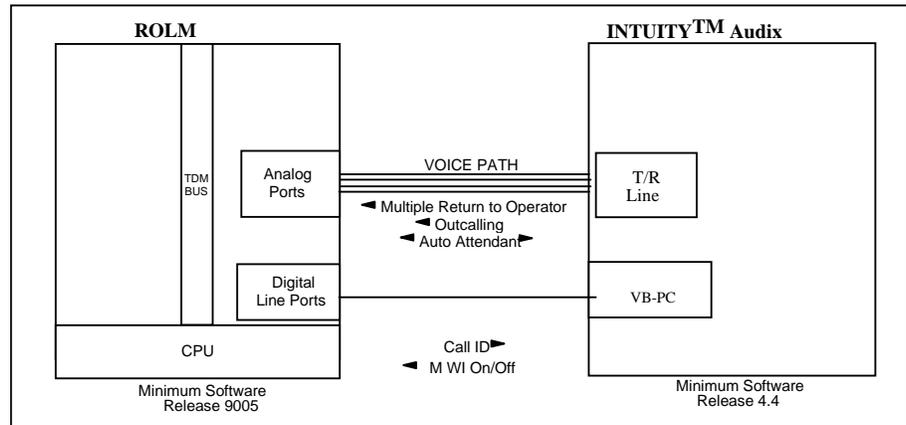


## Configuration Note 9102 – RIP 03/10

# Siemens ROLM\* 9751 CBX



**IMPORTANT:**  
**This CN is for Support ONLY of Existing Integrations as originally installed.**  
**No NEW Sales or Conversions to different Integrations are supported.**

The VB-PC emulates ROLM 400 Telephone sets

### 1.0 METHOD OF INTEGRATION

Each VB-PC simulates eight digital station interfaces using ROLM Phone 400s stations on the PBX. When a call appears at the VB-PC card, the call is answered and call information is collected from the digital display, and transmitted to the INTUITY™ and conferences the call to an available Tip/Ring analog voice port. Analog line circuits provide the voice path and appear as bridged line appearances. MW Indicator functions are performed by a dedicated digital port in the VB-PC card. The VB-PC can have up to seven TIP/Ring lines mapped to a VB-PC port and a maximum of 2 VB-PC cards per system for the Map 100 only.

Avaya INTUITY™ Requirements

### 2.0 AVAYA INTUITY™ ORDERING INFORMATION

- Tip/Ring line cards (IVC6), six analog connections per card
- VB-PC Card for ROLM 9751 (Provides 8 digital R45 or a 50-pin Amphenol direct connection)
- INTUITY™ Software Release 4.4 or 5.0
- RLMTL Set Switch Integration Software

Disclaimer: Configuration Notes are designed to be a general guide reflecting AVAYA Inc.'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 the TAC/TSO at (408) 922-1822 and if appropriate we will include it in our next revision. AVAYA Inc. accepts no responsibility for errors or omissions contained herein.

**PBX hardware requirements**

**3.0 PBX HARDWARE REQUIREMENTS**

- One Digital Interface channel per VB-PC Port
- Analog ports, one per Tip/Ring port
- Conference Card
- Message-Waiting hardware, as needed
- 25-pair, right-angle, male-Amphenol cables

**PBX software requirements**

**3.1 PBX SOFTWARE REQUIREMENTS**

- Release 9005 and below  
All 9751 Models except Model 30/80 with 9006
- Message-Waiting software (MSG CTR)

**Supported integration features**

**4.0 SUPPORTED FEATURES**

- System forward to personal greeting
  - busy
  - ring-no-answer
- Station forward to personal greeting
  - all calls
- Message-Waiting Indicator
  - lights
  - stutter dial tone
- Automated Attendant (Express messaging)
- Multiple personal greetings
  - Internal
  - External
  - Busy
  - Ring-no-answer
- Outcalling
- Multiple Return-to-Operator (Zero out to coverage extension)
- Direct Call
- Transfers (Unsupervised Transfers only)
- Reply to Sender by voice mail
- Call Sender
- Original Called ID on Multiple Call Forward

**5.0 CONFIGURING THE ROLM 9751 CBX TO INTEGRATE**

**Configuring the 9751 CBX to integrate**

- Contiguous extension numbers need to be assigned to tip/ring ports of INTUITY™. The tip/ring ports are spilt into two/three groups. The first group is used by all the subscribers to access INTUITY™. The second/ group is used by the attendant to call INTUITY™. The second/third group must start with the last Tip/Ring line and be assigned in reverse order.

