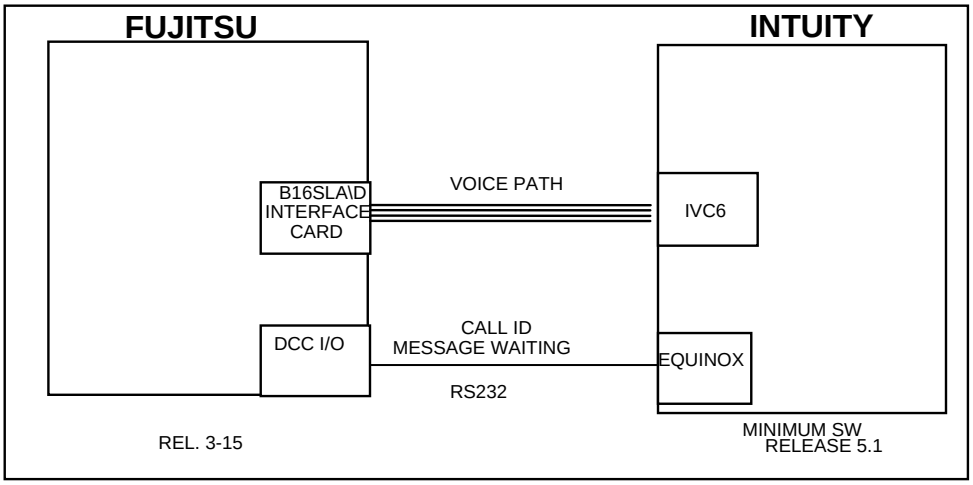
INTUITY™

AUDIX Message

Server

Configuration Note 9124 – RIP 03/10

Fujitsu F9600



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

1.0 METHOD OF INTEGRATION

With RS232 integration, call information is transmitted over a digital RS232 link between the PBX and the AVAYA system

With RS232 integration, call information is transmitted over a digital RS232 link between the PBX and the AVAYA system. Voice communications are provided by a separate path created by analog lines on the PBX that connect to the AVAYA system. When an incoming call is received, it is accompanied by a digital message from the PBX containing call information. The AVAYA system then answers the call and plays the appropriate greeting. To set or cancel message-waiting notification, the AVAYA system sends a digital message over the RS232 link to the PBX.

2.0 AVAYA ORDERING INFORMATION

Avaya requirements

- RS-232 SWIN Package
- IVC6 Analog Card (one per voice mail port)
- Equinox Board
- RS-232 DCE Female cable connector - *see section 8.1*
- Octopus Cable required for Equinox board

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 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.

3.0 PBX HARDWARE REQUIREMENTS

PBX requirements

- B16SLA/D station ports, one per Avaya voice port
- One PSIOC-D/F RS-232 I/O port *(see section 8.2)*
- One MC cable-direct (P/N E660-2506-T846#11), Type 35

See section 8.1

3.1 PBX SOFTWARE REQUIREMENTS

PBX requirements

- Supported Software levels: Releases 3 - 15

4.0 SUPPORTED FEATURES

Supported features

- Station forward to personal greeting

- all calls
- busy
- ring-no-answer

- Message-waiting indicator

- lights only on digital sets
- stutter dial tone on analog sets

- Outcalling
- Automated Attendant
- Multiple return-to-operator
- Direct Call
- Personal greeting of original-called party on a double-call forward
- Reply to message left by subscriber in internal telephone-answering mode
- Multiple Personal Greetings
- Call Sender

5.0 CONFIGURING THE FUJITSU F9600 TO INTEGRATE

Refer to the Fujitsu Command Manual for a detailed description of all programming steps.

