

Smooth Operator Configuration Note

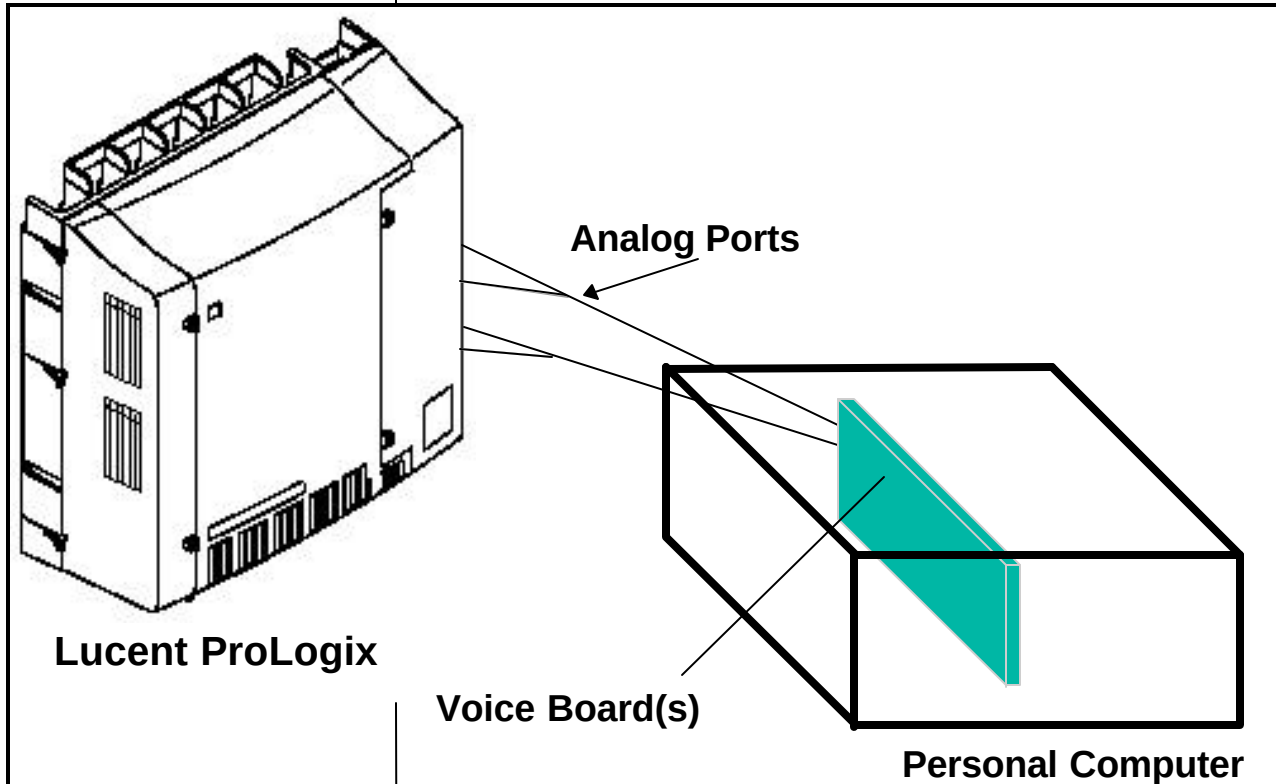
For Smooth Operator Family of Products

Lucent Technologies
Octel Messaging
Division
Voice
Processing
Module

Configuration Note 77023

Lucent ProLogix™ / DEFINITY® G3

Revised 9/30/98



Inband signaling is
used for integration

1.0 METHOD OF INTEGRATION

Inband signaling is used for integration. Call forward to personal greeting is achieved via DTMF signals passed from the Lucent Technologies ProLogix to the Smooth Operator system. Message waiting indicators are set and canceled by dialing a feature access code followed by the extension number. A hookflash followed by the extension transfers the caller to the operator.

Disclaimer: Configuration Notes are designed to be a general guide reflecting Lucent Technologies Octel Messaging Division'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. Lucent Technologies Octel Messaging Division accepts no responsibility for errors or omissions contained herein.

