

Intuity AUDIX LX System Administration

6

Overview



NOTE:

Some of the Intuity AUDIX LX screens are now Web-based administration and may not have been updated. Refer to the appropriate pages where you can access the Help topics for more information.

This chapter describes how to administer the Intuity AUDIX LX system for integration with the MERLIN LEGEND[®] or MERLIN MAGIX[™] switch. To integrate the systems, check or administer the following pages on the Intuity AUDIX LX system:

- Switch Selection
- MWI Device Assignment
- Dial Plan Translation
- MWI Parameters
- Routing Table

This chapter also describes the procedure for entering the routing table, business schedules, and holiday schedules. You will need to enter the routing table if the system will be using trunk lines or automated attendants operating with different schedules.

Administering the Intuity AUDIX LX System for Switch Integration

Use the procedures below to configure the Intuity AUDIX LX system for operation with the MERLIN LEGEND/MAGIX Communications system.

NOTE:

If you make any changes to the following pages, you must stop and start the voice system for the changes to take effect.

Administration Main Menu

All procedures in this chapter begin at the Intuity AUDIX LX Web-based Administration main menu.

Verifying the Country and Switch

Use this procedure to check the country and switch for the system's switch integration. The selections in this page determine the defaults set in the system. If the system does not offer an exact match, contact your remote support center and ask them to select the country that matches the installation conditions as closely as possible.

NOTE:

Only the remote support center can set the country and switch options.

1. Start at the Administration main menu and select:

Basic System Administration

Switch Selection

The Switch Selection page is displayed.

2. Verify that the Country-Switch parameters match your location. If they do not, contact your remote support center.
3. Click **Return to Main** to return to the Administration main menu.

Table 6-1. Switch Selection Page — Field Descriptions

Field	Description and Values
Country-Switch	Specifies the country-switch for which the system sets country-specific default parameters. Normally the country is factory-preset for your integration. Verify that the country matches your location. If it does not, contact your remote support center.

Setting the MWI Device Assignments

Complete this procedure to assign the channel group number(s) on which the system performs MWI updates. The procedure allows you to partition the channel(s) on which MWI updates are performed.

To assign a channel group here for MWI updates, you must have already administered the group using the Channels to Group option under the Voice System Administration, Voice Equipment Administration and Diagnostics page. See the Intuity AUDIX LX system installation book for your platform for the procedure.

Complete this procedure to assign the devices on which the system performs MWI updates.

1. Start at the Administration main menu select:

Switch Administration

Device Assignment

The Device Assignment page is displayed.

2. Click **Add**. Use ([Table 6-2](#)) to modify the page. For additional information, click on the Help button.
3. Click **Update**.

The system displays the following message:

You need to restart the Voice System to make these changes active.

4. Click **OK (ACKNOWLEDGE MESSAGE)**.

Table 6-2. Device Assignment Page — Field Descriptions

Field	Description	Values
<switch> Integrati on	Displays the switch selected on the Switch Selection page in the telephony interface.	Display only.
Link Test (Y/N)	These fields are not used for the MERLIN LEGEND/MAGIX integration.	
Link Test Interval		

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Table 6-2. Device Assignment Page — Field Descriptions — Continued

Field	Description	Values
Switch Number	Number that uniquely identifies the switch and is used to address it. The Avaya INTUITY system uses this number to differentiate between subscribers on different switches.	Usually matches the INTUITY AUDIX LX [®] user switch number.
Device ID	Name(s) of the device(s) to be used for MWI update. The group number as administered on the Display Voice Equipment page, valid range 1 through 32. By default all channels are assigned to group 2; outcalling is always done on group 2. The device IDs can be comma-separated or specified in ranges. For example, device IDs 1, 2, 3, 4, 5, 16, and 18 can be specified in either of the following ways: 1,2,3,4,5,16,18 1-6,16,18 If all of the channels are assigned to Group 2 (the default), enter 2 (usually).	
Link Test No.	<i>This field is not used for MERLIN LEGEND/MAGIX integration.</i>	

Setting the Dial Plan Translations

Complete this procedure to set up the translations to be done on the calling party identification (CLI) and called party identification (CP ID) for incoming and outgoing calls to interface the INTUITY system and the switch.

Procedure

1. From the Administration main menu and select:

Switch Administration
Dial Plan Translation

The Dial Plan Translation menu is displayed. This page contains your current settings.