Configuring the Fujitsu F9600 to integrate

☐ Add a DCC I/O port using the following command:

ASS DCCPT,DCUxy,AP,SMDI,1200
where: x=0,1 (mpr#)
y=1,2,3 (dccport#)

- ☐ Assign an SMDI DCC I/O port for the voice module using the following command:

  ASS AP, VMSS, DCUxy

- ☐ Place the DCC I/O port in service using the following command:

  RES IO,DCUxy

- ☐ Fujitsu F9600 PBX's normally do not send an SMDI message on calls transferred to voicemail systems. To allow transferred calls to receive System Greeting, change the SMDI message type for transferred calls using the following command:

  CHA SVP,2,65,00 (00 = No SMDI message)

  To allow the Fujitsu to send a "direct call" SMDI message-type, use the following command:

  CHA SVP,2,65,01 (01 = Direct-call SMDI message)

  NOTE: This command may not appear on all software releases

5.1 CONFIGURING THE SINGLE-LINE STATION PORTS

Configuring the single-line station ports

- ☐ Add a line card using the following command:

  INS PKG,xxyyzz,B16SLB,SL,16
  where: xx=network#
  yy=highway#
  zz=slot#

- ☐ Add a line circuit using the following command:

  ASS SLT,[t],nnnn,xxyyzzaa,0,1,[r],[f], cos, 0,0,mwl,0,0
  where: t=tenant#
  nnnn=directory#
  aa=circuit#
  r=restriction mode
  f=frl
  cos=0 to 63
  mwl=message waiting lamp 0-no,1-yes

- ☐ Repeat the above command for all Avaya ports.

- ☐ Mark all line circuits added as VMS ports using the following command:

  ASS VMSPT,[t],nnnn,port#

  port# =1 to 128

- ☐ Place the VMS ports in a hunt group using the following command:

ASS STHG,[t],0,nnnn#1,nnnn#2,.....,nnnn#10

nnnn#1 = directory# used as pilot#
nnnn#2 -10 are the hunt group members

NOTE: If more than 10 members are required, repeat the command with the same pilot number and the additional members.

☐ Assign silence or dial tone to be returned to the Avaya system when the calling party disconnects using the following command:

Silence - CHA SVC,2,00192,01 (Release 3 s/w)

Dial tone - CHA SVP,2,64,02 (Release 7 s/w)

6.0 CONFIGURING THE INTUITY

Configuring the INTUITY™

☐ The following define the steps required on the INTUITY™

HINT: When changes to the Switch Interface Administration are completed, a message appears on the screen indicating to restart the INTUITY™ voice system. However, this task is not required after each step. Once ALL changes are completed the system must then be restarted.

Step 1:

Ensure that the **Country** and **Switch** are already properly chosen. If not then contact your local TSO to have the proper Country, and Switch selected. Systems at Release 5.0 and higher only have the option to view the switch selection page. Release 5.1 has the option to choose the Fujitsu 9600 as the PBX.

Step 2

- Serial Interface (port) Configuration
  Select “Switch Interface Administration”
  Select “Call Data Interface Administration”
  Select “Switch Link Administration”.
  Select “Serial Interface”.
- Assign parameter values that match the Fujitsu 9600 integration serial port:
  Data bits: 7
  Stop bits: 1
  Start bits: 1
  Baud rate: 1200
  Parity: E
  Flow control: N

Serial ports: /dev/tty00

Select the serial port by pressing “CHOICES” button. Serial ports /dev/tty00 and /dev/tty01 are reserved for INTUITY™ system use. Select /dev/tty00 if using a direct connection to Com port 1. Select /dev/ttyssa if using the Equinox board.

Press F3 to save the administered values.

Step 3

- Message Waiting MWI Device Assignment
  Select “Switch Interface Administration” menu
  Select “Call Data Interface Administration” menu
  Select “MWI Administration” menu
  Select “Device Assignment” option
  Administer parameters as follows:
  Link Test[Y/N]: **N** Link Test Interval: <leave default>
  Note: Setting this to YES will cause the link to go down and result in intermittent message waiting problems.
  Populate the first entry in the table as follows:
  Switch Number device ID Link Test Number 1 <Serial Port from step 2 above <leave this blank>
  If the group of channels for MWI updates is 1, the screen will look like figure 1.

Link Test [Y/N]: N	Link Test Interval:	
Switch Number	Device Number	Link Test Number
1	/dev/tty00	

Figure 1

Step 4

- Message Waiting MWI Assignment
  Select “Switch Interface Administration” menu
  Select “Call Data Interface Administration” menu
  Select “MWI Administration” menu
  Select “MWI Parameters”

  The MWI ON/OFF codes do not need to be defined, therefore should be left at the default.

