

Smooth Operator Configuration Note

For Smooth Operator Family of Products

Configuration Note 77165

NEC Electra Professional Level II*

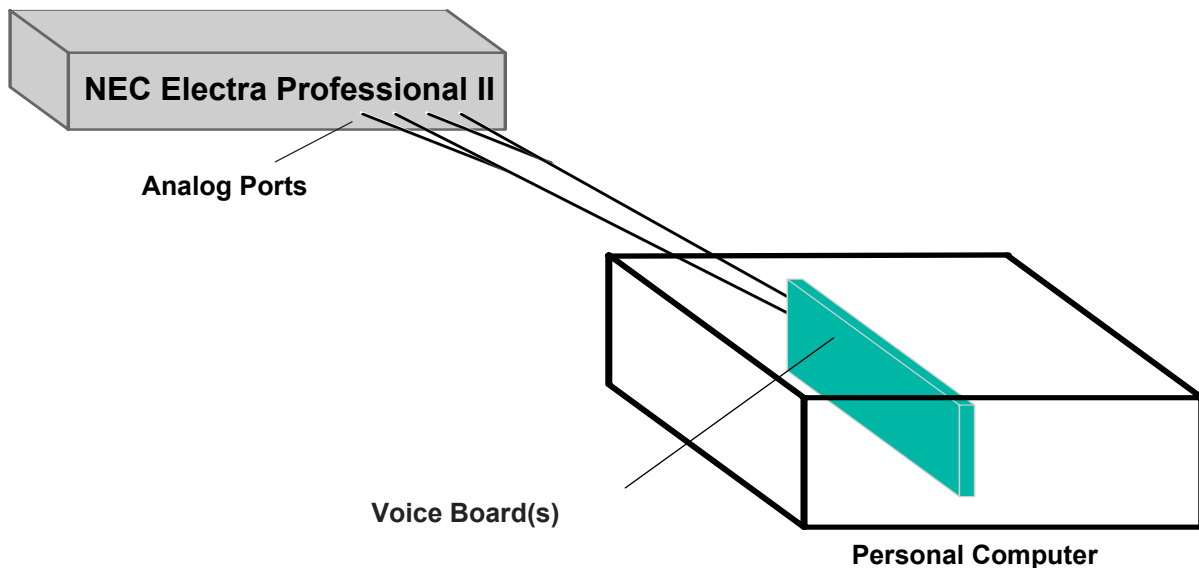
Revised 9/17/97

Octel

PC Products Division

Voice Processing

Module



**Inband signalling is
used for integration**

1.0 METHOD OF INTEGRATION

Inband. Call forward to personal greeting is achieved via DTMF signals passed from the NEC Electra Professional II to the Smooth Operator family of products. Message waiting indicators are set and cancelled by dialing a feature access code followed by the extension number. A hookflash followed by the extension transfers the caller to the operator.

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.

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

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

PBX hardware requirements**3.0 PBX HARDWARE REQUIREMENTS**

- SLI-F (8G) KTU. Supports 8 Smooth Operator ports.
- One RJ-14 jack with 4-conductor line cord for every two Smooth Operator ports
- 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 TR-112 fax port OR one RJ-14 Jack for every two Brooktrout TR-114 fax ports, along with 4-conductor modular telephone cords.

PBX software requirements**3.1 PBX SOFTWARE REQUIREMENTS**

- 2.77B

Supported integration features**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 | [] |
| 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

- | | |
|--|-----|
| | [] |
|--|-----|

- | | |
|--|-----|
| | [] |
|--|-----|

- | | |
|--|-----|
| | [] |
|--|-----|

Record Telephone Conversation

- | | |
|--|-----|
| | [] |
|--|-----|

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.

Programming PBX system parameters

5.0 CONFIGURING THE NEC ELECTRA PROFESSIONAL II

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

5.1 NEC ELECTRA PROFESSIONAL II SYSTEM PROGRAMMING

Refer to the Programming section in the NEC Electra Professional II manual for information on entering, saving, and exiting database programming.

