

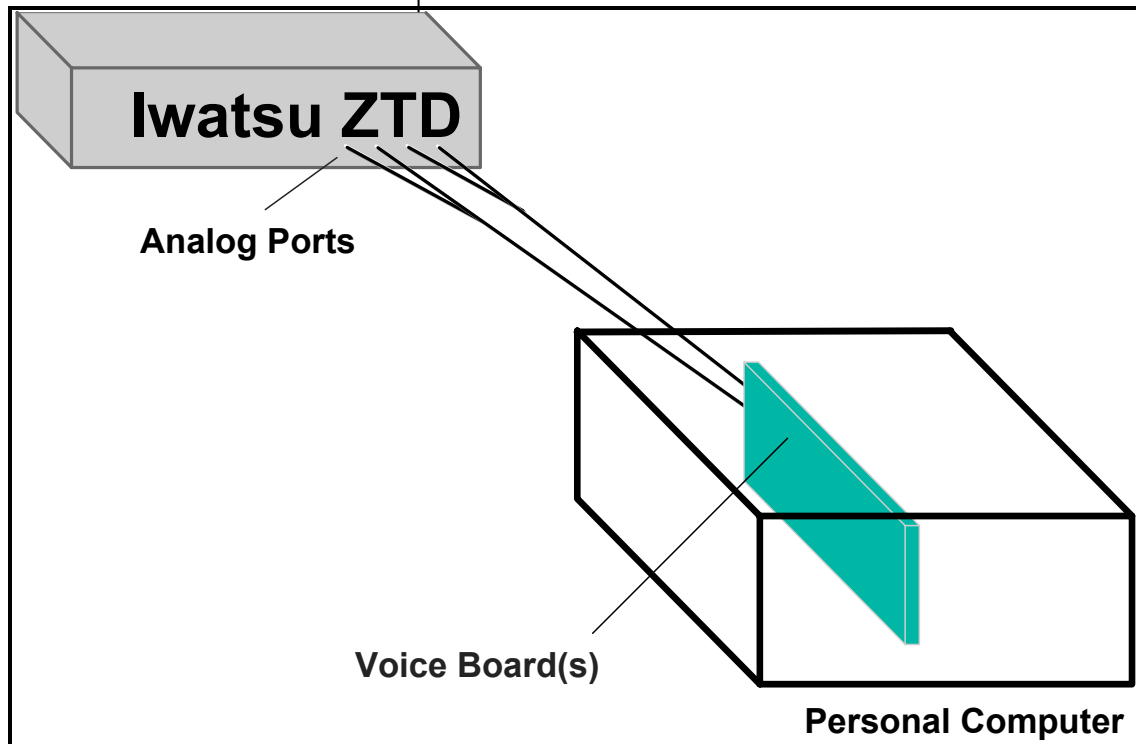


Octel® 50
Messaging Server

Configuration Note 77115

Iwatsu ZTD*

Revised 1/31/00



**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 Iwatsu ZTD 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.

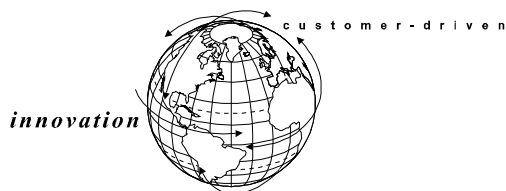
1.1 SUPPORTED VOICE PROCESSING MODULE

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
16ports.**



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

- MCPU W-1 CPU 4.5 or 5.0
- Single Line Subscriber Card (SLSB8)
- DTMF receiver circuit card (RECV8-1)
- RNGU Ring Generator

3.1 SWITCH SOFTWARE REQUIREMENTS

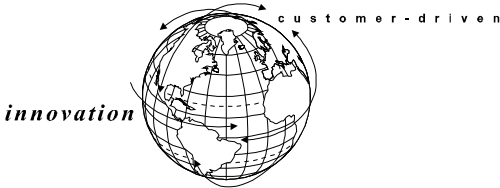
- • Version 4.5 to 6.0

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 Octel 50 Ports

4.0 SUPPORTED FEATURES

[✓] Items are supported

System Forward to Personal Greeting

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

Station Forward to Personal Greeting

All Calls	[]
Ring/no answer	[]
Busy	[]
Busy/No Answer ¹	[✓]
Do Not Disturb	[]

Flexible Forwarding

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

Message Waiting

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

Multiple Return to Operator

[✓]

Direct Call

[✓]

Auto Attendant

[✓]

Outcalling

[✓]

Personal Greeting of Original-Called Party

[✓]

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Notes: ¹System Forward to Personal Greeting (Call Coverage) via Fixed Call Forward
²See Section 7.3

4.1 DISCONNECT TYPE

Disconnect is achieved by a hang-up string sent from the PBX. For proper external disconnect supervision, Ground start trunks or Supervised loop start CO lines are recommended. See section 6.0

5.0 CONFIGURING THE IWATSU ZTD

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

5.1 CONFIGURING THE ZTD FOR VOICE MAIL

Refer to the Programming section in the Iwatsu ZTD manual for information on entering, saving and exiting database programming.

