INTUITY AUDIX LX Release 1.0 Integration with
MERLIN LEGEND and MERLIN MAGIX Systems

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Overview

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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. Also, see the Configuration Note for your switch integration as some of the settings may have changed.

The Intuity AUDIX LX system supports messaging applications. The INTUITY AUDIX LX messaging application provides business-oriented, computerized messaging services.

This chapter explains how the INTUITY AUDIX LX system, and applications, and the MERLIN LEGEND® or MERLIN MAGIX™ Communications System work together.

Purpose

The purpose of this chapter is to provide an overview of the integration between the INTUITY AUDIX LX system and the MERLIN LEGEND/MAGIX system.

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Switch Integration Concepts

Switch integration is the sharing of information between a voice messaging system and a switch to provide services to callers and subscribers. A fully integrated messaging system uses information sent from the switch to determine how to process each incoming telephone call. Callers reaching an integrated system for call answer do not have to enter telephone extension numbers to leave a message.

Integrating the Intuity AUDIX LX system and a MERLIN LEGEND/MAGIX system does not require any special equipment. The MERLIN LEGEND/MAGIX system sends call information by touch-tones over the same voice circuits used for call processing. The Intuity AUDIX LX system also interprets switch-hook flashes and call progress tones.

Call Routing

Call Routing (Figure 1-1) involves:

- Coverage path

  When a call is not answered because the called station is busy or not answered within a specific number of rings, the call is sent to the next point in the coverage path. This may be a secretary, an attendant, or the Intuity AUDIX LX system. The system may be the last or the only coverage point in a calling group.

- Coverage group

  Coverage for calls is provided by assigning a call *coverage group* as the last point of each extension's coverage path. The calling group for the Intuity AUDIX LX voice ports is then programmed as the receiver for the call coverage group.
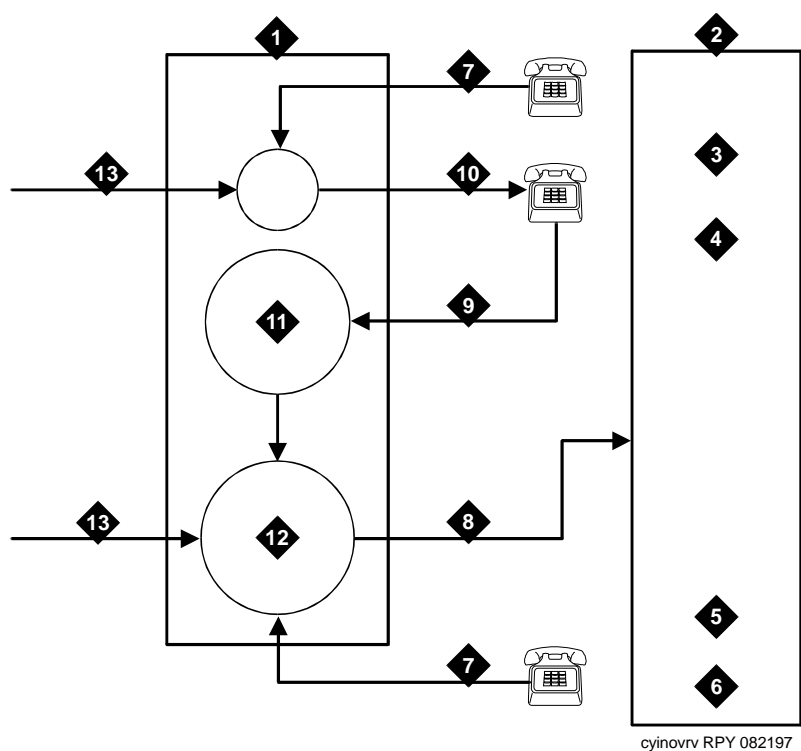
  For group coverage, a special coverage group acts as a routing point for a group of extensions whose coverage is handled in the same way. Calls that are not answered by a member of the coverage group are sent to the Intuity AUDIX LX system by programming a Voice Messaging Interface (VMI) calling group as the receiver for the coverage group.

- VMI calling group

  A VMI calling group has the following characteristics:

  — Calls to the group extension ring at the first available station from the beginning of the list of stations. This is called linear hunt.

  — Trunks can be set to "ring in" to the calling group so that an incoming trunk call goes directly to the first available station.

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— The calling group can be programmed as the receiver for a coverage group so that unanswered calls to the members of the coverage group automatically go to the first available station for coverage.