**Mapping analog ports to VB-PC ports**

The analog ports are mapped to the VB-PC ports. Divide the voice ports equally among the VB-PC ports used for integration. No more than 7 tip/ring lines should be mapped to a VB-PC port. The following table is an example of the number of analog ports that should be mapped to the VB-PC ports.

The following table is an example of the number of analog ports that need to be mapped to the VB-PC. Refer to section 9.0 for a complete lists that gives the mapping.

Number of Analog Ports	Number of VB-PC Ports	Number of MWI Ports
Less than 6 Ports	1	1
6- 10 Ports	2	
11-18 Ports	3	
-- --	--	
-- --	--	
49-54 Ports	9	2
54-60 Ports	10	2
61 -64 Ports	11	2

A VB-PC port is dedicated for doing message waiting updates. (This port will NOT have any Tip/Ring line mapped to it).

Define the first **tip/ring** extension number in the **first** group: \_\_\_\_\_

Define the first **tip/ring** extension number in the **second** group: \_\_\_\_\_

*NOTE:* The second group of tip/ring lines are used only for attendant to call INTUITY™. If attendant calling INTUITY™ is not required than all the tip/ring lines will be in the first group, and the second entry can be left blank. *It is important that the tip/ring extension lines identified above are not confused with the VB-PC extensions. These lines MUST start with the last Tip/Ring and assigned in reverse order.*

**5.1 INTUITY™ PILOT NUMBER**

- Identify the INTUITY™ Pilot Number: \_\_\_\_\_
- The INTUITY™ Pilot number is “Welcome to Audix” number. This will be the hunt group pilot number in which all tip/ring lines used for integration are members.

**Programming the forward/direct call target**

The following example show the hunt group and pilot number associated with group 1 (integrated) and group 2 (non-integrated) ports:

Voice Ports are Extension: 6000 - 6017  
 First Extension, Group 1: 6000  
 Group 2: 6016 (The last two ports are used for Attendant/Transfers)

INTUITY™ Pilot Number: 5555

Attendant Pilot Number: 5556

Pilot number 5555 have extension 6000 - 6015 associated

Pilot number 5556 have extension 6016 & 6017 associated

**Configuring the transfer target**

**5.2 TRANSFER TARGET**

- The attendant cannot call INTUITY extension number directly instead, the attendant has to use a Transfer Target Number to call the INTUITY™. This number will be hunt group pilot number under which all the tip/ring lines that gives non integrated treatment to the second group of tip/ring lines will be grouped.

Refer to the example in the previous section.

*NOTE:* This must be determined by the customer if they wish to utilize this workaround in their specific environment.

- Identify the Intuity Attendant Transfer Target Number: \_\_\_\_\_

**Defining the analog stations**

**5.3 Configuring the Intuity Voice ports connected to the ROLM Analog lines**

- Select an unused COS number (0-63) for the tip/ring lines.
- The INTUITY™ tip/ring ports, COS are configured as follows:

1) The following features *must not* be activated in the COS:

- NFL No flash allowed
- ACB Auto camp on busy
- TRM Terminating station
- DND Do Not Disturb
- APV Auto Privacy

This following features *must* be activated in the COS:

- PRV Private call

- NOH No Howler tone if left off hook

This can be done using the command: MODIFY COS\_FEAT <Feature>

- 2) Create a new extension for each analog tip/ring port using the CREATE EXTEN (Create Extension) command. Be sure to assign the COS previously configured for the tip/ring extensions.

NOTE: Leave TARGET 1 and TARGET 2, as well as the NAME fields empty.

- 3) Assign extension to the PAD#

This is done using the command: CREATE SLI, <PAD#>

NOTE: All extensions created for this integration must contain the same number of digits that are in other extensions on the CBX.

Configure the Intuity Hunt Group

**5.4 Configuring the INTUITY Hunt group**

- Using the CREATE HD\_GROUP command create a distribution group, whose members are the tip/ring extensions.
- The INTUITY™ number is chosen as the Pilot Number of the hunt group. Under this pilot number the extension numbers of all the INTUITY™ tip/ring ports from the first group are grouped sequentially to form a hunt group (For example in section 5.1, INTUITY™ number is 5555 and hunt group members are from 6000-6015).

The group type needs be “D” for Distribution group. Leave remaining fields at their default.