2. Use [Table 6-3](#) to modify the page.
3. Click **Update**.

The system displays the following message:

You need to restart the Voice System to make these changes active.

4. Click **OK** (ACKNOWLEDGE MESSAGE).
5. Click **Return to Main** to return to the Administration main menu.

Table 6-3. Dial Plan Translation Page— Field Descriptions

Field	Description	Values
<switch> Integration	Displays the switch selected on the Switch Selection page.	Display only.
INTUITY Extension Length	Specifies the number of digits in the dial plan.	3 to 10 integers. Must be the same as the number of digits administered for the INTUITY prefix combined with the number of digits for the (start or end) extension number.
Switch Network Access Code	<i>This field is not used for MERLIN LEGEND/MAGIX integration.</i>	
Switch Prefix		
Switch Start Ext.	Specifies the first extension number in the range of allowed extension numbers.	The number of digits specified for the start and end extension numbers must be identical. For example, to specify the range 200 through 3999, enter: <ul style="list-style-type: none"> ■ Start extension 0200 ■ End extension 3900
Switch End Ext.	Specifies the last extension number in the range of allowed extension numbers.	

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Table 6-3. Dial Plan Translation Page— Field Descriptions — Continued

Field	Description	Values
INTUITY Prefix	This field is not used for the MERLIN LEGEND/MAGIX Integration.	
Switch Number	Number that uniquely identifies the switch and is used to address it. The Avaya INTUITY system uses this number to differentiate between subscribers on different switches.	Maximum of three digits, range 1 to 999.
Remote [Y/N]	For MERLIN LEGEND/MAGIX the option selected is always 'N'.	<ul style="list-style-type: none"> ■ Y for remote ■ N for direct

Examples

- This example illustrates entries used for the common scenario where there is a single switch connection and fixed-length switch subscriber extensions.

Table 6-4.

INTUITY extension length = 4

Switch Prefix	Switch Start Ext.	Switch End Ext.	INTUITY Prefix	Switch ID	Remote [Y/N]
	0000	9999		1	N

- This example illustrates entry for a common networked switch scenario, where switch extensions are the same length but the network prefix varies in length. Remote flag N for switch 1 indicates that switch 1 and the INTUITY system are directly connected.

Table 6-5.

INTUITY extension length = 4

Switch Prefix	Switch Start Ext.	Switch End Ext.	INTUITY Prefix	Switch ID	Remote [Y/N]
860	3000	3999		1	N
755	1000	2999		1	N

If the Dial Plan Translation page is administered as above and if the CLI and CP ID numbers in a call information packet are 814444 and 3333, the switch integration software translates them into 4444 and 3333, respectively, as INTUITY mailbox numbers. The local switch may not pass the full network number for its own subscriber. Similarly, if a transfer is requested for INTUITY subscriber number 4444, the INTUITY subscriber number is translated to 814444 by the switch integration software. No prefix is appended for the local switch.

- This example illustrates entry for a networked switch scenario. The network dial plan is 7 digits. The INTUITY subscriber database is based on the network dial plan. However, each individual switch has a different dial plan (extension length). The call data from the local switch (switch 1) contains 4-digit extensions. The 3-digit network code for the local switch is used as a prefix to convert 4-digit extensions to 7 digits. The remote switch has a 3-digit dial plan and a 4-digit network code. The call data from the remote switch contains the 7-digit network number.

Table 6-6.

INTUITY extension length = 7

Switch Prefix	Switch Start Ext.	Switch End Ext.	INTUITY Prefix	Switch ID	Remote [Y/N]
	3000	3999	860	1	N
	4000	4999	755	1	N

Setting MWI Parameters

Complete this procedure to set parameters that determine how the system performs MWI updates. The parameters fulfill several purposes.

- The default prefix or suffix strings may need to be changed so that MWI updates can occur.
- To set the frequency with which the system performs background updates. In background updates, the system periodically refreshes the status of the MWI indicators. Staggering the updates prevents overload of the system resources. Enabling background updates is useful in situations where updates are pending because the switch or Avaya INTUITY system has been down.
- The system handles MWI updates for messages sent from broadcast mailboxes separately from other messages. You can alter the frequency with which broadcast message updates occur separately.
- To disable MWI updates altogether on the system, or block them during a specified period of time.