— An *integrated* VMI calling group provides call information to the voice port receiving each call. The call information allows the Intuity AUDIX LX system to determine if the:

- Call being processed was a direct or a coverage call

- Call was a direct inside call (to the calling group number) or a direct outside call (on one of the trunks assigned to ring into the calling group)

- Coverage is for one extension calling another, or for a call made from an outside (trunk) to an extension

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1. MERLIN LEGEND/MAGIX
   Communications System

2. Intuity AUDIX LX System

3. Coverage, Local

4. Coverage, Outside

5. Direct, Outside

6. Direct, Local

7. Local Call

8. Tip/Ring Station Line

9. Coverage Path

10. Station

11. Coverage Group

12. Integrated VMI Calling Group

13. Trunk Call

Figure 1-1. Call Routing

Functionality Differences

Integrating the Intuity AUDIX LX system with the MERLIN LEGEND/MAGIX
system has the following differences from other supported switches:

- MERLIN LEGEND/MAGIX does not play a different personal greeting for
  busy or no answer, because the system does not provide the reason for the
  coverage call.

- High-speed digital networking for the AUDIX Digital Networking application
  is not supported.

- TCP/IP digital networking is supported.

- Providing appropriate automated attendant service using MERLIN
  LEGEND/MAGIX Night Service status *is* supported through a business
  schedule and the routing table.

INTUITY AUDIX LX Messaging Services

The INTUITY AUDIX LX application can be administered for:

- Call answer
- Intuity AUDIX LX FAX Messaging
- Voice or multimedia mail
- Bulletin boards
- Automated attendants

Call Answer

INTUITY AUDIX LX call answer allows the callers to:

- Leave a message
- Transfer to another extension
- Transfer to an attendant

When the extension originally called is busy or not answered, the MERLIN
LEGEND/MAGIX system sends the telephone call to the Intuity AUDIX LX system
with call information. This call information includes the covered extension number
and whether the call was from an internal station or received on a trunk from
outside. Based on this information, the Intuity AUDIX LX system can accept a
message for the called extension's voice mailbox or provide other special
processing.

The person called (subscriber) may provide a personal greeting for callers, allow
callers to access prompts in another language, or select a standard system

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greeting. After a caller leaves a message, the subscriber can retrieve the caller's message from any telephone if both internal and external access is set up. If the outcalling feature is active, the Intuity AUDIX LX system can place a telephone call to the subscriber's pager or another telephone to inform the subscriber that a new message has arrived.

Intuity AUDIX LX FAX Messaging

With the purchase of Intuity AUDIX LX FAX Messaging, the Intuity AUDIX LX system will accept the following message types:

- Voice messages only

- FAX messages only

- Voice messages with FAX

An associate with FAX permissions can use the same extension number to receive FAX and voice messages.

⟹ NOTE:

You will need to set up an automated attendant if your associates will be directing callers to use their extension for delivering FAXes. See below for additional information.

You may also set up a phantom telephone number on the MERLIN LEGEND/MAGIX system for callers to call directly to reach an AUDIX mailbox that collects all incoming FAXes. A phantom telephone number does not terminate at a physical station — it does not ring a telephone or a FAX machine. Instead, the MERLIN LEGEND/MAGIX system will direct the incoming telephone call to the Intuity AUDIX LX system ports. The INTUITY AUDIX LX application must be administered to provide the mailbox to receive the incoming telephone calls, and it should include activation of autoprint.

Voice or Multimedia Mail

Voice mail services allow subscribers to:

- Send voice, text, or FAX messages to other subscribers

- Listen to received messages

- Forward messages received with comments attached

- Reply to messages

- Send the same message to more than one person by using mailing lists

When a subscriber has "new" messages, the Intuity AUDIX LX signals the MERLIN LEGEND/MAGIX system to turn on the subscriber's message waiting indicator (MWI). Subscribers can retrieve messages from internal stations by dialing the extension for the calling group that contains the Intuity AUDIX LX

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system voice ports or from outside by calling in on a trunk that is administered to ring at the Intuity AUDIX LX system voice port calling group.

The telephone call to retrieve or send messages is passed from the MERLIN LEGEND/MAGIX system to the Intuity AUDIX LX system with call information. This call information indicates that the call was received directly in the calling group and includes the calling extension or trunk number. If the MERLIN LEGEND/MAGIX system transmits a trunk number with the message retrieval call, the Intuity AUDIX LX system uses the INTUITY AUDIX LX call routing table to identify the telephone call as a message retrieval call and play the login prompts.

