

Smooth Operator Configuration Note

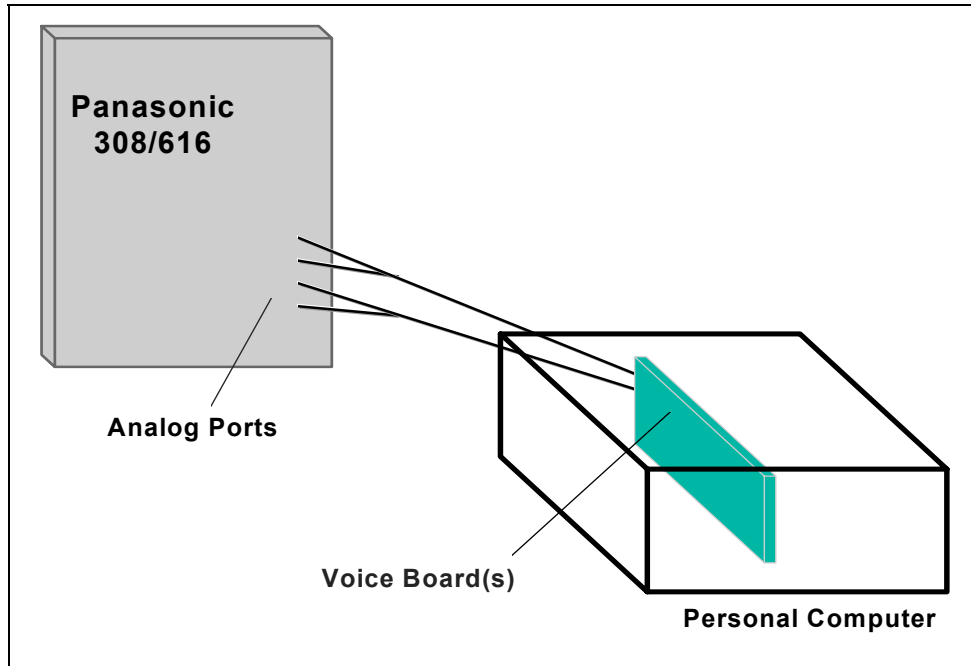
For Smooth Operator Family of Products

Configuration Note 77205

Panasonic KX-T30810/T61610*

Revised 9/17/97

Octel
Voice
Processing
Module



Interface Only

*All references to Smooth
Operator pertain to the entire
family of products*

1.0 METHOD OF INTERFACE

Supervised Transfer to Personal Greeting or Optional Prompts are achieved by the Ring No answer or Busy tones being passed from the Panasonic KX-T30810/T61610 to the Smooth Operator family of products.

2.0 SMOOTH OPERATOR ORDERING INFORMATION

There are many options available for both kit and turnkey versions of this product, depending on the application. Please consult with your sales representative.

Disclaimer: Configuration Notes are designed to be a general guide reflecting Octel's experience configuring its systems. These notes cannot anticipate every configuration possibility given the inherent variations in all hardware and software products. Please understand that you may experience a problem not detailed in a Configuration Note. If so, please notify Sales Engineering at (408)324-3066, and if appropriate we will include it in our next revision. Octel accepts no responsibility for errors or omissions contained herein.

PBX hardware requirements**3.0 PBX HARDWARE REQUIREMENTS**

- One single line port for each Smooth Operator port.
- RJ-14 Jacks and 4-conductor modular line cords
- Panasonic KS-T61630, KS-T7030, KS-T7130 (or suitable Panasonic) program phone..

PBX software requirements**3.1 PBX SOFTWARE REQUIREMENTS**

- All switch firmware supported. Certification was performed on Model KX-T61610 with the Mark A on the Identification plate.