To set MWI parameters

1. From the Administration main menu select:

Switch Administration

MWI Parameters

The system displays the MWI Parameters page with system defaults for your integration. If the parameters have been previously administered, the system displays the defaults instead.

2. Do you need to change the MWI prefix or suffix for the integration?
 - If yes, change the values in the MWI on prefix, MWI on suffix, MWI off prefix, and MWI off suffix fields, as appropriate to your switch (see [Table 6-7](#)).
 - If no, go to Step [3](#).
3. Do you want to block MWI updates (including background and broadcast refresh) from occurring for a specified period of time?
 - If yes, do the following:
 - a. Enter the time for blocking to start in the Block Start Time field.
 - b. Enter the time for blocking to end in the Block End Time field.
 - If no, go to Step [4](#).
4. Click **SAVE**.

The system displays the following message:

You need to restart the Voice System to make these changes active.
5. Click **OK** (ACKNOWLEDGE MESSAGE).
6. Click **Return to Main** to return to the Administration main menu.

Table 6-7. MWI Parameters Page — Field Descriptions

Field	Description	Values
<switch> Integration	Displays the switch selected on the Switch Selection page.	Display only.
MWI on prefix	This field is not used for the MERLIN LEGEND/MAGIX integration.	#53
MWI on suffix	This field is not used for the MERLIN LEGEND/MAGIX integration.	
MWI off prefix	A string added before the extension to turn off MWI indication.	#*53
MWI off suffix	This field is not used for the MERLIN LEGEND/MAGIX integration.	
MWI Update [Y/N]	Specifies whether the Avaya INTUITY system instructs the switch to perform MWI updates.	Remote support center adjustment only.
Background Refresh [Y/N]	Specifies whether the MWI status for each extension status is periodically checked and updated.	Remote support center adjustment only.
Background Interval	Sets the interval between MWI background updates for non-broadcast messages.	Remote support center adjustment only.

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Table 6-7. MWI Parameters Page — Field Descriptions — Continued

Field	Description	Values
Background Updates	Sets the number of background updates done in the interval entered in the Background Interval field.	Remote support center adjustment only.
Broadcast Interval	Sets the interval between MWI background updates for broadcast messages.	Remote support center adjustment only.
Broadcast Updates	Sets the number of broadcast updates done in the interval entered in the Broadcast Interval field.	Remote support center adjustment only.
Block Start Time	Sets the time when blocking of MWI updates begins.	Format <i>HH/MM/SS</i> , where: <ul style="list-style-type: none"> ■ <i>HH</i> is the hour in the 24-hour system (range 0 to 23).
Block End Time	Sets the time when blocking of MWI updates ends.	<ul style="list-style-type: none"> ■ <i>MM</i> is the minute (range 0 to 59). ■ <i>SS</i> is the second (range 0 to 59).

Stopping and Starting the Voice System

To execute any changes you have made to the switch integration administration windows in the procedures in this chapter, you must stop and then restart the voice system.

 **CAUTION:**

Only stop the voice system when it is absolutely necessary. All calls in progress will be disconnected. Subscribers calling the INTUITY AUDIX LX system will hear a fast busy signal. Callers sent to INTUITY AUDIX LX coverage will hear ringing with no answer.

Complete this procedure to stop and restart the voice system.

1. Start at the Administration main menu select:

Utilities

Stop Messaging Software



NOTE:

Be sure to select `Stop Voice System`. Do not select `Shutdown Voice System`.

The system displays the `Wait Time` page.

2. Enter a time between 0 and 600 seconds as the time to wait for calls in
Click **Save**.

The system displays the following message:

```
The voice System has stopped
Press OK to continue...
```



NOTE:

The system waits until all calls in progress disconnect before stopping the voice system.

3. Press **OK**.

The system returns to the `Stop Messaging Software` page.

4. Click **Return to Main** to return to the Administration main menu.
5. Start at the Administration main menu and select:

Utilities

Start Messaging Software

The system displays the following message:

```
Startup of the Voice System is complete
Hit Acknowledge key to continue...
```

6. Click **OK** (Acknowledge Message).
7. Click **Return to Main** to return to the Administration main menu.

Administering the Routing Table

The INTUITY AUDIX LX routing table serves 2 purposes:

- To apply different schedules for automated attendants
- To allow the system to use trunk lines

Administer the routing table if the integration will be using trunk numbers. If the integration will be using schedules for the automated attendants, add the mailbox(es), and administer the screens in the following order:

- Business Schedules
- Holiday Schedules
- Routing Table

Access the INTUITY AUDIX LX Screen

To access the INTUITY AUDIX LX screen, start at the Administration main menu and select:

Global Administration

Messaging Administration

The system displays the form used to administer the INTUITY AUDIX LX application ([Figure 6-1](#)).

