

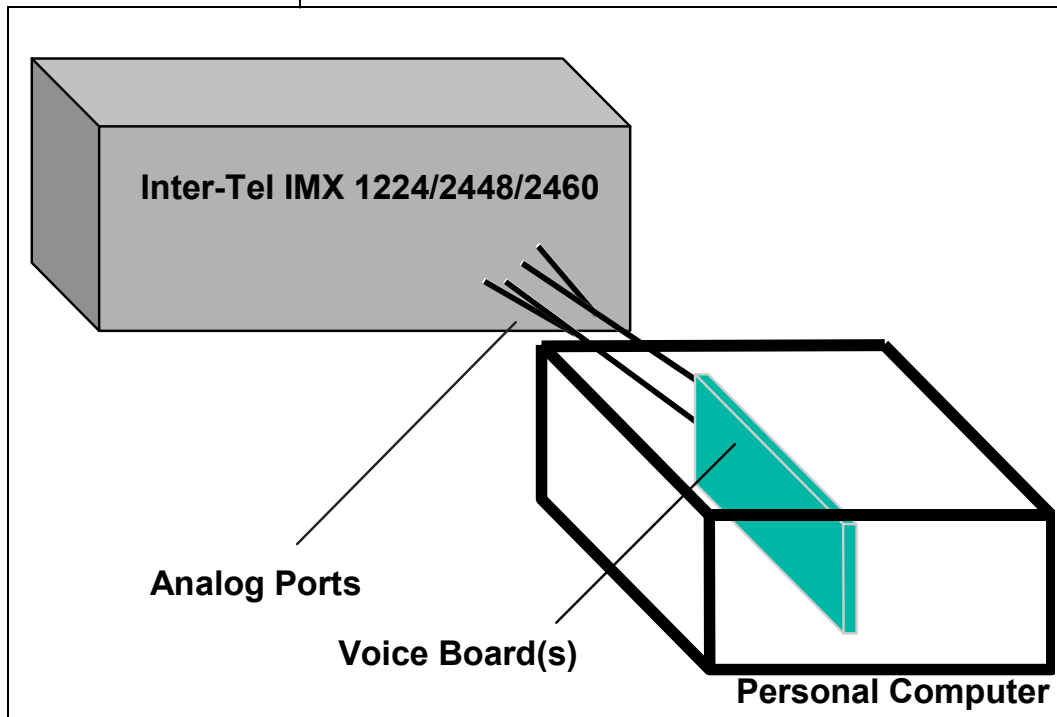


Octel® 50
Messaging Server

Configuration Note 77090

Inter-Tel IMX 1224/2448/2460*

Revised 1/28/00



Inband signaling is used for integration

Supported Voice Processing Module

1.0 METHOD OF INTEGRATION

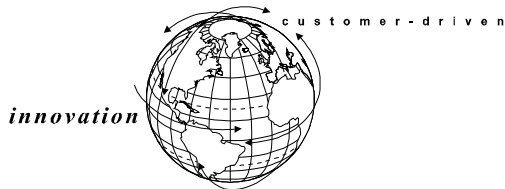
Inband signaling is used for integration. Call forward to personal greeting is achieved via DTMF signals passed from the Inter-Tel IMX 1224/2448/2460 to the Octel 50 family of products. Message waiting indicators are set and canceled by dialing a feature access code followed by the extension number. 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.



**Switch hardware
requirements**

Switch software requirements

**Additional Material
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 SWITCH HARDWARE REQUIREMENTS

- High Voltage Ring Adapter HVRA 680.73 or equivalent (one unit for every two Off-premises stations).
- 48VDC Power supply with current rating of at least 20mA per HVRA Unit.
- A 110VAC ring generator. Total the ringer equivalence numbers of the off-premises stations to determine the REN of the ring generator.
- APM Card (supports up to 6 circuits per module)
 - Set Jumper to AC ring for all lines connected to the Octel 50 System.

3.1 SWITCH SOFTWARE REQUIREMENTS

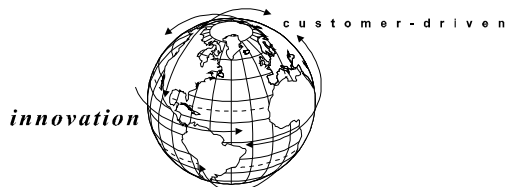
- 2.1 or NNAP Rel 3 with Advanced Software.