> **NOTE:**
> A Direct Voice Mail (DVM) button is programmable on MERLIN LEGEND/MAGIX systems, Release 3.0 or later. To forward a telephone call to a mailbox without ringing the extension, press the DVM button and enter the extension for the person being called. The Intuity AUDIX LX system will answer the call and use the entered telephone number to determine the correct mailbox.

Bulletin Board Service

Bulletin Board service (also called information service) allows you to record a message that callers can hear. A caller reaching a bulletin board hears this message and is then disconnected. If you want to provide multiple messages, use an automated attendant with bulletin boards.

A telephone call to a bulletin board is passed from the MERLIN LEGEND/MAGIX system to the Intuity AUDIX LX system with call information that allows the Intuity AUDIX LX system to provide information service processing based on the trunk or extension on which the call is received. Because of the use of the information from the MERLIN LEGEND/MAGIX system, you can configure different bulletin boards for external and internal audiences.

Automated Attendant

An automated attendant directs callers through a series of menu selections to reach a desired department, extension, or attendant. The Intuity AUDIX LX system greets callers with spoken prompts that guide them in pressing touch-tones to connect to their desired destination. If there is no answer or the desired extension is busy, the Intuity AUDIX LX system can provide a mailbox so the caller can leave a message or transfer the caller to an attendant.

The Intuity AUDIX LX system allows multiple automated attendants. Each automated attendant can have separate menus for day and night service and custom service for special hours and for holidays. Automated attendants may be used to answer all incoming telephone calls or to answer telephone calls that a receptionist is unable to answer.

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The MERLIN LEGEND/MAGIX system passes the telephone call to the Intuity
AUDIX LX system with call information such as the trunk number. The Intuity
AUDIX LX system provides automated-attendant processing based on the trunk
or number on which the call was received and on the administration on the INTUITY
AUDIX LX call routing table. The call routing table can be used to route incoming
calls and provide operation based on:

- Business schedule(s)

- Switch Night Service status

- Holiday schedule(s)

This section describes the various ways the INTUITY AUDIX LX automated
attendant service can be set up to meet specific call handling needs.

Primary and Secondary Automated Attendant Use

A business can deploy automated attendant service in either primary or
secondary mode.

- Primary mode

  In primary mode an automated attendant is expected to answer all
  incoming calls. The company receptionist answers calls that the automated
  attendant cannot answer and calls from people transferred for assistance
  from timeout or by dialing $\boxed{0}$.

- Secondary (back-up) mode

  In secondary mode, the company receptionist is expected to answer as
  many calls as possible. The automated attendant service backs up the
  company receptionist by answering those calls that the receptionist is
  unable to answer.

Primary Implementation

When a business uses the INTUITY AUDIX LX automated attendant service in
primary mode, calls are administered to ring immediately to the INTUITY AUDIX LX
automated attendant service. This is done by administering the trunks to ring at a
MERLIN LEGEND/MAGIX integrated VMI calling group whose members are the
Intuity AUDIX LX system voice ports.

The MERLIN LEGEND/MAGIX system sends the trunk number to the Intuity
AUDIX LX system for direct (noncoverage) external calls. The INTUITY AUDIX LX
application routing table maps the trunk numbers received from the telephone
system to the automated attendant mailbox numbers.

Customers may want to play different automated attendant greetings or handle
calls differently during the day than night. This is done by specifying different
automated attendant mailboxes for day and night in the automated attendant

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routing table. The routing table also allows the administration of an automated attendant mailbox for handling calls during the alternate service hours.

Secondary Mode Implementation

Automated Attendant service may be used in secondary mode to back up the receptionist. The INTUITY AUDIX LX application identifies coverage calls for the receptionist and routes these calls to an appropriate automated attendant mailbox. Anytime an external coverage call is received, INTUITY AUDIX LX uses the appropriate automated attendant mailbox number in the routing table as the called party, taking into account holidays and time of day. If no matching entry is found, the called-party number received from the telephone system is used to provide standard Call Answer service.

This scheme allows a business to play different greetings and menus depending on whether the telephone system is in day or night mode, even when the automated attendant service is configured to operate in back-up mode.

Automated Attendant Use for Intuity AUDIX LX FAX Messaging or to Transfer a Caller Directly to a Mailbox

Subscribers who use their extensions to receive both FAX and voice messages will occasionally receive telephone calls with FAX tones. Incoming FAX telephone calls must be transferred to the Intuity AUDIX LX system so that the INTUITY AUDIX LX application can record the message. Subscribers on MERLIN LEGEND/MAGIX system cannot directly transfer the FAX telephone call to INTUITY AUDIX LX call answer. To receive the incoming FAX, subscribers will need to transfer the FAX call through an automated attendant. When the automated attendant answers, the subscriber must enter the extension number to reach the correct mailbox.

