proceeded by the Trnsfr (Transfer) code.

I.E.: If the Trnsfr = 9 and NA DGT = 1, the code sent to the Octel 50 when the call forwards No Answer to Voice mail would be 91 then the Mailbox number.

6.0 CONFIGURING THE OCTEL 50

**All references to Octel 50 pertain
to the entire family of products**

Octel 50 programming



During the install process, run the Integrator program and choose the Isoetec switch. The Integrator will place appropriate feature codes into the Octel 50 Setup.

Inband signaling codes in Octel 50 should be programmed as follows. Four digit extensions are assumed.

Outside Line Access Code	<i>(See Note 7.3)</i>
Off Hook Delay (OFFHDLY)	20
Hook Flash Interval (FLINTVL)	50

Transfer, Paging and Screening Parameters

Custom Transfer Code	&,C1#XN
Intercom Paging Code	&,C260N
Release Code for Intercom Paging	-,+C1*N

Message Waiting Parameters

Permit Message Waiting Lights	✓
Message Waiting Light Prefix ON	76
Message Waiting Light Prefix OFF	77

Hangup Detection Parameters

Hangup String (HANGUPSTR)	9898
Hangup String Timeout (HANGUPDLY)	50

Inband Parameters

Total Number of DID Digits	7	
DID Terminating Character		<i>(blank)</i>
Seconds to Wait for DID	1	
Location of Inband Signaling Code	1	
Number of Milliseconds to Wait for Digits	600	

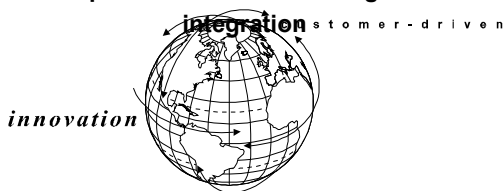
Code for Go to Voice Mail	9
Start at End of String for Go to Voice Mail	Disabled
Location of Mailbox Number for Go to Voice Mail	2
Code for Go to Immediate Record	9*9 <i>(See Note 7.2)</i>
Start at End of String for Go to Immediate Record	Disabled
Location of Mailbox Number for Immediate Record	4
Code for Immediate Subscriber Login to Mailbox	#
Start at End of String for Immediate Login	Disabled
Location of Mailbox Number for Immediate Login	2
Start at End of String for Default Code	✓
Location of Mailbox Number for Default Code	4

In addition to running the Integrator, ensure the following parameter is set to its corresponding value in System Setup:

Message Delivery Parameters

Pause Interval for Comma in Dial String (PAINTVL)	100
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Important notes concerning this



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7.0 CONSIDERATIONS / ALTERNATIVES

The following items should be considered, below:

- ☐ Fax Machine requires outside line.
- ☐ Isoetec / IDS supported features.
- ☐ Outside Line Access.
- ☐ Supervised Transfers not supported.

7.1 FAXMAIL

The Isoetec 108 / 228 and the IDS 42 / 84 do not support internal station to station blind transfers. Due to this limitation, the Local Fax Machine must be attached to an outside line. This limitation does not apply to the 432 CPU 2.0 or higher, or the 648 CPU ACPU.

7.2 ISOETEC / IDS SUPPORTED FEATURES

The following is a list of Octel 50 features and the Isoetec software required to support them.

- Call Forward to No Answer Greeting and Call Forward to Busy Greeting.
 - CPU 228 level 6.73 or higher.
 - 432 level 2.0 or higher.
 - 648
- Stutter Dial Tone
 - CPU 228 level 8.0 or higher.
 - 432 level 3.0 or higher.
 - 648
- Record Telephone Conversation
 - 432 level 3.0 or higher.
 - 648

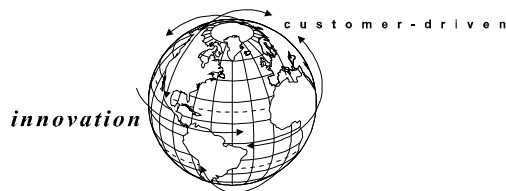
Note: Check both local and state laws before using this feature.

Note: A signed agreement is required by Executone before activation of this feature.

Programming for Record Telephone Conversation is as follows:

Use Key Code 849 to set up a DIA-LOG key on each telephone you wish to have this feature. Program the DIA-LOG key with the appropriate sub-code to indicate the destination mailbox.

- 0000 = Call recorded to the mailbox of the extension in use.
- 0001 = Call recorded to mailbox of original called party on call forward.
- 0002 = Call recorded to mailbox of extension selected by user.
- 0003 = Call recorded to mailbox number selected by user.



9*9 is the code sent to the Octel 50 when sub-code 0000 is used.

7.3 OUTSIDE LINE ACCESS

The Code to Access an Outside Line would be 9 plus the Trunk Group number assigned to the Octel 50. If you are using the LCR feature, the Code to Access an Outside Line is 9*,

7.4 SUPERVISED TRANSFERS NOT SUPPORTED

The Executone Isoetec or IDS model represented by this note cannot support supervised transfers.

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