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:
 - One analog line per fax port
 - One RJ-11 jack for every Brooktrout TR114 fax port

Supported integration
features



Configuring switch system
parameters

Configuring Voice Mail
System Ports

4.0 SUPPORTED FEATURES

[✓] Items are supported

System Forward to Personal Greeting		Message Waiting	
All Calls	[]	LCD Display	[]
Ring/no answer	[]	LED	[✓]
Busy	[]	Lamp	[]
Busy/No Answer	[]	Audible / Stutter Dial Tone	[]
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 Transfers¹	
Intercom/CO Forwarding	[]	Call Screening ¹	[✓]
		Call Queuing ¹	[✓]
		Intercom Paging	[]
		Record Telephone Conversation	[]

Note: ¹*Supervised Transfers are not recommended, See Section 7.1*

4.1 DISCONNECT TYPE

Disconnect is achieved by Dial Tone detection. For proper external disconnect supervision, Ground start, or Supervised Loop start CO lines are recommended. See section 7.2

5.0 CONFIGURING THE INTER-TEL IMX 1224/2448/2460

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

5.1 CONFIGURING OCTEL 50 PORTS

Enter programming.

From the Applications Program menu select:

[A] Database Programming

From the Database Programming menu select:

[D] Station/DSS data

From the [D] Station/DSS Data menu select:

[A] Station Data

From the [DA] Station Data menu select:

[A] Specific Station Information

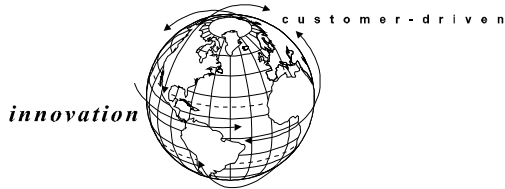
[DAA] Specific Station Information

(For this example, we will use the first four ports on a single line card positioned in slot 2 of the IMX 1224/2448/2460)

RANGE OF STATIONS TO BE REVIEWED (ALL) : 2.1-2.4

(the screen will update as follows)

The parameters in ***Bold*** must be set. All others can be left at default.



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

SL Set 2.1

Equipped (Y) :
Extension (E106)
Username () : (you can enter a name for VM port such as VM-1)
Tenant Group Name " "
Tenant Group Number (1) :
Department Name " "
Department Number (1) :
Day SCOS (0)
REVIEW DAY SCOS STATUS (N) :
Night SCOS (0)
REVIEW NIGHT SCOS (N) :
Secretarial Intercept (NONE) :
Attendant (1.1) : **NONE**
Message Center (1.1) : **NONE**
Alternate Message Source : **H7** (enter the hunt group number that
you will be programming Dial Rule 1 on. *See section 5.2*)
REVIEW STATION FEATURES (N) ? **Y**
Account Code Type
S = Standard (Automatic)
F = Forced (Required)
N = Neither
Account Code Type (N) :
Automated Attendant (N) :
Automated Attendant/DISA DND Breakthrough Enabled (Y) : **N**
Camp-on Tones Disabled (N) : **Y**
DND Enabled (Y) : **N**
FAX Port (N) :
FWD Enabled (Y) : **N**
House Phone (N) :
Off-premises Extension (N) : **Y**
Voice Mail/Computer Station (N) : **Y**
DTMF Feedback Enabled (Progress Tones Disabled) (N) :
REVIEW CO LINE LISTS (N) ?
Hunt Groups ()

REVIEW STATION AGAIN (N) ?

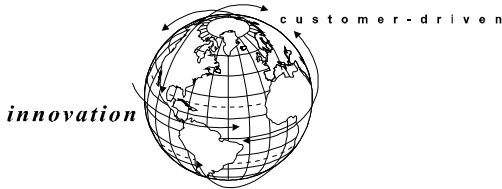
Repeat step 5.1 for all Octel 50 ports.

Once all the Octel 50 ports that you specified in the Range of Stations to be
Reviewed have been programmed, you will be prompted with:

REVIEW ADDITIONAL STATIONS (N) ? press enter.

Exit programming.

Assigning Extensions to Hunt
Group



5.2 ASSIGNING OCTEL 50 EXTENSIONS TO HUNT GROUP

Enter programming.

From the Applications Program menu select:

[A] Database Programming

From the Database Programming menu select:

[E] Hunt Groups and Voice Computer Groups

The screen will update as follows:

RANGE OF HUNT GROUPS TO BE REVIEWED (NONE): press enter

RANGE OF VOICE COMPUTER GROUPS TO BE REVIEWED (NONE):

Enter the number of the first hunt group. Each separate Dial Rule used needs a separate hunt group. We use Dial Rules 1 and 4. For this example we will use hunt groups 6 and 7.