Supported Voice Processing Modules

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

PBX hardware requirements**ProLogix Hardware Requirements****Lucent Technologies ProLogix Software Requirements****Addition hardware Requirements****Supported integration features****1.1 SUPPORTED VOICE PROCESSING MODULES**

This configuration note supports the Smooth Operator voice processing module. Smooth Operator is a Year 2000 (Y2K) compliant, PC based, enhanced voice messaging product release. For installed system that have port capacities above 24 ports contact your OMD representative for the proper solution.

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.

3.0 LUCENT TECHNOLOGIES PROLOGIX HARDWARE REQUIREMENTS

Note: See Sections 7.4 and 7.6

One analog port (TN 746B 16 circuits, analog) configured as a VMI set for each Smooth Operator port

3.1 LUCENT TECHNOLOGIES PROLOGIX SOFTWARE REQUIREMENTS

- Version R6 (See Section 7.5)

3.2 ADDITION HARDWARE REQUIREMENTS

- One analog line for remote service access
- 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 TruFax port.

4.0 SUPPORTED FEATURES

[✓] Items are supported

System Forward to Personal Greeting		Message Waiting	
All Calls	[✓]	LCD Display	[]
Ring/no answer	[✓]	LED	[✓]
Busy	[✓]	Stutter Dial Tone ¹	[✓]
Busy/No Answer	[]		[]
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	[✓]	Intercom Paging	[✓]
Forward to Busy Greeting	[]	Supervised Transfers ²	
Intercom/CO Forwarding	[✓]	Call Screening	[✓]
		Call Queuing	[✓]
		Intercom Paging	[✓]
		Record Telephone Conversation	[]

¹ ProLogix must have audible MWI activated

Note: ² See section 7.3

4.1 DISCONNECT TYPE

The ProLogix sends a disconnect by interrupting the loop current (removing battery) for 900 ms upon receiving a disconnect from the central office or an internal station. Use “Adjunct Supervision? y”, when configuring the single-line Smooth Operator ports. For proper external disconnect supervision for the ProLogix, Ground start or Supervised (Reliable Disconnect) Loop start CO lines are recommended.

5.0 CONFIGURING THE LUCENT TECHNOLOGIES PROLOGIX

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 ProLogix manual for information on entering, saving, and exiting database programming. The tasks below must be completed when programming the ProLogix for integration. They are as follows:

- Enable Mode Code integration
- Verify Feature Access codes
- Configure the single-line Smooth Operator ports
- Program a hunt group for call coverage
- Using the ADD HUNT-GROUP command, create a hunt group
- Create call coverage path(s) that include the hunt group access number
- Change subscriber's station programming to include call coverage path

In the following example, a four port Voice Mail system is used. Specific extension numbers are used for the Smooth Operator analog lines and subscriber stations. A sample coverage path is shown.. The example assumes:

- The Smooth Operator analog ports are extensions 5001, 5002, 5003, and 5004
- Hunt group number 5000
- Extensions 2345, 3001 and 3002 are Voice Mail Subscribers.
- Coverage Path number 1 is the example shown.

Programming Lucent Technologies ProLogix system parameters

Entries in bold italic type indicate where information must be entered.

5.1 ENABLE MODE CODE INTEGRATION

Note: *The ProLogix configuration uses only mode code integration.*

Use the switch's Customer Options form to enable mode code integration. Proceed as follows:

1. Enter the command: **display system-parameters customer-options** and make sure the G3 Version (on the first line) is set to V6.
2. Change to page 2.
3. Check that "**Mode Code Interface?**" field on this screen is set to **y**.

display system-parameters customer-options	Page 2 of 4
OPTIONAL FEATURES	
ISDN-PRI? n	Restrict Call Forward Off Net? y
	Secondary Data Module? y
Malicious Call Trace? n	Station and Trunk MSP? n
Mode Code Interface? y	Tenant Partitioning? n
Multifrequency Signaling? y	Terminal Trans. Init. (TTI)? n
Multimedia Appl. Server Interface (MASI)? n	Time of Day Routing? n
Multimedia Call Handling (MMCH)? n	Uniform Dialing Plan? n
Personal Station Access (PSA)? n	Usage Allocation Enhancements? n
PNC Duplication? N	
Processor and System MSP? n	Wideband Switching? n
Private Networking? n	Wireless? n

Verify Feature Access codes

5.2 FEATURE ACCESS CODE (FAC) FORM

Verify the Feature Access codes used for **Leave Word Calling Send A Message** and **Leave Word Calling Cancel A Message**.