**The following shows a Distribution hunt group configuration**

	<u>PILOT</u> <u>NO.</u>	<u>GROUP GROUP</u>			<u>FWD / BUSY</u>		
		<u>NO.</u>	<u>TYPE</u>	<u>COS</u>	<u>C</u>	<u>NUMBER</u>	
DS>	<5555 >	##	D	0	N		
	<u>EXTN</u>	<u>EXTN</u>	<u>EXTN</u>	<u>EXTN</u>	<u>EXTN</u>	<u>EXTN</u>	<u>EXTN</u>
DS	6000	6001	6002	6003	6004	6005	6006
DS	6008	6009	6010	6011	6012	6013	6014
DS							
DS							

**CONFIGURING MORE THAN 50 MEMBERS IN A HUNT GROUP**

**Expanding the hunt group beyond 50 members**

- For ROLM 9751 CBX the hunt group can have only 50 members. If more than 50 tip/ring extensions need to be configured in a hunt group follow the procedure given below:
  - Configure first hunt group with INTUITY™ extension number as pilot (section 5.1) and all the tip/ring lines as members.
  - Remaining tip/ring lines in the first group are configured in another hunt group with any free pilot number.
  - In the first hunt group give “FWD/BUSY C” (FWD/BUSY condition) as B (B means both internal and external).
  - In the first hunt group give “FWD/BUSY NUMBER” as the pilot number of the second hunt group.

```

                PILOT      GROUP GROUP      FWD / BUSY
                NO.       NO.   TYPE   COS   C   NUMBER
DS> <INTUITY NUMBER> ##   D   0   B   2nd Hunt Pilot
EXTN  EXTN  EXTN  EXTN  EXTN  EXTN  EXTN  EXTN
DS ##### ##### ##### ##### ##### ##### ##### #####
DS ##### ##### ##### ##### ##### ##### ##### #####
DS
DS
    
```

In situations when the attendant calls INTUITY™ then a separate hunt group is created with a Transfer Target number as the pilot number and the tip/ring lines in the second group as members of the hunt group. Refer to section 5.2 for the transfer target number.

**5.5 Configuring the VB-PC ports**

**Gather the PAD# for each VB-PC port**

**5.5.1 Obtain the Physical Address (PAD) for each VB-PC Port**

- Obtain the PAD address for each of the VB-PC ports used for integration and MWI updates from the PBX administrator. This is the physical location of the line.

Port Number	PAD Address (PAD#)	Port Number	PAD Address (PAD#)
PORT 1		PORT 9	
PORT 2		PORT 10	
PORT 3		PORT 11	
PORT 4		PORT 12	
PORT 5		PORT 13	
PORT 6		PORT 14	
PORT 7		PORT 15	

PORT 8		PORT 16	
--------	--	---------	--

NOTE: The rows corresponding to the ports not used for integration.

Identify MWI port(s)

**5.5.2 DEDICATED MWI PORT**

- Obtain Get a unique extension number for each of the VB-PC port dedicated for MWI from the switch administrator. Once the MWI extension has been identified, complete the form below:

VB-PC Port	Extension Number

Programming the VB-PC Ports

**5.5.3 Programming the VB-PC ports**

- Refer to section 9.1 (addendum) for the correct form.
- Fill in the table with the PAD# for the corresponding VB-PC port:
- Starting from first tip/ring extension fill the table vertically one by one in the column for VB-PC ports used for integration. The first tip/ring extension number is filled in the column Line #1 of the first VB-PC port used for integration.
- The second tip/ring extension number is filled in the column Line #1 of the second VB-PC port used for integration. Once Line #1 column corresponding to all VB-PC ports used for integration is over, Line # 2 column is filled and so on till all the tip/ring line extensions (both group 1 and group 2) are filled in the table.

**It is very important that this table in the addendum be properly filled for the integration to function. It is also imperative that the analog ports connected to INTUITY™ tip/ring card are sequential according to the extension number.**

**5.5.4 Example of an 18 port INTUITY™ configuration**

The following example is based on an 18 voice port INTUITY™ system configuration using four VB-PC ports; VB-PC ports 1, 2 and 3 are used for integration and VB-PC port 4 dedicated for MWI. The PAD#s for port 1, port 2, port 3 and port 4 are respectively 040301, 040302, 040303 and 040304. Let the tip/ring line extension numbers be from 6000 to 6017 and extension number for dedicate MWI port be 5999. Consider that 2 tip/ring lines are dedicated for attendant to call. This will be the last two tip/ring lines with extension 6016 and 6017.