Supported interface features**4.0 SUPPORTED FEATURES**

[✓] Items are supported

System Forward to Personal Greeting

All Calls	[]
Ring/no answer	[]
Busy	[]
Busy/No Answer	[]
Do Not Disturb	[]

Message Waiting

LCD Display	[]
LED	[]
Lamp	[]
Audible / Stutter Dial Tone	[]

Station Forward to Personal Greeting

All Calls	[]
Ring/no answer	[]
Busy	[]
Busy/No Answer	[]
Do Not Disturb	[]

Multiple Return to Operator

[✓]

Direct Call

[]

Auto Attendant

[✓]

Outcalling

[✓]

Personal Greeting of Original-Called Party

[]

[]

[]

Flexible Forwarding

Forward to No Answer Greeting	[]
Forward to Busy Greeting	[]
Intercom/CO Forwarding	[]

Intercom Paging

[]

Supervised Transfers

[✓]

[✓]

[✓]

Record Telephone Conversation

[]

Hang Up Detection**4.1 HANGUP DETECTION**

Disconnect is achieved by Fast Busy Tone detection. For proper external disconnect supervision, Ground start or Supervised Loop start CO lines are recommended.

Programming PBX system parameters**5.0 CONFIGURING THE PANASONIC KX-T30810/T61610**

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

Refer to the Programming section in the Panasonic KX-T30810/T61610 manual for information on entering, saving, and exiting database programming.

Panasonic System Programming

Program Address:
Smooth Operator ports.

*All references to Smooth
Operator pertain to the entire
family of products*

NOTE: Extension 11 must be used for programming of the switch. The Panasonic system will be idle while programming is being accomplished.

5.1 PANASONIC SYSTEM PROGRAMMING

NOTE: For correct operation of the Panasonic KX-T30810/T61610 and the Voice Mail, we suggest checking and setting the following switch program addresses. An example of a programming template follows section 5.3.

To Program the Panasonic KX-T30810/T61610:
Set the Program Switch to 'ON'

5.2 PROGRAM ADDRESS: SMOOTH OPERATOR PORTS

The following program addresses are to be applied to all stations assigned to the Smooth Operator ports.

[07 and 08] Flexible DAY/NIGHT Outward Dialing Assignment

Used to select which extensions may be used for outward DAY/NIGHT dialing. Example: Networking, Beeper paging, or Facsimile may require an outside line at any time.

Assign Outward dialing access.

[09 and 10] Flexible DAY/NIGHT Ringing Assignment

Used to select which extensions will ring during the DAY/NIGHT

Set Voice Mail extensions to ring.

[15] Preferred CO Line Assignment

When any incoming calls from the Central Office are received at the same time, you can receive the call on the preferred CO line first.

**Program the first CO Trunk to be answered by the first Voice Mail Port, the second CO Trunk by the second Voice Mail port. The third CO Trunk can be programmed to be answered by the first if only two voice mail ports or by the next voice port if more than three -
- Continue until all trunks have been assigned.**

[16] Programmable Call Waiting

If a third party calls you from an outside line during a conversation, a tone will be heard. Call waiting can be added at the customers request.

Set EXT-OFF, CO-ON for call waiting.

[40] Programmable Executive Override

Through programming, you can select which extension may barge in another extension that is in conversation with an outside party. This feature will allow selected users to barge in on Voice Mail extensions as

**Program Address:
Panasonic System**

well.

Set Executive Override to disabled.

5.3 PROGRAM ADDRESS: PANASONIC SYSTEM

The following program addresses are global system parameters caution should be given when implementing these changes.

[17] Delayed Ringing Assignment

The ringing start time can be delayed on a designated extension(s) when an incoming call is received from the CO.

Set Delayed Ringing to ring console operator.

[18] Delayed Ringing Count Selection

After you select the CO lines that you want to delay the ring start time, select the desired delay ring count.

Set Delay Ring to the count of 4.

[19] Intercom Alerting Mode

The intercom alerting mode (tone alerting/voice alerting) at a receiving extension can be selected through programming.

TONE .. Tone alerting (ringing) sound at the receiving extension.

