

Centrex Switch Requirements and Administration

3

Overview



NOTE:

See the Configuration Note for your Centrex switch.

This chapter includes general software and hardware requirements for administering Centrex switches for integration with the Intuity AUDIX system and specifies information the customer must provide to and obtain from the central office (CO). In addition, this chapter provides high-level guidelines for ensuring that the switch is administered properly for integration with the Intuity AUDIX system.

5ESS Switch

This section provides the following information for 5ESS switch integrations:

- Hardware and software requirements
- Switch administration requirements

5ESS Switch Hardware and Software Requirements

The customer must ensure that the CO provides the hardware and software listed below.

5ESS Switch Integration with a 202T Modem

The following is required:

- A 202T modem (or equivalent) at the switch
- A baud rate setting of 1200

NOTE:

Further requirements are site-specific. Contact your service provider and your remote support center.

5ESS Switch Administration Requirements

The customer and the service provider are responsible for administering the CO to accept the INTUITY system. The local operating company must administer the 5ESS switch before you begin the installation.

This list summarizes the switch administration necessary for all integrations, whether the 3A translator or the 202T modem is used:

- The voice messaging station lines must be assigned to a message service center (MSC) MLHG. The hunt group must use uniform call distribution (UCD) and be associated with a Deluxe MSS group. There may be 2 to 64 lines in the group.

NOTE:

The Avaya INTUITY system can support a configuration with up to 64 different MLHGs.

- The voice ports must be configured to allow calls to originate from INTUITY AUDIX® ports. This is required for outcalling functions such as fax and audio interchange interface specification (AMIS).
- Queuing (including optional music or recorded announcements) can be assigned to the hunt group if desired.

- Optional: Some voice messaging ports can be assigned to a separate hunt group on the switch to support the Intuity AUDIX automated attendant feature (for example, if heavy automated attendant use is expected). Outside callers can then be directed to the automated attendant MLHG, while INTUITY AUDIX system subscribers can dial directly into the main MLHG.
- If desired, other voice messaging ports can be set aside on the switch to support the INTUITY AUDIX outcalling feature. By default, outcalling occurs on channel group 2 on the Intuity AUDIX system. Through administration of the Voice Equipment page, outcalling can be made to occur on the highest numbered ports, such as ports 59 to 63, by assigning them to another channel group. These ports can be administered as individual station lines on the switch that are not in the hunt group.
- For the purpose of evaluating traffic on the system, any ports that are set aside for specific automated attendant or outcalling use are subtracted from the total number of ports available in the main voice messaging hunt group. For example, if a 32-port system has 6 ports in a MLHG for automated attendant calls and 4 station lines set aside for outcalling, 22 ports are available in the main voice messaging MLHG for direct voice mailbox calls and redirected call answer calls.
- The following line assignments are needed for all Intuity AUDIX station (subscriber telephone) lines, depending on customer requirements:
 - BCID (business customer ID) (shows the message group to which INTUITY AUDIX system subscribers belong). One Intuity AUDIX system can support more than one company, for example, if each company has a different customer group ID. The business customer group ID between the 3A translator and the 5ESS must match. If not, the message waiting indicators may not light or calls will get non-intercept answer.
 - Call forwarding in ODD, with forwarding to the voice messaging MLHG (called the MSC MLHG on the switch). The 5ESS switch bases internal call forwarding on the terminal group.
 - Deluxe MSS feature with the following:
 - Attendant coverage (required; set to **yes**).
 - Message waiting indicator (MWI) lamp.
- An individual analog port is required for reporting INTUITY AUDIX alarms to a remote location.
- To test the Intuity AUDIX system, the CO must set up two test telephones to be connected through the switch. These telephones should match the majority of telephones that the customer will use on the system. If the MWI will be a flashing light, the test telephones must also be equipped with a flashing light.

For the system to be tested and cut to service, the customer must provide the CO with two test subscriber extensions and all subscriber extensions on the system. Once the integration is complete, the CO must perform acceptance tests for the two test subscribers, which includes:

- Administering the coverage path
- Administering the test subscriber stations