The table for this setup would look as shown below:

**Attendant transfer target**

	Line #1	Line#2	Line #3	Line #4	Line #5	Line #6	<del>Line #7</del>
<b>Port 1</b>	6000	6003	6006	6009	6012	6015	

<b>PAD:040301</b>							
Port 2 <b>PAD:040302</b>	6001	6004	6007	6010	6013		<u>6016-</u>
Port 3 <b>PAD:040303</b>	6002	6005	6008	6011	6014		<u>6017</u>
Port 4 <b>PAD:040304</b>	5999						
Port 7 <b>PAD: not used</b>							
Port 8 <b>PAD: not used</b>							
Port 9 <b>PAD: not used</b>							

VB-PC Port Configuration

5.6 VB-PC Port Configuration on the ROLM 9751

5.6.1 Create a Feature Configuration Table

- Each VB-PC is configured as a ROLMphone 400 digital station. Refer to table 1 with the following key assignments: **The button placement must be exactly as specified or the integration will not function properly. Keys not mentioned should be left at the default.**

Table 1. ROLMPhone 400 Feature Table

BTN	FEAT	IDX	BTN	FEAT	IDX	BIN	FEAT	IDX	BTN	FEAT	IDX	BTN
1	Line	1	11	Line	6	16	Line	11				
2	Line-	2	12	Line	7	17	Line	12				
3	Line-	3	13	Line	8	18						
4	Line-	4	14	Line		19						
5	Line-	5	15	Line4		20						

37 mwctr

**NOTE:** Make sure to configure the feature table with the MWCTR key and NOT the MSGWT key. MWCTR enables the VB-PC channel to set and cancel message waiting at other phones in the CBX.

5.6.2 CREATE THE VB-PC DIGITAL PORT

Create a Digital station (ROLM Phone 400) for the PAD# given in the addendum (section 9.x) using the following command:

- CREATE RPI <PAD#>

Create the Digital ports

- Define TYPE as 400
  - Assign the Feature Configuration Table previously configured to TBL No.
  - Define SPKR PHONE to N
  - Assign the tip/ring port extension numbers one by one to EXTN
- Leave other fields to default.

```

COMMAND: CRE/MODIFY RPI <PAD #> 040301
          REF      TBL BUZZ          SPKR          CLD
PAD      DATA NO. TYPE NO. INTERCOM VOICE C PHONE EXTN 1 R MW BI NME
-----
DF>      N    0    >    ?              ?              Y Y Y N
CR<PAD#> N    0 0 400 (11)            N    6000 Y N N N
#S EXTN  R MW BI EXTN  R MW BI EXTN  R MW BI EXTN  R MW BI
-----
DF >    6003    N N N 6006    N N N 6009    N N N 6012    N N N
    
```

NOTE: Only the Line #1 is configured as ringing extension. The remaining are configure as non-ringing extensions.

### 5.7 INDIVIDUAL SUBSCRIBER SETUP

- The individual subscribers' sets are forwarded to the INTUITY™ extension for Busy and Ring-no-answer conditions. As a result when a subscribers' set is busy or does not answer, the call is answered by INTUITY™.

The TARGET 1 number for the subscribers is given as INTUITY™ number using the command: MODIFY EXTEN XXX, (where XXXX is the subscribers extension number as shown below.

		FORWARDING		FORWARD ON			
				BSY RNA DND			
EXTN	TYPE	COS	TARGET 1	TARGET 2	I E I E I E	RINGDOWN	NAME
DS ####	EXT ##	INTUITY			1 1 1 1 1		
<b>PILOT NO.</b>							

Message waiting key (MSGWT) is configured for digital stations. **Subscriber must not have APV (Auto Privacy) class of service.** Subscriber having APV class of service, will be disconnected on making a call to INTUITY.

Subscriber set up

**Configure the Intuity to Integrate****6.0 CONFIGURING THE INTUITY TO INTEGRATE**

- The following sequence ensures an organized approach when configuring the Intuity configuration:

**Step 1:**

Assign DNIS\_SVC to the voice ports.  
Select Voice system Administration  
Voice Equipment  
Press Action (F8)  
Select Assign / Change  
Select Services to Channels

This is to ensure Voice Mail ports are configured.

**Step 2:**

Administer Transfer Security if used for the installation.

**Step 3:** **Note:** *With Release 5.0 the switch selection can only be viewed from the Switch Interface Administration. Changes to the Switch Selection must be made when calling your local TSO.*

Navigate to **Switch Selection** screen.

**Intuity Main Menu**

Select **Switch Interface Administration**

**Switch Selection**

Ensure that the **Country** and **Switch** are already properly chosen. If not then select the proper Country and save the screen. Do not save the screen if the already configured Country and the Switch are already configured.

**Step 4:**

Navigate to the **Integration Port Assignment** screen.