1. Enter the command: **display feature-access-code**.
2. Change to page 2.
3. Check "**Leave Word Calling Send A Message**", if this field is blank, it is suggested **#90** be used.
4. Check "**Leave Word Calling Cancel A Message**", if this field is blank, it is suggested **#4** be used.

FEATURE ACCESS CODE (FAC)	Page 2 of 5
Group Control Restrict Activation: ____ Deactivation: ____	

Hunt Group Busy Activation: ____ Deactivation: ____
 ISDN/PRI Access Code: ____
 Last Number Dialed Access Code: ____
 Leave Word Calling Message Retrieval Lock: ____
 Leave Word Calling Message Retrieval Unlock: ____
 Leave Word Calling Send a Message: **#90** ____
 Leave Word Calling Cancel a Message: **#4** ____
 Malicious Call Trace Activation: ____ Deactivation: ____
 PASTE (Display PBX data on Phone) Access Code: ____
 Personal Station Access (PSA) Associate Code: ____ Dissociate Code: ____
 Print Messages Access Code: ____
 Priority Calling Access Code: ____
 Program Access Code: ____
 Refresh Terminal Parameters Access Code: ____
 Send All Calls Activation: ____ Deactivation: ____

Take note of the digits that must be dialed to allow coverage to transfer the caller to the original call recipient's Smooth Operator mail box where the caller can leave a message. The default is blank. **Section 5.4 defines this number.**

1. Change to page 3.
2. Check "**Transfer to AUDIX Access Code:**".

Page 3 of 5

FEATURE ACCESS CODE (FAC)

Station Security Code Change Access Code: ____
 Terminal Dial-up Test Access Code: ____
 Terminal Translation Initialization Merge Code: ____ Separation Code: ____
 Transfer to AUDIX Access Code: ____
 Trunk Answer Any Station Access Code: ____
 User Control Restrict Activation: ____ Deactivation: ____
 Voice Coverage Message Retrieval Access Code: ____
 Voice Principal Message Retrieval Access Code: ____

5.3 CONFIGURING THE SINGLE LINE SMOOTH OPERATOR PORTS

Define analog voice ports that will connect to the Smooth Operator using the ADD STATION command. Sequential numbering is recommended. Repeat for each analog port.

Administer each analog port as station type VMI but exactly as if it were a model 2500 station. Follow these steps:

Add Station 5001

add station 5001

Page 1 of 3

		STATION	
Extension: 5001		BCC: 0	TN: 1
Type: VMI	Lock Messages? n		COR 2
Port: 01A0304	Security Code:		COS 1

Next Entries in bold italic type indicate where information must be entered.

Name: VOICEMAIL
 Tests? ***N***
 STATION OPTIONS
 Off Premise Station? ***n***

add station 5001 Page 2 of 3

STATION

FEATURE OPTIONS

LWC Reception:	<i>none</i>	Coverage Msg Retrieval?	<i>n</i>
LWC Activation?	<i>y</i>	Auto Answer?	<i>none</i>
CDR Privacy?	<i>n</i>	Data Restriction?	<i>y</i>
Redirect Notification?	<i>n</i>	Call Waiting Indication?	<i>n</i>
Per Button Ring Control?	<i>n</i>	Att. Call Waiting Indication?	<i>n</i>
Bridge Call Alerting?	<i>n</i>	Distinctive Audible Alert?	<i>n</i>
Switchhook Flash?	<i>y</i>	Adjunct Supervision?	<i>y</i>
Ignore Rotary Digits?	<i>n</i>		
H.320 Conversion?	<i>n</i>		

Audible Message Waiting? ***n***

Next

Entries in bold italic type indicate where information must be entered.

add station 5001 Page 3 of 3

STATION

SITE DATA

Room:	Headset?	<i>n</i>
Jack:	Speaker?	<i>n</i>
Cable:	Mounting:	<i>d</i>
Floor:	Cord length:	<i>0</i>
Building:	Set Color:	

ABBREVIATED DIALING

List1:	List2:	List3:
--------	--------	--------

HOT LINE DESTINATION

Abbreviated Dialing List Number (From above 1, 2 or 3):

Dial Code:

Line Appearance: ***call-appr***

Enter

5.4 ASSIGN THE HUNT GROUP

You must identify each Lucent Smooth Operator voice port as a member of a hunt group. See the appropriate switch documentation for more information about call distribution groups. Use the following procedure to place the voice ports into a hunt group starting with port 1:

1. Enter ***add hunt-group <hunt group number>*** at the enter command prompt on the SAT.

You also can enter ***add hunt-group next*** to add a hunt group with a number that is one higher than the previous hunt group.