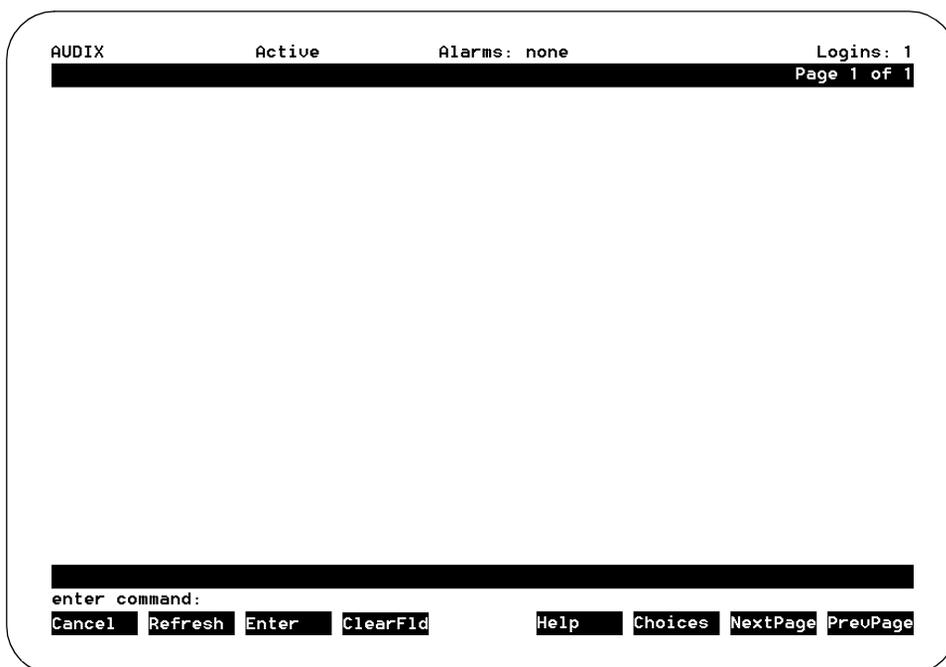


Figure 6-1. INTUITY AUDIX LX Screen

⇒ NOTE:

This screen provides command-line entry. The prompt for these forms is located toward the lower left-hand corner of the screen. To exit this form, enter **exit**.

Entering the Mailboxes for Schedules

See Worksheets B and D. Add any of the mailboxes listed on these forms to the system before entering the holiday schedule or the routing table.

⇒ NOTE:

Customers will need to record the information for these mailboxes and complete the automated attendant administration, depending upon the contract.

1. Enter **add su extension number** at the `enter command:` prompt.
2. Enter a name for the mailbox.
3. Press **F3** (Enter) to save the administration.
4. Complete [Step 1](#) through [Step 3](#) for each mailbox.

See Intuity AUDIX LX *Messaging Solutions Release 4 Administration*, 585-310-564, for additional information.

Entering the Business Schedules

The business schedules must be entered before the routing table. Use the following procedure:

1. Enter **ch** at the `enter command:` prompt.
The system displays a list of choices.
2. Select

```
> auto-attend-routing
> business-schedule
```

The system requests that you enter the business schedule number or named on the command line.

3. Enter the business schedule number or name.

The system displays the Business Schedule ([Figure 6-2](#)).