Memory Block 7-1 Card Interface Slot Assignment 21	Assign your SLI-F(8G)-to appropriate card slot
Memory Block 4-35 Voice Mail/SLT Selection Mail - Yes	Program ports of Automated Attendant/Voice Mail as Voice
Memory Block 1-3-07 Voice Mail add digits Personal Greeting = 68	Send extension of phone that was Forwarded to Voice Mail
Memory Block 1-3-08 Voice Mail DTMF Delay Timer Selection	Specify time before DTMF tones are sent to Voice Mail as 1 second
Memory Block 1-3-09 Voice Mail Disconnect Time Selection	Specify timing of Disconnect as 1.5 seconds
Memory Block 1-3-10 Voice Mail DTMF Duration/Interdigit Time Selection	Set timing parameters for DTMF digit duration as 400 and interdigit time as 100
Memory Block 4-14 Intercom Master Hunt Number Selection/Memory Block 4-15 Intercom Master Hunt Number Forward Assignment	Program your hunt group Voice Mail ports in this section
Memory Block 1-1-47 Access Code (2 digit)Assignment	Program Message Waiting Set / Cancel Codes (assign 62 as SET and 63 as CANCEL)
Memory Block 1-1-02 Hookflash Time Selection	Set Flash Time at 600ms
Memory Block 1-2-01 Voice/Tone	We recommend setting to Signal tone. However, if the customer requests voice signal for internal calls, you may force voice mail ports to tone signal by inserting the digit one (1) after the extension in your transfer string. Example: &,XC11DR. Conversely, if it is set for Tone

and you dial the 1 after the extension, it will force Voice first.

Memory Block 1-3-01 Bounce Protect Time Selection

Set Bounce Time at 600ms

Memory Block 1-3-02 SLT Hookflash Signal Selection

Set Signal as Hold

Memory Block 1-3-05 Hookflash Start Time Selection

Set time as 300ms

Memory Block 1-3-06 Hookflash End Time Selection

Set time as 700ms

Memory Block 3-42 DIT Assignment feature, assign day

If using Auto Attendant ring to pilot Automated Attendant port

Memory Block 3-43 ANA Assignment feature, assign night

If using Auto Attendant ring to pilot Automated Attendant port

Memory Block 4-42 Call Forward Busy Immediately/Delay Selection

Specifying Yes signifies that immediate forward is assigned when busy condition is detected

Configuring the Auto Attendant/Voice Mail System

Since MWL codes are programmable on the NEC Electra Professional II, it will be necessary for you to insert the codes,(programmed in the switch settings), manually in the System Setup program. The Integrator program will automatically insert other applicable codes

6.0 CONFIGURING THE SMOOTH OPERATOR

During the install process, run the Integrator program and choose the NEC Electra Professional II switch. The Integrator will place appropriate feature codes into the Smooth Operator Setup.

The integrator inserts the following codes 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

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

System programming

Message Waiting Parameters

Permit Message Waiting Lights	Enabled
Message Waiting Light Prefix ON	62
Message Waiting Light Prefix OFF	63

Inband Parameters

Total Number of DID Digits	7
Seconds to Wait for First Digit	1
Millisecs to Wait for Next Digit	500

Inband Parameters

Total Number of DID Digits	7
Seconds to Wait for DID	1
Location of Inband Signaling Code	1
Number of Milliseconds to Wait for Digits	500
Code for Go to Voice Mail	68
Start at End of String for Go to Voice Mail	Enabled
Location of Mailbox Number for Go to Voice Mail	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*

**Important notes concerning this
integration**

7.0 CONSIDERATIONS/ALTERNATIVES

The following item should be considered, below:

- ☐ Supervised Transfers

7.1 SUPERVISED TRANSFERS

If the Smooth Operator is programmed to execute a supervised transfer, Handsfree Announce must be disabled. If call forwarding is on at the station, ensure that it is for Ring/No Answer only, and that the ring timer is greater than the Maximum Rings for the mailbox.

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**COMMUNICATIONS CORPORATION**

Sarasota City Center
1819 Main Street, Suite 900
Sarasota, FL 34236
(941) 331-7500

(CFN 77165)