VOICE .. Voice alerting instead of Tone alerting is heard through the speaker on the receiving extension. Voice should not be used with the Voice Mail Extensions as the Voice will be transferred to the extension.

Set Subscriber Extension for Tone.

[31] Hookswitch Flash Timing

The timing of the hookswitch flash signal must be within the requirements from your Central Office. There are three choices available 0.3, 0.6 or 0.9.

Set Hookswitch Flash timing to 0.6

[33] Calling Party Control (CPC) Signal

To detect that an outside party has hung up and then terminate the outside call (after a conversation, conference etc.) a CPC signal is needed. CPC signal detection can be removed or added at customer's request. This signal may be used by the Voice Mail to disconnect the outside call. Refer to section 7.4 if using CPC.

[37] Standard Connection with Proprietary Telephone

You can select whether the standard telephone which is connected in parallel with the proprietary telephone works or not. An incoming call can be answered on either the Standard phone or the Proprietary phone.

ENABLE The standard telephone works.

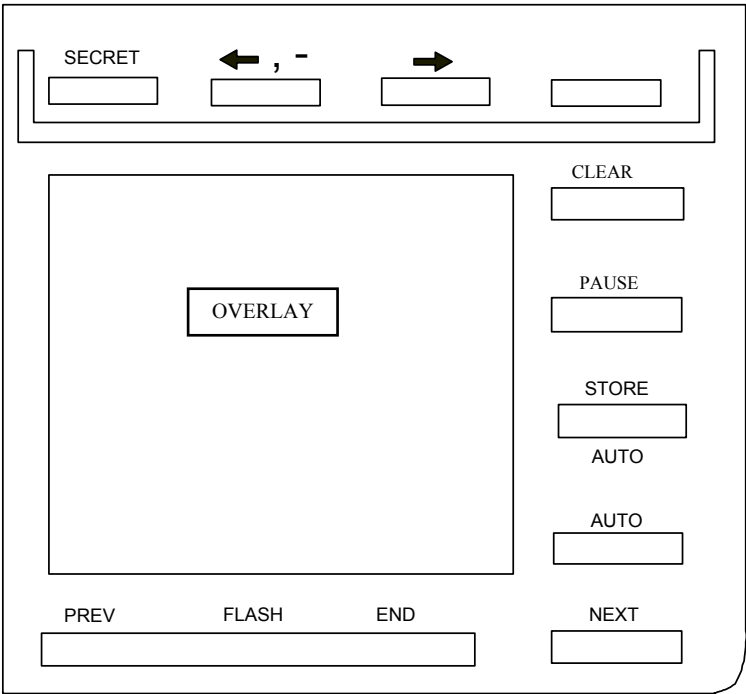
DISABLE The standard telephone does not work. (default)

See Section 7.5 Parallel Phone Connections

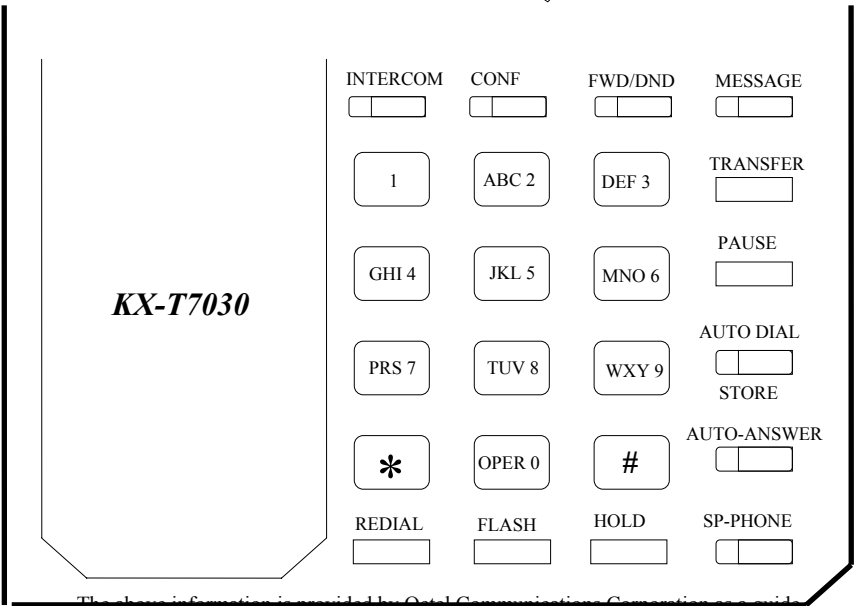
Below is an example of a programming Table