RANGE OF VOICE COMPUTER GROUPS TO BE REVIEWED (NONE) : **6**

Voice Computer Group 6 -- Pilot Extension E236

Voice Computer Group Name () :

Ordered List of Stations () : (enter the CPP station numbers)

No Answer Advance Timer (18 Seconds) :

Voice Group Announcement Station (s) () :

Overflow Station (NONE) :

Overflow Timer (72 Seconds) :

Is this a Voice Mail Voice Computer Group (N) : **Y**

Recall Destination () : **H6**

Dial Rules () : **4**

REVIEW SAME VOICE COMPUTER GROUP AGAIN (N) ?

PERFORM UPDATE TO SYSTEM DATABASE (Y OR N) ? **Y**

REVIEW ADDITIONAL VOICE COMPUTER GROUPS (N) ? **Y**

RANGE OF VOICE COMPUTER GROUPS TO BE REVIEWED (NONE) : **7**

Voice Computer Group 7 -- Pilot Extension E237

Voice Computer Group Name () :

Ordered List of Stations () : (enter all of the CPP station numbers)

No Answer Advance Timer (18 Seconds) :

Voice Group Announcement Station (s) () :

Overflow Station (NONE) :

Overflow Timer (72 Seconds) :

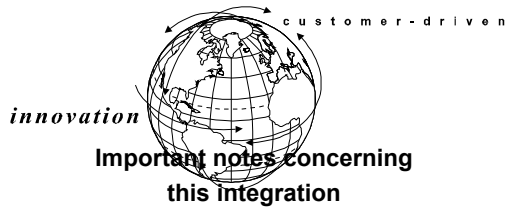
Is this a Voice Mail Voice Computer Group (N) : **Y**

Recall Destination () : **H7**

Dial Rules () : **"3",1**

REVIEW SAME VOICE COMPUTER GROUP AGAIN (N) ?

PERFORM UPDATE TO SYSTEM DATABASE (Y OR N) ? **Y**



REVIEW ADDITIONAL VOICE COMPUTER GROUPS (N) ? press enter from the [] : prompt, type in (4 periods) then enter.

At this point the IMX 1224/2448/2460 will ask you if you would like to perform a system reset. Enter **Y** for yes.

6.0 CONFIGURING THE OCTEL 50

During the install process, run the Integrator program and choose the Inter-Tel IMX 1224/2448/2460. The Integrator will insert the following codes Octel 50 Setup with three digit extensions assumed. Adjust to match site requirements.

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

Message Waiting Parameters

Permit Message Waiting Lights	Enabled
Message Waiting Light Prefix ON	365
Message Waiting Light Prefix OFF	366
Light Message Waiting Light for Every Message	Enabled

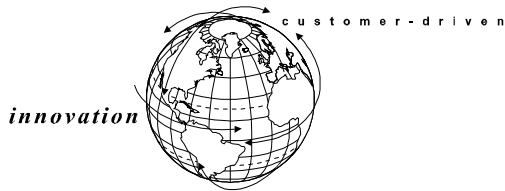
Inband Parameters

Total Number of DID Digits	4
DID Terminating Character	#
Seconds to Wait for First Digit	1
Location of Inband Signaling Code	1
Millisecs to Wait for Next Digit	500
Code for Immediate Subscriber Login to Mailbox	3
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	Enabled
Location of Mailbox Number for Default Code	3

In addition to running the Integrator, ensure the following parameters are set to their corresponding values in System Setup. (*See Section 7.2*)

Dial Tone Timeout During Message Delivery	100
Dial Tone Detection Time	500

Note: *Verify these dialing sequences for your PBX*



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

7.0 CONSIDERATIONS/ALTERNATIVES

The following notes should be considered below:

- ☐ Supervised Transfers
- ☐ Dialtone Detection Time

7.1 SUPERVISED TRANSFERS NOT RECOMMENDED

Due to a switch limitation, moderate to heavy traffic on the switch can cause callers to be transferred to "limbo." Supervised Transfers increase the likelihood of this occurrence.

If the Octel 50 is programmed to execute a supervised transfer, Handsfree Announce must be disabled.

7.2 DIALTONE DETECTION TIME / SLOW HANGUPS

If the Octel 50 system has problems disconnecting on a hang-up, check the voltage of the dialtone. It should be -9db; if it is not, check the power supply to the switch.

Another way around this problem is to set Dial Tone Detection Time to 300. Test Message waiting lights and Message Delivery; they could be adversely affected by this setting. If they are, increase Dial Tone Detection Time by 50 until Message Waiting and Delivery work again.

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TR114 is a registered trademark of Brooktrout Technology Inc.

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