ADD HUNT-GROUP 11

Assign the Hunt Group

Add hunt-group 11

Page 1 of 6

HUNT GROUP

Group Name: **Smooth Operator**Group Number: **11**Group Extension: **5000**Group Type: **ucd**ACD? **n**Queue? **y**Vector? **n**

Security Code:

COR: 1

ISDN Caller Disp: **grp-name¹**

TN: 1

Queue Length: 4

Calls Warning Threshold:

Calls Warning Port:

Time Warning Threshold:

Time Warning Port:

¹**Enter grp-name (use name specific to site) to specify the hunt group name be sent to the originating user. This field is required when the ISDN-PRI option on the switch System-Parameters Customer-Options screen is enabled.**

Add hunt-group 11

Page 2 of 6

HUNT GROUP

Message Center: none

LWC Reception: none

AUDIX Name:

Messaging Server Name:

Next

Add hunt-group 11

Page 3 of 6

HUNT GROUP

Group Number: 11

Group Extension: 5000

Group Type: ucd

Member Range Allowed: 1 - 999

Administered Members (min/max): **1 / 4**

Total Administered Members: 4

GROUP MEMBER ASSIGNMENTS

Ext	Name	Ext	Name	Ext	Name
1:	5001 VOICEMAIL	14:		27:	
2:	5002 VOICEMAIL	15:		28:	
3:	5003 VOICEMAIL	16:		29:	
4:	5004 VOICEMAIL	17:		30:	
5:		18:		31:	
6:		19:		32:	
7:		20:		33:	
8:		21:		34:	
9:		22:		35:	

10:	23:	36:
11:	24:	37:
12:	25:	38:
13:	26:	39:
		40:

At End of Member List

5.5 CONFIGURING THE SUBSCRIBER COVERAGE PATH

All extensions that are to use the Smooth Operator message server for call coverage must be assigned a coverage path that includes the Smooth Operator message server as a coverage point. This may require the addition of new coverage paths as well as the modification of existing coverage paths.

Entries in bold italic type indicate where information must be entered.

Add coverage path 1

add coverage path 1

Page 1 of 1

COVERAGE PATH
Coverage Path Number: 1

Next Path Number: Linkage

COVERAGE CRITERIA

Station/Group Status	Inside Call	Outside Call	
Active?	<i>n</i>	<i>n</i>	
Busy?	<i>y</i>	<i>y</i>	
Don't Answer?	<i>y</i>	<i>y</i>	Number of Rings 3
All?	<i>n</i>	<i>n</i>	
DND/SAC/Goto Cover?	<i>y</i>	<i>y</i>	

COVERAGE POINTS

Terminate to Coverage Pts. with Bridged Appearances? ***n***

Point1: <i>11</i>	Point2:	Point3:
Point4:	Point5:	Point6:

Enter

Note: Refer to Section 7.2 before setting up call coverage.

5.6 CONFIGURING THE SUBSCRIBER STATIONS

This programming is done using the administrator terminal.

Configuring Single Line
Subscriber Stations

Change Station 3001

STATION		Page 1 of 2
Extension: 3001		
Type: 2500	Lock Messages? <i>n</i>	BCC <i>___0</i>
Port: <i>___</i>	Security Code:	TN <i>___1</i>
Name: <i>John Smith, 3001</i>	Coverage Path: <i>1</i>	COR <i>___1</i>
	Coverage Path: 2:	COS <i>___1</i>

Configuring Digital Subscriber Stations

Hunt-to Station: Tests? y

STATION OPTIONS

Off Premise Station? n Message Waiting Indicator: led

(Page 2 is not shown as no specific programming is required.)

Change Station 3002

Page 1 of 4

STATION

Extension: 3002

Type: 7405D

Port: _____

Name: **Stevnsn.HL.3002**

Lock Messages? n

Security Code:

Coverage Path 1: **1**

TN:

COR:

STATION OPTIONS

Data Module? n

Display Module? y

Message Lamp Ext:

Restrict Last Appearance? y

Feature Module?: n

Coverage Module? N

mm Complex Data Ext:

(Pages 2-4 are not shown as no specific programming is required.)