**Intuity Main Menu**

Select **Switch Interface Administration**

**Call Data Interface Administration**

**Switch Link Administration**

**VB-PC Interface**

**Integration Port Assignment**

Enter the VB-PC port number used for integration against **VB-PC Port** field. For these ports count the number of tip/ring lines mapped from **group 1** (see section 5.0). Enter this number against the **Number of T/R Lines Mapped**. Also enter the VB-PC port dedicated for MWI update. For this port enter **Number of T/R Lines Mapped** equal to zero. Save this screen.

VB-PC Integration Port Assignment			
ROLM 9751 Integration			
Serial Number for VB-PC card 1: Serial Number for VB-PC card 2:			
VB-PC Port	Number of T/R Lines Mapped	VB-PC Port	Number of T/R Lines Mapped
			

**Enter the board 4 digit serial number**

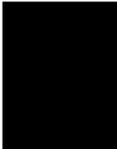
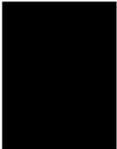
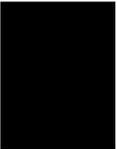
**Step 5:**

Navigate to the **Switch Assignment** Screen.

**Intuity Main Menu**

- Select* **Switch Interface Administration**
- Call Data Interface Administration**
- Switch Link Administration**
- VB-PC Interface**
- Switch Assignment**

Enter the **Switch ID** against the **Switch Number** field. Enter the **INTUITY Extension Number** against the **INTUITY Number** Field . Save this screen.

VB-PC Switch			
ROLM INTEGRATION			
Switch Number	INUTIY Number	Hunt Chain Pilot Number	Primary VB-PC Port
			

**Enter the extension that subscribers call in order to access their**  
**NOTE: Leave Hunt Chain Pilot number & Primary VB-PC port fields**

**Step 6:**

Navigate to the **Device Assignment** screen.

**Intuity Main Menu**

Select **Switch Interface Administration**  
**Call Data Interface Administration**  
**MWI Administration**  
**Device Assignment**

Enter the Switch ID against the **Switch Number** field. Enter the VBPC port number which is dedicated for MWI updates against **Device ID**. If more than one port is used for MWI it can be defined as 4, 5, 6 (where 4, 5,& 6) are configured in consecutive order. Save this screen.

Device Assignment			
ROLM 9751		Integration	
Link Test [Y/N] :		Link Test Interval :	Seconds
Switch Number	Device ID	Link Test Number	
1			
2			
3			
4			
5			
6			
7			
8			
9			
10			

The Device ID depends on the MWI interface. Press [F1] for details

**Step 7:**

Navigate to the **Dial Plan Translation** Screen.

Intuity Main Menu

Select **Switch Interface Administration**  
**Call Data Interface Administration**  
**System Translation Administration**  
**Dial Plan Translation**

If the switch uses a fixed extension lengths for all extensions, say 4 digits long, then enter 4 in the **INTUITY Extension Length** Field, Enter **0000** for **Switch Start Extension**, and **9999** for **Switch End Extension** Fields. All other fields should be empty. If translation is required configure the screen accordingly. Save this screen.

Dial Plan Translation					
ROLM 9751			Integration		
INTUITY Extension Length : 4			Switch Network Access Code:		
Switch Prefix	Switch Start Ext.	Switch End Ext.	INTUITY Prefix	Switch Number	Remote [Y/N]
1	0000	9999			
2					
3					
4					
5					
6					
7					
8					
9					
10					

**Extension length must be at least 3 digits long. The maximum is 10 digits.**

**Step 8:**

Navigate to the **Attendant Translation** Screen.

**Intuity Main Menu**

- Select* **Switch Interface Administration**
- Call Data Interface Administration**
- System Translation Administration**
- Attendant Translation**

This screen is to be administered only if the customer uses Day/Night service integration using the Automated Attendant of AUDIX.

Enter 0 (or the attendant extension) against the **Attendant ID** field. Enter corresponding Auto Attendant mail box number against **INTUITY Subscriber Number** field. Save this screen.

Attendant Translation			
ROLM 9751 Integration			
Attendant ID	INTUITY Subscriber Number	Attendant ID	INTUITY Subscriber Number
1		2	
3		4	
5		6	
7		8	
9		10	

**The auto attendant index is switch-dependant. Press [F1] for help.**

**Step 9:**

Shutdown the system. After the voice system has completely started execute the test mentioned in section 7.2.

During the reboot make sure that the VB-PC download does not fail.