TO SET	PROGRAM ADDRESS	STEPS REQUIRED TO CHANGE PROGRAM
The above information is provided for informational purposes only. See disclaimer on page 1.	[04]	<p> </p> <p> SELECT [TONE/PULSE] [END] until the desired CO number appears </p>

OVERLAY TEMPLATE



PROGRAMMING PHONE



Configuring Smooth Operator

Example of a Panasonic Program Phone and Programming Template

6.0 CONFIGURING SMOOTH OPERATOR

During the install process, run the Integrator program and choose the Panasonic KX-T308/616 switch. The Integrator will place appropriate feature codes into the Smooth Operator System Setup.

The following codes will be inserted by the integrator:

Outside Line Access Code	9,
Off Hook Delay (OFFHDLY)	50
Hook Flash Interval (FLINTVL)	50
DTMF Tone Length (TONELEN)	8

Intercom Paging Parameters

Intercom Paging Code	&,C234NR	<i>See Section 7.6</i>
Release Code for Intercom Paging	&,	

Inband Parameters

(Not Applicable)

Note: *Verify these dialing sequences for your PBX*

Important notes concerning this interface**7.0 CONSIDERATIONS/ALTERNATIVES**

The following items should be considered, below:

- ☐ DND (Do Not Disturb)
- ☐ Message Waiting Indicator
- ☐ CO Line Limitation
- ☐ Unsupervised CO Lines
- ☐ Parallel Phone Connections
- ☐ Intercom Paging Code

7.1 DND (DO NOT DISTURB)

Do not disturb should not be programmed at the station. The tone the Panasonic generates when a call comes into the extension that has the DND programmed will not be recognized by the Smooth Operator and the caller will be returned to the Voice Mail main greeting instead of hearing the Personal Greeting of the subscriber.

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Operator pertain to the entire
family of products*

7.2 MESSAGE WAITING INDICATOR

**THE PANASONIC KX-T30810/KX-T61610 DOES NOT SUPPORT
MESSAGE INDICATION.**

7.3 CO LINE LIMITATION

The Panasonic KX-T308-10/KX-T61610 can only use two simultaneous dial paths. If a third line attempts to dial before one of the first two have either connected or hang up, the line will receive a fast busy. This will translate to a no answer condition or false connect to the caller.

7.4 UNSUPERVISED CO LINES

The Voice Mail may experience delays in disconnecting if using unsupervised trunks.

If Call Queuing is used, enable the System Parameter "Require Caller to Press Star to Stay in Queue". Unsupervised CO lines will cause the Subscriber to receive phantom calls because of callers who have decided not to wait in queue. This will alleviate the perception that the called subscriber is losing calls.

7.5 PARALLEL PHONE CONNECTIONS

You can connect the standard telephone in parallel with the proprietary telephone. Incoming calls can be answered on either the Standard phone or the Proprietary phone. **Do not connect a proprietary telephone in parallel with the Smooth Operator stations.**

7.6 INTERCOM PAGING CODE

The Integrator will insert the Intercom Paging Code for an overhead (or "external") paging system (&C234NR). If you have the proprietary Panasonic phones and wish to use paging over the phone's intercom, change the Intercom Paging Code to **&C233NR**.

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