Step 5

- System Translation Administration
  Select “Switch Interface Administration” menu

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Select “Call Data Interface Administration” menu
Select “System Translation Administration” menu
Select “Dial Plan Translation” option
Administer the following:
INTUITY Extension Length: <Switch Subscriber extension length>
Switch Network Access Code: MUST be blank Administer extension ranges in the table as follows:

- 1) Enter 000 into the “Switch Prefix” field if using four-digit dialing. Note: The Fujitsu sends 7 digits, therefore the three zeros are padded from the left and must be entered into the switch prefix field.
  2) Enter the valid extension ranges in “Switch Start Ext.” and “Switch End Ext.” fields
  3) Leave “INTUITY™ Prefix” field blank
  4) Enter the Switch number if the entry. This is the same number used in the AUDIX subscriber database
  5) Enter”N” in the remote [Y/N] field

  The following provides an example of how this form should be filled, if the extension length is 3 digits on the INTUITY™ and the valid extension ranges on the switch begin 111 through 222 and 555 through 999, while INTUITY™ subscribers ranges are the same 111 through 222, and 555 to 999.

INTUITY Extension Length: 3 Switch Network Access Code:

Switch Prefix	Switch Start Ext.	Switch End Ext.	INTUITY Prefix	Switch Number[Y/N]	Remote
1	111	222		1	N
2	555	999		1	N

Step 6

- System Translation Administration
  Select “Switch Interface Administration” menu
  Select “Call Data Interface Administration” menu
  Select “System Translation Administration” menu
  Select “Hunt Group Translations”

  Note: The Message Desk Number and the Logical Terminal Number are not required in the following fields when the customer has only one hunt group. Customers using multiple hunt groups must define

the Message Desk number(xxx) and the Logical Terminal number (yyyy)for each channel:

INTUITY Channel	Message Desk No.	Logical Terminal No.
0	XXX	YYYY

Step 7

- Assign PBX Extensions to Channels
  Select “Voice System Administration” menu
  Select “Voice Equipment” menu
  Select “Actions “ (F8) option
  From the “Assign.Change” screen,
  Select “PBX Extension to Channel” option
  Assign the extension numbers computed in the above step to all used voice channels.
- Assign AUDIX as a service to all channels.
- Press F3 to save changes.

Step 8

- Assign PBX Extensions to Channels
  Select “Voice System Administration” menu
  Select “Voice Equipment” menu
  Select “Actions “ option
  Select “Assign/Change” option
  Select “Services to Channels”
  Channel Number: All
  Service Name: *DNIS_SVC
  Press F3 to save changes.

Step 9

- Change Interface Parameter:
  Answer Delay from 1 to 0.

Step 10

- Auto Attendant Setup for Day/Night Service
- Administer the appropriate Business Schedule and Holiday Schedule
  Select “AUDIX Administration” menu
  Enter “Change Auto-attendant-routing-routing table”
  Administer parameters as follows:

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AUTO_ATTENDANT ROUTING TABLE

Route Table Administration

Incoming Called Number	Business Schedule	Holiday Schedule	Day Service Mailbox	Night Service Mailbox	Alternate Service Mailbox
???	Bus1	Hol1	???	???	