5.7 SET SYSTEM PARAMETERS

Seven system parameters determine how the system will send mode codes. These are the four mode codes themselves (in the form of touch-tone signals) and three time duration's associated with their transmissions. These options must match the transmission qualities of your integrated voice messaging system. Furthermore, the default entries must match the Smooth Operator defaults. For these reasons, do not change the parameters from their default settings, unless absolutely necessary to meet pre-existing dial plan settings.

Enter change system-parameters - **mode codes**

MODE CODE RELATED SYSTEM PARAMETERS

MODE CODES (FROM SWITCH TO VMS)

Direct Inside Access **#00**

Direct Dial Access - Trunk **#01**

Internal Coverage **#02**

External Coverage **#03**

OTHER RELATED PARAMETERS

DTMF DURATION ON(msec): **100** OFF(msec): **100** Sending Delay(msec): **100**

5.8 AUTOMATED ATTENDANT ADMINISTRATION

Automated attendant provides the caller with a menu of options. The caller can request a department or extension by pressing a touch-tone key. For

each main attendant, assign a hunt group with a queue equal to the trunks that feed the attendant, or assign a new hunt group that forwards calls to the Smooth Operator hunt group.

Assign a Station

You can assign a station on the switch for each main attendant. The station requires a physical port on the switch. A physical voice terminal is not required. However, if a voice terminal is not attached to the port, the switch generates a minor alarm. Use the following procedure to assign a station for a main attendant.

1. Assign a station for the type of available port.
2. Assign the station extension as the incoming destination for the incoming call trunk groups that will be served by the automated attendant. If you are not using the automated attendant as an incoming destination for a trunk group, skip this step and continue with step 3, and confirm that the **Auth Code field** is set to **n**.
3. From the attendant console or administrative voice terminal, activate Call Forwarding All Calls for the automated attendant extension. Make the destination the Smooth Operator hunt group extension.

Assign a Hunt Group

Assign a new hunt group for the automated attendant if there is not a physical port available on the switch for a station. The hunt group forwards calls to the Smooth Operator hunt group. Use the following procedure to assign a hunt group for the automated attendant.

1. Enter **add hunt group < hunt group number>** on the switch administration terminal.
2. Set **Group Name:** to a name that contains the group extension. Use the group extension as all or part of the group name.
3. Set **Group Extension:** to the automated attendant extension.
4. Set **Group Type:** to **ucd**.
5. Leave the **Coverage Path** field blank. All calls are forwarded to the Smooth Operator hunt group extension.
6. Set the other fields according to the customer requirements.
7. Set **Queue?** to **y**.
8. Assign the numbers of all trunks to the hunt group.
9. Press Enter.
10. Assign the automated attendant group extension as the incoming destination for incoming call trunk groups served by the automated attendant.

If you are not using the automated attendant as an incoming destination

for a trunk group, skip this step and continue with Step 11. Set **Auth Code** to **n**.

11. At the attendant console, activate Call Forwarding All Calls for the automated attendant. Set the destination as the Smooth Operator hunt group extension.

5.9 NIGHT SERVICE TO AUTOMATED ATTENDANT ADMINISTRATION

You can set up night service to an automated attendant from an incoming trunk or from a Listed Directory Number (LDN).

From an Incoming Trunk

Use the following procedure to set up night service to an automated attendant from an incoming trunk.

1. Assign the night automated attendant extension or hunt group number to the **Night Service** field on the trunk group form. The night automated attendant receives all incoming calls when you activate night service.
2. Activate Call Forwarding All Calls for the night automated attendant extension or hunt group number. Set the destination as the Smooth Operator hunt group extension.

While the console is in day service mode, calls route as usual according to the incoming destination on the trunk group form. When the console is placed in night service mode, calls route according to the night automated attendant destination identified in the **Night Service** field.

5.10 FROM A LISTED DIRECTORY NUMBER (LDN)

Use the following procedure to set up night service to an automated attendant from an LDN.

1. Assign one or more unique extensions on the Listed Directory Numbers (LDN) screen. These extensions cannot exist elsewhere in the switch. For example, assign 1000 as the LDN.
2. For each extension assigned in step 1, assign a name that includes the night automated attendant extension or hunt group number as part of the name. For example, if the night AA number or hunt group number is 1001, use the name night1001.
3. Assign the Smooth Operator hunt group extension in the **Night Destination** field. From the examples above, this number would be 1001.