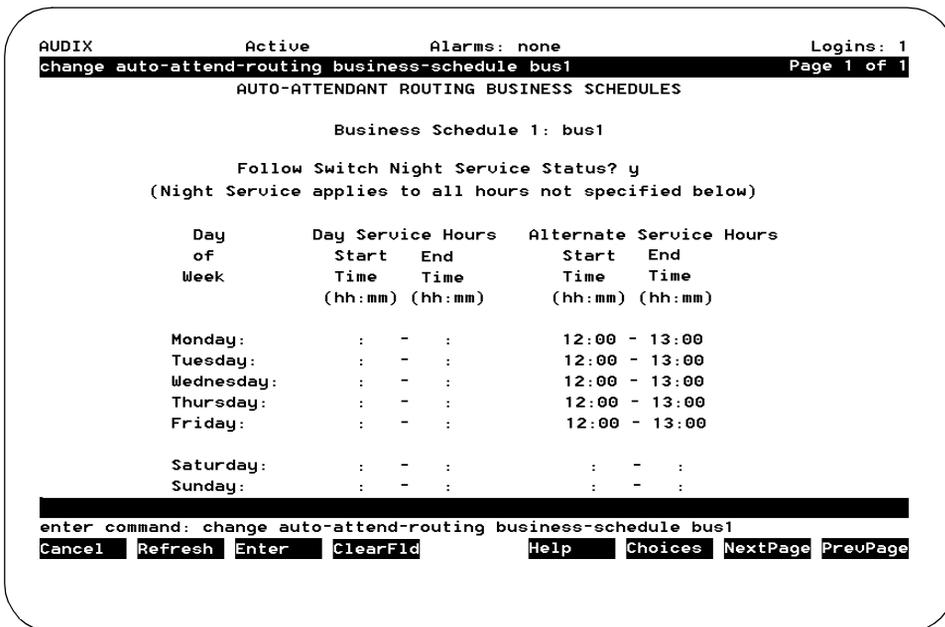


Figure 6-2. Business Schedule

4. Enter the business schedule information.



NOTE:

Mailboxes must exist before they can be entered on this form.

5. Press **F3** (Enter).

The system saves the business schedule.

6. Enter **exit** to leave the INTUITY AUDIX LX screens or continue with “Entering the Holiday Schedules” below.

Entering the Holiday Schedules

The holiday schedules must be entered before the routing table. Use the following procedure:



NOTE:

If the system is not displaying the INTUITY AUDIX LX screen ([Figure 6-1](#)), you will need to select AUDIX Administration from the Administration main menu.

1. Enter **ch** at the `enter command:` prompt.

The system displays a list of choices.

2. Select

```
> auto-attend-routing  
> holiday-schedule
```

The system requests that you enter the holiday schedule number or name on the command line.

- 3. Enter the holiday schedule number or name.

The system displays the Holiday Schedule (Figure 6-3).

AUDIX Active Alarms: none Logins: 1
change auto-attend-routing holiday-schedule hol1 Page 1 of 2
AUTO-ATTENDANT ROUTING HOLIDAY SCHEDULES
Holiday Schedule 1: hol1

Holiday Name	Date (mm/dd)	Mailbox
New Years	01/01	9010
Fourth of July	07/04	9010
Halloween	10/31	9010

enter command: change auto-attend-routing holiday-schedule hol1
Cancel Refresh Enter ClearFld Help Choices NextPage PreuPage

Figure 6-3. Holiday Schedule

- 4. Enter the holiday schedule information.



NOTE:

Mailboxes must exist before they can be entered on this form.

- 5. Press **F3** (Enter).

The holiday schedule is saved.

- 6. Enter **exit** to leave the INTUITY AUDIX LX screens or continue with "Entering the Routing Table" below.

Entering the Routing Table

The routing table must be entered after any business schedules or holiday schedules that it references. Use the following procedure:

⇒ NOTE:

If the system is not displaying the INTUITY AUDIX LX screen ([Figure 6-1](#)), you will need to select AUDIX Administration from the Administration main menu.

1. Enter **ch** at the `enter` command prompt.

The system displays a list of choices.

2. Select

```
> auto-attend-routing
  > routing-table
```

The system displays the routing table ([Figure 6-4](#)).

AUDIX Active Alarms: none Logins: 1
change auto-attend-routing routing-table Page 1 of 2

AUTO-ATTENDANT ROUTING TABLE
Routing Table Administration

Incoming Called Number	Business Schedule	Holiday Schedule	Day Service Mailbox	Night Service Mailbox	Alternate Service Mailbox
801	login				
802	bus1		9001	9002	9003
4003-4004	bus2	ho12	9004	9005	9006
4005	bus3	ho13	9007	9008	9009

enter command: change auto-attend-routing routing-table
Cancel Refresh Enter ClearFld Help Choices NextPage PrePage

Figure 6-4. Routing Table

3. Enter the routing table information.



NOTE:

Business schedules, holiday schedules, and mailboxes must exist before they can be entered on this form.

4. Press **F3** (Enter).

The routing table is saved.

5. Enter **exit** to leave the INTUITY AUDIX LX screen.