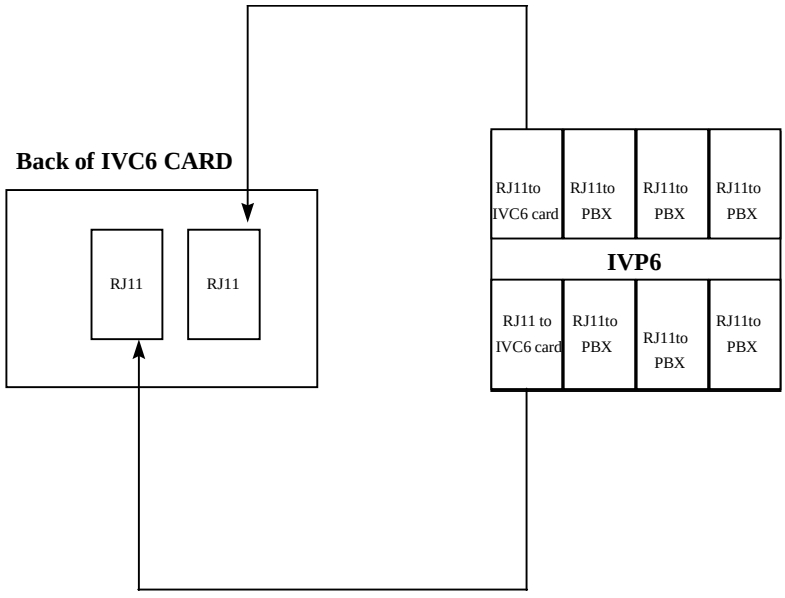
Step 11

- After all the required programming is complete restart the INTUITY.

Connecting the Voice lines

7.0 INSTALLING THE VOICE LINES

☐ Each IVC6 card supports six analog (tip/ring) connections. The voice path between the Fujitsu 9600 and the INTUITY™ requires three pairs into each RJ11 connection of the IVC6 card. The following shows an example of how lines would be physically connected using a IVP6 connector. Customer's have the option to use other methods of connectivity, provided they bring three pairs (6 wires) to each RJ11 on the back of the IVC6 card.



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- To ensure the ports are physically connected correctly, ask the switch a administrator to place calls to each individual INTUITY™ voice channel one at a time. Use the "System Monitor" menu in INTUITY to monitor that the correct channel is dialed from the switch.
- If using a direct connection to the INTUITY, connect the DB9 into COM1 of the INTUITY, and the DB25 into the Fujitsu 9600. **Note:** A null modem is required when using this method of connectivity.
- If using an Equinox board connection into the INTUITY, connect the supplied cable into the Octopus cable port 1. The Octopus cable is marked and labeled on the outside of the cable. Note: A null modem is NOT required when using this method of connectivity.

7.3 TESTING THE INSTALLATION

Steps to verify our installation when complete

- ☐ Refer to the AUDIX Administration 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.
- ☐ Using one test extension, call the other test extension. You should hear the appropriate greeting (see test scenarios below).

  Leave a message. Verify that message waiting indication turns on.

  Test call coverage scenarios:

  ▪ Forward all calls - When a subscriber forward all calls to the INTUITY™ number, calls placed to the subscriber should follow the correct INTUITY™ prompt should be played for that subscriber.

  ▪ Busy - Place a call to a busy extension. This should follow the right coverage path and INTUITY™ should play the NO ANSWER greeting.

  ▪ Call no answer from INTUITY™ scenario is the same as above.

If calls are Non-Integrated, check the following:

▪ Check the appropriate COS has been assigned to the tip/ring lines.

▪ Check the PBX Extn to Channel mapping has been administered properly.

▪ Check the Switch Integration log to make sure the RAW data is een for every call and is appropriately parsed and translated.

▪ Check the maintenance log to see if an error has been logged indicating "Bad data". If yes, then check the switch setup to ensure

that the correct serial integration information are being passed to INTUITY™ .

▪ Check the Dial Plan Translation screen to see if the translation table has been administered correctly.

☐ Message waiting indicators - Listen to the message left for the mailboxes above, delete the message and verify message waiting is turned off.

▪ The 5ESS can support audible message waiting for analog stations and lamps for digital stations. Verify that message waiting indication turns on.

If Message Waiting failures occur check the following:

▪ Check the appropriate COS has been administered on the switch or the subscriber telephone sets.

▪ Check the SWIN LOG to see if INTUITY™ is dialing out the required sequence of digits. If not check the DIAL PLAN Translation and make sure that it is administered correctly.

▪ Check if the MWI sequence dialed out by INTUITY™ is the same as set on the switch. Ask the switch administrator for the MWI sequence. If it is different than change the MWI ON Prefix and Suffix to reflect the correct value.