Once the Voice System starts up ensure that there is no active alarm.

Ensure that the maintenance log has not given error messages during Voice System startup.

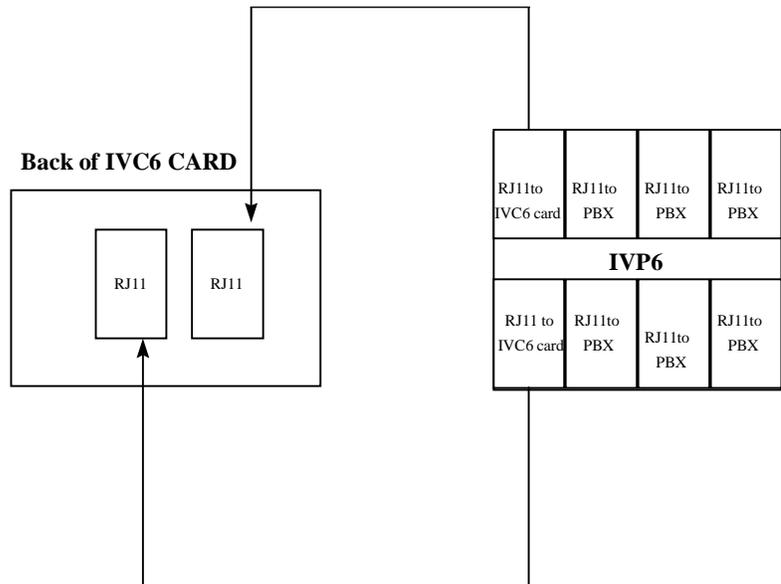
**Step 10:**

- Set up for Phantom subscribers
- The phantom subscribers are the Intuity subscribers having no physical extension on the switch. For these subscribers the switch ID should be set to zero (0). This would avoid the unnecessary Message Waiting Lamp indication failures and also improves the MWI update response time.

**Connecting the Analog lines**

**7.0 CONNECTING ANALOG VOICE PORTS**

- Physically connect the lines used for the voice path between the switch and the Intuity. Each IVC6 card connects a IVP6 connector.



**7.1 CONNECTING THE VB-PC**

**Connecting the VB-PC Lines**

- The VB-PC connects to the ROLM switch via a single male amphenol connector. The first PORT connects to the first pair of the cable, then skip two pair and connect the second port to the fourth pair. Do this done for the remaining ports.

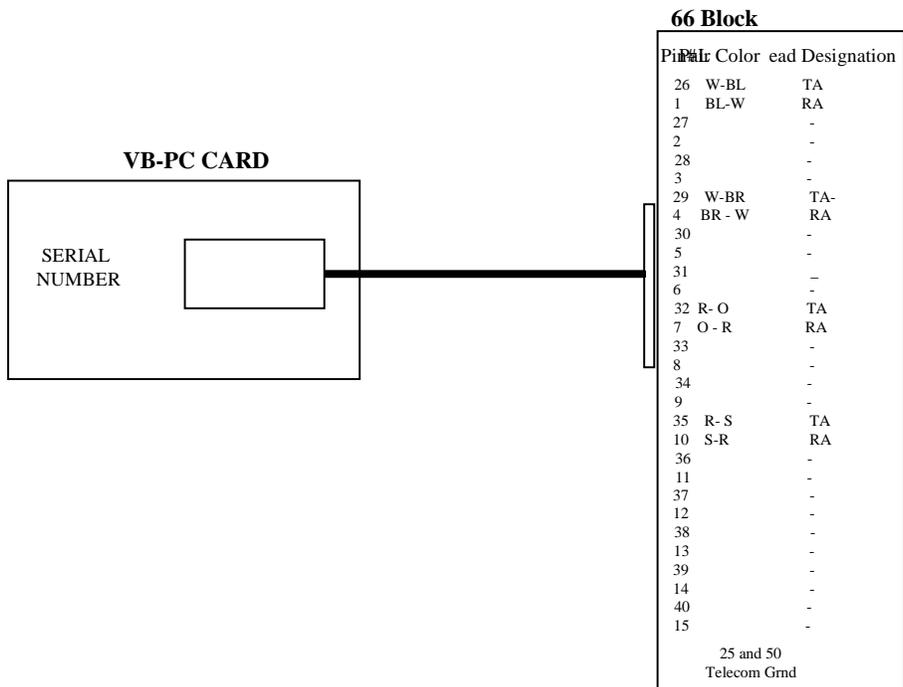
- The following is an example of a 4 port system:

Phone Line 1 connects to Pin 26 & 1 on the White/blue, Blue White pair of the tip and ring leads.