When you place the attendant console in day service mode, the LDN acts as

usual. When you place the attendant console in night service mode, the system sends calls to the Smooth Operator hunt group extension. The Smooth Operator system answers calls using the automated attendant that corresponds to the number in the **LDN Name** field.

5.11 SWITCH INBAND DIGIT PLAN

The following table shows the digit patterns that could be sent from the ProLogix.

Example: Calling number = 123 / Called number =456

Function	ProLogix Inband
Auto Logon	#00#34##
Direct Call from a Trunk	#01#34##
Internal Call Coverage	#02#12#34#
External Call Coverage	#03##34#

6.0 CONFIGURING THE SMOOTH OPERATOR

During the install process, run the Integrator program and choose the Lucent Technologies ProLogix. The Integrator will place appropriate feature codes into the Smooth Operator Setup. The Lucent Technologies ProLogix has a default number plan of two digits and the following makes that assumption.

The following codes should be inserted by the integrator.

Outside Line Access Code	9,
Hook Flash Interval (FLINTVL)	65
Inter-Digit Delay Time (TONEDLY)	8
Duration Time of Valid DTMF (TONELEN)	8

Transfer, Paging and Screening Parameters

Custom Transfer Code	&,XDR
Intercom Paging Code	&,C3799N
Transfer Release Code when Busy	&
Transfer Release Code when No Answer	&
Release Code for Call Waiting	&
Call Screening Release Code when Busy	&
Call Screening Release Code when No Answer	&
Call Screening Release Code when Reject	&
Call Screening Release Code When Transfer	&,&
Release Code for Intercom Paging	&

Message Waiting Parameters

Permit Message Waiting Lights	Enabled
Message Waiting Light Prefix On	#90
Message Waiting Light Prefix Off	#4

Note: See section 5.2 and verify MWL ON and OFF Codes.

Inband Parameters

Smooth Operator programming

Total Number of DID Digits	16
DID Terminating Character	*
Seconds to Wait for First Digit	2
Location of Inband Signaling Code	1
Millisecs to Wait for Next Digit	500
Code for Immediate Subscriber Login to Mailbox	#00
Start at End of String for Immediate Login	Disabled
Location of Mailbox Number for Immediate Login	5
Start at End of String for Default Code	Enabled
Location of Mailbox Number for Default Code	3

Note: Verify these dialing sequences for your PBX.

Hang-up Detection

Dial Tone Detection Time (DTONDET)	500
Minimum Duration for Drop in Loop Current (LCDTIME)	750

6.1 PARAMETERS NOT SET BY INTEGRATOR

In addition to running the Integrator, ensure the following parameters are set to their corresponding values in System Setup:

General Parameters

Number of Digits in a Mailbox	2
-------------------------------	---

Receptionist

Default Receptionist Mailbox Number	10
After Hours Receptionist Mailbox Number	10

Outbound Calls Parameters

Number of digits in Local Telephone Number	2
Time to Wait for Possible Incoming Call (SCHDWAIT)	500

6.2 PROGRAMMING FOR CHECK FOR NEW MESSAGE

After running the Integrator, check SET_UP.CFG in the \CVR1 directory. Look for X59. If you replace the following 0 with a 1 then Smooth Operator will check for new messages before a subscriber exits the system. This will keep the message waiting light on for as subscriber who received a message while they checked for new messages.

7.0 CONSIDERATIONS / ALTERNATIVES

The following items should be considered:

- ☐ Unsupervised Transfers
- ☐ Supervised Transfers
- ☐ Leave Word Calling
- ☐ Hardware Compatibility
- ☐ Smooth Operator compatibility with the DCS Option.

Parameters not set by Integrator

Important notes concerning this integration

Important notes concerning this integration

- ☐ Smooth Operator ports should be distributed.

7.1 UNSUPERVISED TRANSFERS

The ProLogix does not support unsupervised transfers to busy stations without busy-call coverage programming. Call Coverage Busy should be set to **y** in **section 5.5 Configuring the Subscriber Coverage Path**.