⇒ NOTE:

This automated attendant is also used for situations in which the person answering the telephone wants to transfer the caller directly to voice mail.

To administer this attendant, use call-answer treatment and to accept the extension as input. An alternate method is to provide one mailbox for all subscribers to use for FAX messages.

Automated Attendant Operation Schedule

Customers may use the INTUITY AUDIX LX automated attendant service to answer incoming calls 24 hours a day or at night only. Typically businesses are considered open during the day and closed during the night. The term day indicates the hours during which the business is open and night indicates the hours during which the business is closed.

The INTUITY AUDIX LX application can use its own weekly business schedules to determine hours for day and night operation or it can rely on the telephone system

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to indicate when it should operate in day or night mode. The MERLIN LEGEND/MAGIX system can provide day or night status to the Intuity AUDIX LX system.

Some businesses require the automated attendant to play a different menu or handle calls slightly differently during lunch time. Other businesses may need a transition automated attendant to handle callers from other time zones. The alternate service hours feature provides a way to do this. This feature is independent of whether the business schedule is set to follow the telephone system night service status.

Automated Attendant Operation Based on MERLIN LEGEND/MAGIX Status

The MERLIN LEGEND/MAGIX system can be administered to switch from operation in day mode to night mode by a schedule administered on the system or by pushing a Night Service button on the attendant console. The advantage of linking Intuity AUDIX LX 's automated attendant service schedule to the MERLIN LEGEND/MAGIX system status is that the two are then guaranteed to be synchronized.

⇒ NOTE:
The MERLIN LEGEND/MAGIX system can be programmed to route calls differently when Night Service is in effect. This feature can be used to provide automated attendant service only when the MERLIN LEGEND/MAGIX system is in Night Service mode.

Automated Attendant Operation Based on INTUITY AUDIX LX Business Schedule

Some businesses separate some of their automated attendant operation from the telephone system's Night Service status and instead control it by the INTUITY AUDIX LX weekly business schedule. Each Intuity AUDIX LX system can have up to four weekly business schedules to accommodate departments with different hours of operation. In each schedule, the administrator can instruct the system to follow Night Service status or the entries in the schedule. This gives the flexibility needed to provide a weekly business schedule for automated attendant service and a Night Service status from the telephone system to control automated attendant service.

Businesses can also specify alternate service hours for additional flexibility. This allows businesses to handle calls more professionally during lunch time. It can also be used by an organization spread across several time zones to handle calls appropriately when one location is closed but the other is open. Businesses can use the MERLIN LEGEND/MAGIX system Night Service status to drive the automated attendant operation but still use the weekly business schedule for alternate service hours operation.

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Automated Attendant Holiday Operation

Many businesses want to play different greetings and handle calls differently on holidays. The INTUITY AUDIX LX application allows four different holiday schedules. This allows the use of different schedules for different departments. Each holiday schedule can include up to 26 holidays and the automated attendant to be used for each of those holidays. It also allows administration of different automated attendant greetings and menu options for each holiday.

Automated Attendant Tenant Service Operation

Sometimes a single telephone system and voice messaging system is shared by different businesses or divisions of the same business. The INTUITY AUDIX LX application can provide superior automated attendant service in these cases by creating multiple main-level automated attendants and routing specific calls to each, depending on incoming trunk number.

Night Only Operational Mode Implementation on the MERLIN LEGEND/MAGIX System

Some businesses use automated attendant service only when the business is closed. The MERLIN LEGEND/MAGIX system can be administered to send calls to the INTUITY AUDIX LX calling group when the MERLIN LEGEND/MAGIX system Night Service feature is activated.

A business may want night time calls to go to a night service operator. Only when this operator is unable to answer these call are they redirected to the INTUITY AUDIX LX system. This can be implemented by specifying the night service operator as the Night Service answering position on the telephone system side and then covering this answering position with INTUITY AUDIX LX. The routing table can be used to map the night service answering position extension to an automated attendant mailbox.

General Call Handling by the Avaya INTUITY System: Routing Table

Under the INTUITY AUDIX LX application, three special tables are used to direct the calls. The matching and substitution sometimes come from the same table and sometimes from different tables ().