The Iwatsu ZTD system allows to install the AAVM ports to EXTs. 144 through 151, and can only have 6 AAVM ports total.

The Octel 50 extension numbers must either be set as line appearances on the phone or programmed to a Floating CO group to allow transfers to the operator. (See Note: section 7.6)

Program 03 Station Type Assignment

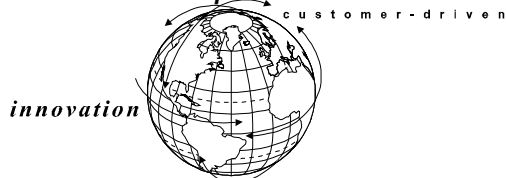
Program Octel 50 Ports to be AAVM

Program 12 DTMF Receiver Assignment

DTMF Receiver Assignment should be 8,0

All references to Octel 50
pertain to the entire family

of products



Assigning Extensions to Hunt Group

Programming Subscriber Stations

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

Program 16 Operator Camp-on Recall
Must be higher than Program 87 Call Forward No Answer timer

Program 17 Station Camp-on Recall
Must be set to a higher value than the Call Forward No Answer timer (Program 87) but a lower value than the Operator Camp-on Recall timer (Program 16)

Program 50 CO Disconnect Signal Detect
Set CO Disconnect for every line key

Program 56 Voice Mail Line
Voice Mail line should be **ON** for all Octel 50 ports

Program 87 Call Forward No Answer timer
Set the Call Forward No Answer timer to **12 - 15** Seconds.

Program 91 - 04 Fixed Call Forwarding (Busy / No Answer) to **VM**
Set Fixed Call Forwarding on subscriber extensions as needed

Program 91 - 20 VM DTMF Duration Time
Set VM DTMF Duration to **15** (150 ms)

Program 91 - 21 VM Pause Timers
Set to **00** if using DSS programming (unused in PC programming)

Program 91 - 22 VM Packet Table
Set Packets 4 through 12 to **7** for Forwarding to VM
Set Packet 13 to **8** for Direct Call
Set Packet 19 to **55**** for Disconnect Packet

*Note: All of the Forwarding, Direct Call and Disconnect packets are programmable, we recommend 7 for Forwarding (packets 91-4 through 91-12), 8 for Direct Dial (packet 91-13) and 55** for the Disconnect (packet 91-19). The integrator module reflects these recommendations.*

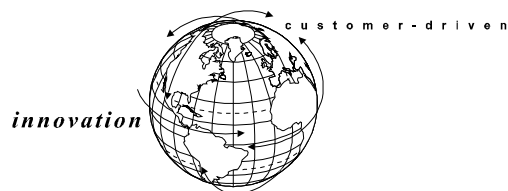
5.2 ASSIGNING OCTEL 50 EXTENSIONS TO HUNT GROUP

Assign the Octel 50 ports to AAVM in Program 03 Station Type Assignment. The Iwatsu ZTD will automatically put the AAVM stations in Hunt Group 54.

5.3 PROGRAMMING SUBSCRIBER STATIONS

Program 78 Flexible Key Assignment
Select the key you wish to program as a Message Waiting Light.
Program the key as MSG.

If no Flexible Key Assignment is set for Message Waiting Lights, the FEAT key will be lit when a message is present in the subscribers mailbox.



Octel 50 programming

(If the FEAT key is used as a MWL instead of a Flexible Key Assignment you must press 6 to log into your mailbox to retrieve messages).

5.4 STATION FORWARD TO VOICE MAIL

To manually forward a phone to Voice Mail:

Key stations: With the handset off hook, press [FEAT] [FWD]. Dial 54 (the hunt group number) plus the code for the desired forwarding.

= NA Call Forward

0 = All Call Forward

* = Busy / NA Call Forward

To forward a Key station on Busy/NA:

Lift handset, press [FEAT] [FWD] then dial 54* and hang up.