Phone Line 2 connects to Pin 29 & 4 on the White/Brown, Brown White pair of the tip and ring leads.

Phone Line 3 connects to Pin 32 & 7 on the Red/Orange, Orange/Red pair of the tip and ring leads.

Phone Line 4 connects to Pin 35 & 10 on the R/S of the tip and ring leads.



**7.2 TESTING THE INSTALLATION**

**Testing the integration when installation is complete**

- Refer to the AUDIX installation manual for further details on testing the installation.
- Create two mailboxes associated with two test extensions. Record a name and personal greeting for each mailbox.

- System forward one test extension to the Intuity Pilot Access Number.
- Using one test extension, call the other test extension. You should hear the personal greeting. Leave a message. Verify that message waiting indication turns on.
- Review the message in the mailbox.
- Delete the message. Verify that message waiting indication turns off.
- Verify that return-to-operator works properly.
- Call the Intuity from a test extension. Do you hear “Please enter your password”.
- Use the automated attendant and transfer to an extension, answer the incoming call.
- Transfer to a station that is in a Do-Not-Disturb mode, busy mode, RNA mode.
- Set up outcall notification in the test mailbox, leave a message to generate an outcall. Make sure ports are configured for Outcall
- Place an internal call and document the time it takes the Intuity to disconnect after the caller hangs up. Repeat this step instead placing an external call.

#### Call Disconnection Failure

The call disconnection fails when dial tone is not properly configured on INTUITY. Capture the dial tone using the procedure given in Tone Capture and Analysis Users’ guide Compas ID: 61338. Configure the dial tone and stop and start Voice System.

- Call the test extension from a fax machine and transmit a fax. Enter the mailbox and print the fax.

### 7.3 Trouble Shooting

Refer to the following trouble shooting guidelines on encountering a problem with Switch Integration. If the problem still persists contact the development team.

#### VB-PC DOWNLOAD FAILS

- If Voice System is running then stop the voice system and try the download. Download can be done by executing /usr/vbpc/bin/vbpcload.
- Ensure that the serial number of VB-PC card is properly configured in Integration Port Assignment screen.
- Ensure that the VB-PC card is plugged properly in the system. If the download fails repeatedly then change the VB-PC card.

## NON INTEGRATED CALLS

### Active alarm indicating the board failure

- Ensure that VB-PC board is properly plugged in the system.
- Ensure that the serial number of the VB-PC card is properly configured in Integration Port Assignment screen.

Once verifying this stop the voice system and execute /usr/vbpc/bin/vbpcload. If there is no access to “tsc” login, then reboot the system. Ensure that the VB-PC download is successful. If VB-PC download fails try the same procedure. On repeated failures change the VB-PC card.

### Link status screen shows link status as DOWN

- Ensure that the link from switch to the VB-PC port is proper. Connect a digital station and see if the station gets dial tone at the VB-PC port.
- Run /swin/bin/sw\_restart and see if the link comes up.

### Improper tip/ring line mapped to VB-PC port

- Run “getconfig -d x” where x is the VB-PC port number for each of the port. The output shows the extensions configured on VB-PC port. Verify if the extensions shown are as per the table in section 6.9. If there is any discrepancy bring it to the notice of switch admin and get the switch configuration corrected.
- Remove the link to the VB-PC card. Dial each of the tip/ring lines. In sysmon verify if the proper tip/ring line is being called. If not then correct the connection such that tip/ring lines are connected in proper order.

### Calling station has conflicting Class Of Service (COS)

- Ensure that the Calling Station does not have Auto Privacy (APV) COS.

### Improper Translation setup

- Ensure that the Dial Plan Translation is setup properly.

## TRANSFER FAILURES

- From the switch Administrator confirm that the tip/ring line has appropriate COS to perform transfer.
- Verify with the administrator if there is some class of service preventing tip/ring lines from performing call transfer.
- In Transfer Parameters screen change the Initiate Transfer sequence from fp\*7 to fpp\*7.

## MWI FAILURES

- Ensure that the link to the VB-PC port dedicated for MWI update is UP. If the link is down check the connectivity.
- In Device Assignment screen against the switch number, VB-PC ports dedicated for MWI update is configured.
- Ensure that the Dial Plan Translation is setup properly.

## DELAYED OR INTEGRATED CALL ANSWER ON GROUP 2 T/R LINES

- Administer right number of Tip/Ring Lines Mapped in Integration Port Assignment screen.