☐ Test Transfers using "*T" option. From Audix mailbox. Transfer to another mailbox. Monitor the transfer time. Transfer to a station that is in a Do-Not-Disturb mode, busy mode, RNA mode.

▪ The transfer time is approximately 5-8 seconds.

▪ Test multiple transfers - set up phone A to transfer to Phone B and Phone B transfers to phone C. And phone C transfers to phone D. Determine how many transfers can be supported on the switch.

If Transfer failures are encountered, then check the following:

▪ Check if dial tone is being detected by INTUITY™. If not, use the Tone Sniffer tool to configure the dial tone correctly.

▪ Check if the flash duration set on INTUITY™ is the same as that configured on the switch, if not then modify the flash duration.

NOTE: If the caller is disconnected during transfers then the flash duration is too high and has to be reduced. If the caller hears INTUITY dialing digits during transfer then the flash duration is too low and has to be increased.

☐ Call Disconnect - Leave a message for test mailbox, retrieve it and listen for the sign of the call progress tones. Place an external call and

document the time it takes the INTUITY™ to disconnect after the caller hangs up.

▪ If there is no progress tone in the message, disconnect is working fine.

☐ Zero ("()") Out - Verify that return-to-operator works properly.

☐ Call the INTUITY™ from a test extension leave a message for a station with a voice mail button.

▪ If the subscriber stations are programmed to support a button, which will dial the voice mail access number and the mailbox number followed by the # sign, the INTUITY™ will prompt for the password. Do you hear "Please enter your password".

☐ Automated Attendant - Call the automated attendant mailboxes.

▪ If the correct Auto Attendant mailbox is not reached and all above tests passed, the most likely problem will be in the switch translations. Check with the system administrator to endure proper translation.

☐ Optional testing when setting up outcall notification in the test mailbox, leave a message to generate an outcall. Make sure ports are configured for Outcall

▪ INTUITY™ should call the number administered for out calling after the administered time has passed.

▪ If Outcalling failures occur, check if dialtone is being detected by INTUITY™. If not, use the Tone Sniffer tool to configure the dialtone correctly.

☐ Optional Testing for Incoming and Outgoing Fax

▪ Send a fax to a subscriber mailbox from a fax machine. Press the start key on the fax machine. Check to see if fax arrived in the mailbox, and print the fax.

▪ Send a fax from a subscriber's mailbox to a fax machine. Check the fax machine to be sure the fax was received.

NOTE: If you encounter problems while performing these tasks, review the "switch log" before escalating problems to your local Technical Support Center.

8.0 CONSIDERATIONS

Important notes regarding this integration

8.1 If the wrong MC cable-direct (RS-232 cable) is used, the system will not integrate. The MC cable-direct (P/N E660-2506-T846#11) is also called type 35 (female) in the field. If a type 36 (P/N E660-2506-T846#13)(male) is installed, the integration will not work

8.2 The PBX PSIOC-D card must be revision 42K or higher for successful integration.

8.3 The auto-answer feature must be disabled for automated attendant. The Fujitsu F9600 has an Auto-Answer feature which allows the phone to automatically answer a call. If automated attendant is used, this feature must be disabled.

8.4 Extensions in the do-not-disturb mode do not forward to the voice module until Release 5 of Fujitsu 9600.

8.5 Dial Tone disconnect is recommended on the voice ports to provide a quicker disconnect. Silence on disconnect will cause up to 40 seconds before a port will disconnect.

8.6 Original Greeting on a triple call forward is not supported by the Fujitsu 9600. Callers will hear ring-no-answer. Only double call forward to Personal Greeting is supported.

8.7 The Fujitsu 9600 has the ability to allow end users to control message waiting on digital sets. In the event a message waiting lamp is not tuned off after checking voice mail messages, it may be that another end user set the lamp and not the INTUITY.

8.8 The INTUITY supports unsupervised transfers only. When the INTUITY performs a transfer, the end users hears the recorded name therefore supervised transfers are not supported.

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

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AVAYA Inc.

1033 Murphy Blvd.

Milpitas, CA 95035

(408) 577-7000

http://www.avaya.com