6.0 CONFIGURING THE OCTEL 50

During the install process, run the Integrator program and choose the Iwatsu ZTD. The Integrator will place appropriate feature codes into the Octel 50 Setup.

The following codes should be inserted by the integrator. Three digit extensions are assumed.

Outside Line Access Code	91, <i>Note: Section 7.4</i>
Off Hook Delay (OFFHDLY)	25
Hook Flash Interval (FLINTVL)	50
DTMF Tone Length (TONELEN)	8

Transfer, Paging and Screening Parameters

Custom Transfer Code	&,XDR
Intercom Paging Code	&,C280N
Call Screening Release Code When Transfer	&,
Release Code for Intercom Paging	&,

Message Waiting Parameters

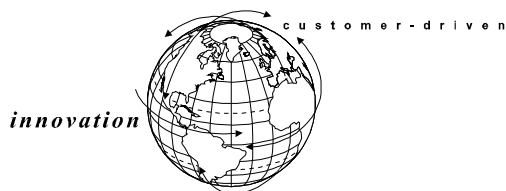
Permit Message Waiting Lights	Enabled
Message Waiting Light Prefix ON	1*1
Message Waiting Light Prefix OFF	1*0
Light Message Waiting Light for Every Message	Enabled

Hangup Detection Parameters

Hangup String (HANGUPSTR)	55**
Hangup String Timeout (HANGUPDLY)	100

Inband Parameters

Total Number of DID Digits	4
DID Terminating Character	(blank)
Seconds to Wait for DID	1
Location of Inband Signaling Code	1



**Important notes concerning this
integration**

Number of Milliseconds to Wait for Digits	750
Code for Go to Voice Mail	7
Start at End of String for Go to Voice Mail	Enabled
Location of Mailbox Number for Go to Voice Mail	3
Code for Immediate Subscriber Login to Mailbox	8
Start at End of String for Immediate Login	Enabled
Location of Mailbox Number for Immediate Login	3
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*

7.0 CONSIDERATIONS/ALTERNATIVES

The following items should be considered, below:

- ☐ Station Programming
- ☐ Call Analysis Programming
- ☐ Supervised Transfers
- ☐ Outbound Calls
- ☐ Multiple Call Forward
- ☐ Floating CO Groups

7.1 STATION PROGRAMMING CONSIDERATIONS

Do not set DND forward to VM from a station set. If this forward option is used the caller will not go to voice mail. Use forward All Calls instead.

7.2 CALL ANALYSIS PROGRAMMING CONSIDERATIONS

Call Analysis (CCA) must be run manually to a station. To run CCA manually set Channel IN to 0, leave Channel OUT as it is, enter a physical extension number in the Phone Number field. It is best to use the extension of a phone that is next to you as you will be asked to make the phone busy, let the phone ring and answer the phone etc. Make sure the extension you are using does not have hands free announce or any type of call forwarding active.

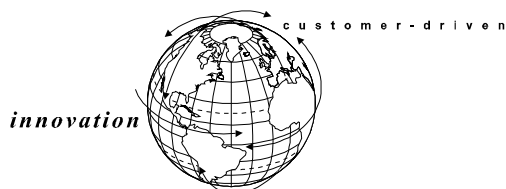
7.3 SUPERVISED TRANSFER CONSIDERATIONS

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

The Iwatsu ZTD only allows up to 6 ports to be programmed for Voice Mail. If there is heavy traffic or if Call Queing is used on the system, it may tend to 'bog down.'

Also it has been noticed that on some systems the prompts, such as "I'm sorry there is no answer at that extension...", tend to get the first words clipped off.

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



7.4 OUTBOUND CALL CONSIDERATIONS

The Code to access an outside line in Octel 50 setup must include the Floating CO Group Assignment number from the Iwatsu programming. The Floating CO Group numbers can be 1 thru 9, the default is 1; this would make the Octel 50 code to access an outside line 91,

7.5 MULTIPLE CALL FORWARD

Personal greeting of original called party on double or multiple call forward is not available on the Iwatsu ZTD.

7.6 FLOATING CO GROUP

If you do not wish to assign the Octel 50 extensions as line appearances on the phone you must use Program 29 to assign them to a Floating CO hunt group. If neither the line appearance nor the Floating CO hunt is used the caller will not be able to press 0, from the personal greeting, to be transferred to the operator.

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Brooktrout TR114 Series Universal Port™ registered trademark of Brooktrout Technology™ A
BROOKTROUT COMPANY

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Printed in the United States

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