## PARTIAL INTEGRATED CALLS

Partial integrated calls are the calls when caller is not identified in the header of a message from an internal subscriber, the header of the message does not identify the Caller. Note that the Caller needs to be internal and for the external caller the caller will not be identified in the header. Contact the development team in case of occurrence of partial integrated calls.

## TONE AT THE END OF THE MESSAGE

When Tone like busy tone or dial tone is recorded at the end of the message, it means INTUITY failed to recognize tone.

Capture and analyze the tone (for more details refer to compas document - 61338) and configure INTUITY to recognize the tone and to disconnect the call on getting this tone.

## TOUCH TONE RECOGNITION PROBLEM

Touch Tone recognition could fail when the touch tone level is low. This could happen especially when cell phone calls are made to INTUITY. The solution is to configure INTUITY to detect lower touch tone levels. Change TR\_DTMF\_DETECT\_MIN from -25DB to higher value (say -40DB). Increase in steps and find out optimum value. The following procedure changes the touch tone parameter which does not require stop and start of Voice System.

1. `cd /vs/switches/data/current/coSwin.`
2. `vi` a file called "trParms".
3. Change the parameter "TR\_DTMF\_DETECT\_MIN" as desired.
4. Execute the following command:

```
/vs/bin/util/convTrParms -o trParms.B trParms
```

This command creates a file "trParms.B" in the working directory.

5. Backup the original trParmsn.B from /vs/switch/analog directory. Copy the new trParms.B to /vs/switch/analog directory.  
`cp trParms.B /vs/switch/analog/trParms.B`
6. Execute the following command for each tip/ring card:  
`loadTrParms -b<tipring_card_number> trParms.B`

tipring\_card\_number starts from 0 for the first card.

Example: if U have 4 tip ring cards, the command needs to be executed for the four cards 0, 1, 2 and 3 as shown below:

```
loadTrParms -b0 trParms.B  
loadTrParms -b1 trParms.B
```

loadTrParms -b2 trParms.B  
loadTrParms -b3 trParms.B

Important notes regarding this  
integration

## 8.0 CONSIDERATIONS

### 8.1 The ROLM 9751 attendant console cannot be conferenced.

Therefore, a Transfer Target number must be used by the attendant to transfer callers directly into the INTUITY. The attendant will hear the stand-alone greeting and then enters a desired mailbox number. The workaround is to divide the TIP/Ring lines into two groups. Refer to section 5.X for setting up a Transfer Target.

### 8.2 The attendant can transfer callers to stations that are busy or all calls forwarded to the Intuity pilot number. The attendant must release immediately otherwise after 6 seconds the call will be disconnected.

### 8.3 AMIS Networking is not a supported feature between the INTUITY and the ROLM PBX. This limitation occurs only with analog networking because the VB-PC does not receive AMIS touch tones. The INTUITY can support Digital Networking.

## 9.0 ADDENDUM

**9.1 INTEGRATION FORMS**

Mapping VB-PC ports (Section 5.0)

Number of Analog Ports	Number of VB-PC Ports	Number of MWI Ports
Less than 6 Ports	1	1
6- 10 Ports	2	
11-18 Ports	3	
19-24 Ports	4	
25-30 Ports	5	
31-36 Ports	6	
37-42 Ports	7	
43-48 Ports	8	
49-54 Ports	9	
54-60 Ports	10	
61 -64 Ports	11	

Obtain PAD# for each VP-PC Port (section 5.5)

Port Number	PAD Address (PAD#)	Port Number	PAD Address (PAD#)
PORT 1		PORT 9	
PORT 2		PORT 10	
PORT 3		PORT 11	
PORT 4		PORT 12	
PORT 5		PORT 13	
PORT 6		PORT 14	
PORT 7		PORT 15	
PORT 8		PORT 16	

Message Waiting Extensions (Section 5.5.2)

VB-PC Port	Extension Number

Assign PAD# for Corresponding VB-PC ports (section 5.5.3)

Line #1	Line#2	Line #3	Line #4	Line #5	Line #6	Line #7

Port 1 PAD:							
Port 2 PAD:							
Port 3 PAD:							
Port 4 PAD:							
Port 5 PAD:							
Port 6 PAD:							
Port 7 PAD:							
Port 8 PAD:							
Port 9 PAD:							
Port 10 PAD:							
Port 11 PAD:							
Port 12 PAD:							
Port 13 PAD:							
Port 14 PAD:							
Port 15 PAD:							
Port 16 PAD:							

Change History		
Revision	Issue Date	Reason for Change
RIP	03/01/10	Made CN RIP

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