7.2 SUPERVISED TRANSFERS

When the Smooth Operator system is programmed to perform a supervised transfer for busy calls and blind transfer, subscriber phones should Ring-No-Answer forward to VoiceMail only. Set the ProLogix ring timer to allow for more rings than the Max Rings setting in the Mailbox Class of Service. Internal calls will encounter a busy signal when the line is busy. Ring No Answer calls will forward to the personal greeting. For this to function, Call Coverage Busy should be set to **no** in **Section 5.5 Configuring the Subscriber Coverage Path**. For proper forwarding of DID calls and tie trunks, external Busy Call coverage should be set to **yes**.

If the Smooth Operator is programmed to execute a supervised transfer, Hands-free Announce must be disabled.

Mailboxes used for supervised transfers must have the Class of Service Max Rings setting of 3 or higher. This may be set in the Edit Mail Box window by making the class of service for one mail box number 0 and using a custom class of service. Supervised transfers will allow a subscriber to use Smooth Operator features that are normally reserved for users in the ProLogix. These feature are:

Intercom Paging, Call Screening, and Call Queuing.

Subscribers utilizing supervised transfer must agree to the following station considerations:

Analog single line Subscribers:

Don't assign .call coverage to the station. Internal calls to the station should return busy and internal callers will be required to log-into their Smooth Operator mail box and send messages to the subscriber.

Multiline Subscribers:

May continue to have call coverage, calls to these subscribers will rarely encounter a busy extension. Coverage Delay should be changed so that the number of rings (Section 5.3) at the station is greater than the Smooth Operator class of service Max Ring value (Section 6.4.)

7.3 LEAVE WORD CALLING

Note: See section 5.2 and verify MWL ON and OFF Codes.

Leave Word Calling (LWC) provides message notification. If the LWC feature is being used by the Smooth Operator system and other sources (that is, message centers and station users), then users without display terminals must contact their designated message retrievers to determine the source of their message-waiting lights.

The message return feature cannot be used to retrieve messages when vectoring is in use. For ease of use, create a speed call number to be used to retrieve messages. Assign this speed call number to a feature button on the phone.

We recommend that only the Smooth Operator system be allowed LWC activation. This will prevent single line phones from having their message waiting lamps lit when there are no new messages.

CAUTION: *Users with display terminals must not delete any Smooth Operator messages on their display. This allows the Smooth Operator system to turn off the message-waiting light when voice messages are reviewed.*

7.4 HARDWARE COMPATIBILITY

Check the availability of TN746B analog ports in the ProLogix. It is a -48v circuit card, required by the Smooth Operator port. The TN746 analog card is a -24v circuit card, which is not supported by Smooth Operator.

7.5 SMOOTH OPERATOR COMPATIBILITY WITH THE DCS OPTION.

DCS is Lucent's PBX networking package. In a DCS environment, subscribers on the remote nodes may not have the same integration feature functionality as those on the hub node. In general, all integration features are supported. Call Coverage support on the remote nodes is dependent on the type of switch and software as follows:

- If they are on a G3 V2 or higher system, the Remote Call Coverage feature is standard and allows coverage to personal greeting for Busy and RNA conditions.
- If they are on a System 85 or G2, they must call cover to a VDN that routes the call to the hub system. This allows coverage to personal greeting on Busy and RNA conditions. VDN software is an optional package on the G2. Without VDN software, they will be limited to station call forwarding All Calls only.
- If they are on a System 75 or G1 system, they are limited to station call forwarding All Calls only.
- In all cases MWI is supported to the remote hubs over a DCS network.

Important notes concerning this integration

Important notes concerning this integration

7.6 SMOOTH OPERATOR PORTS SHOULD BE DISTRIBUTED

It is highly recommended that Smooth Operator ports be distributed among different port cards and shelves in the ProLogix. This reduces the possibility that a single card or shelf failure will affect a large number of Smooth Operator ports. Depending on the ProLogix architecture, performance could also be an issue on some ProLogix systems during high traffic if a large number of calls are being processed on the same card or shelf. The TN746B is an interface between analog voice terminal lines and the TDM/packet bus. The TN746B consists of a ringing application circuit and port input/output circuits. A TN746B supports 16 ports. The TN746B allows ringing on 4 ports of each half of the circuit pack for a maximum of eight simultaneous ports ringing. A user attempting to ring one half of the circuit pack when all four ports are busy receives a busy tone from the G3. Therefore, when assigning analog ports to be used as appearances for integration, always distribute the VoiceMail ports across multiple TN746B cards.

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