- Routing Table

  The purpose of the routing table is to:

  — Specify different automated attendant menus for calls on different trunks

  — Specify different call handling by automated attendants based on a business schedule or the switch night service status

  — Provide specialized call handling for holidays

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— Provide messaging login service for calls on specific trunks

The routing table can have up to 25 entries. Each entry has the following columns:

— Incoming Called Number (or range)

— Business Schedule

— Holiday Schedule

— Day Service Mailbox

— Night Service Mailbox

— Alternate Service Mailbox

Each incoming call is matched to the Incoming Called Number column in the routing table as follows:

1. If an incoming call is to one of the numbers in the table, further examination is made of Business Schedule and Holiday Schedule columns. Otherwise, the call is passed directly to INTUITY AUDIX LX application.

2. If the tag "login" is found in the Business Schedule column, the call information is altered to cause the call to be passed directly to voice mail and receive login service when it reaches the INTUITY AUDIX LX application.

3. The current date is matched against the Date column of the holiday schedule, if any, specified in the Holiday Schedule column of the routing table. If the date matches a holiday, the automated attendant extension specified in the Mailbox column of the holiday schedule is substituted for the original called number and the call is passed to the INTUITY AUDIX LX application.

    ⇒ **NOTE:**
    The substitution is from the holiday schedule.

4. If a holiday match is not found, the current time is matched against the Alternate Service Hours columns for the current day of the week in the business schedule, if any, specified in the Business Schedule column of the routing table. If the current time is within the specified range, the automated attendant extension specified in the Alternate Service Mailbox column of the routing table is substituted for the original called number, and the call is passed to INTUITY AUDIX LX.

    ⇒ **NOTE:**
    The substitution is based on the business schedule, but is from the routing table, not from the business schedule.

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5. If no match is found, and the business schedule, if any, specified in the `Business Schedule` column of the routing table is set to follow the switch night service status, the automated attendant extension specified in the `Day Service Mailbox` or `Night Service Mailbox` of the routing table, depending on the switch night service status, is substituted for the original called number, and the call is passed to INTUITY AUDIX LX application.

> ⇒ **NOTE:**
> The substitution is based on the business schedule, but is from the routing table, not from the business schedule.

6. If the current time is during the day service hours specified in the business schedule column of the routing table, the automated attendant extension specified in the `Day Service Mailbox` column of the routing table is substituted for the original called number, and the call is passed to INTUITY AUDIX LX. Otherwise, the automated attendant extension specified in the `Night Service Mailbox` column of the routing table is substituted for the original called number, and the call is passed to INTUITY AUDIX LX.

> ⇒ **NOTE:**
> The substitution is based on the business schedule, but is from the routing table, not from the business schedule.

■ Business Schedule(s)

A maximum of four business schedules can be defined. The name or number of one of these business schedules is placed in the `Business Schedule` column of the routing table to associate the particular business schedule with a called number or range specified in the `Incoming Called Number` column of the routing table.

Each business schedule has the following fields and columns:

— Business Schedule (name)

— Follow Switch Night Service Status (y/n)

— Day of Week

— Day Service Hours Start

— Day Service Hours End

— Alternate Service Hours Start

— Alternate Service Hours End

> ⇒ **NOTE:**
> These fields and columns are used for matching only. The automated attendant extensions associated with a match are taken from the routing table.

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The `Business Schedule` name is arbitrary and can be changed to indicate the use of the specific schedule. It may contain up to eight letters or digits. The default names are "bus1" through "bus4".

If the `Follow Switch Night Service Status` field is specified as **y**, the day service hours start and end times must all be blank. (The alternate service hours can still be specified.)

The `Day of Week` column is fixed. To specify night service 24 hours a day, leave the start and end times blank. To specify day service 24 hours a day, use **00:00** as the start time and **23:59** as the end time. Alternate service hours are also specified on a 24-hour clock.

■ Holiday Schedule(s)

A maximum of four holiday schedules may be defined. Each holiday schedule can have up to 26 entries. The name or number of one of these holiday schedules is placed in the `Holiday Schedule` column of the routing table to associate the particular holiday schedule with a called number or range specified in the `Incoming Called Number` column of the routing table.

Each holiday schedule has the following fields and columns:

— Holiday Schedule (name)

— Holiday Name

— Date

— Mailbox

⇒ NOTE:

The `Date` column is used for matching. The automated attendant extension associated with a match is taken from the `Mailbox` column of this same table. The `Holiday Name` column is for documentation only.

The `Holiday Schedule` name is arbitrary and can be changed to indicate the use of the specific schedule. It may contain up to eight letters or digits. The default names are "hol1" through "hol4."
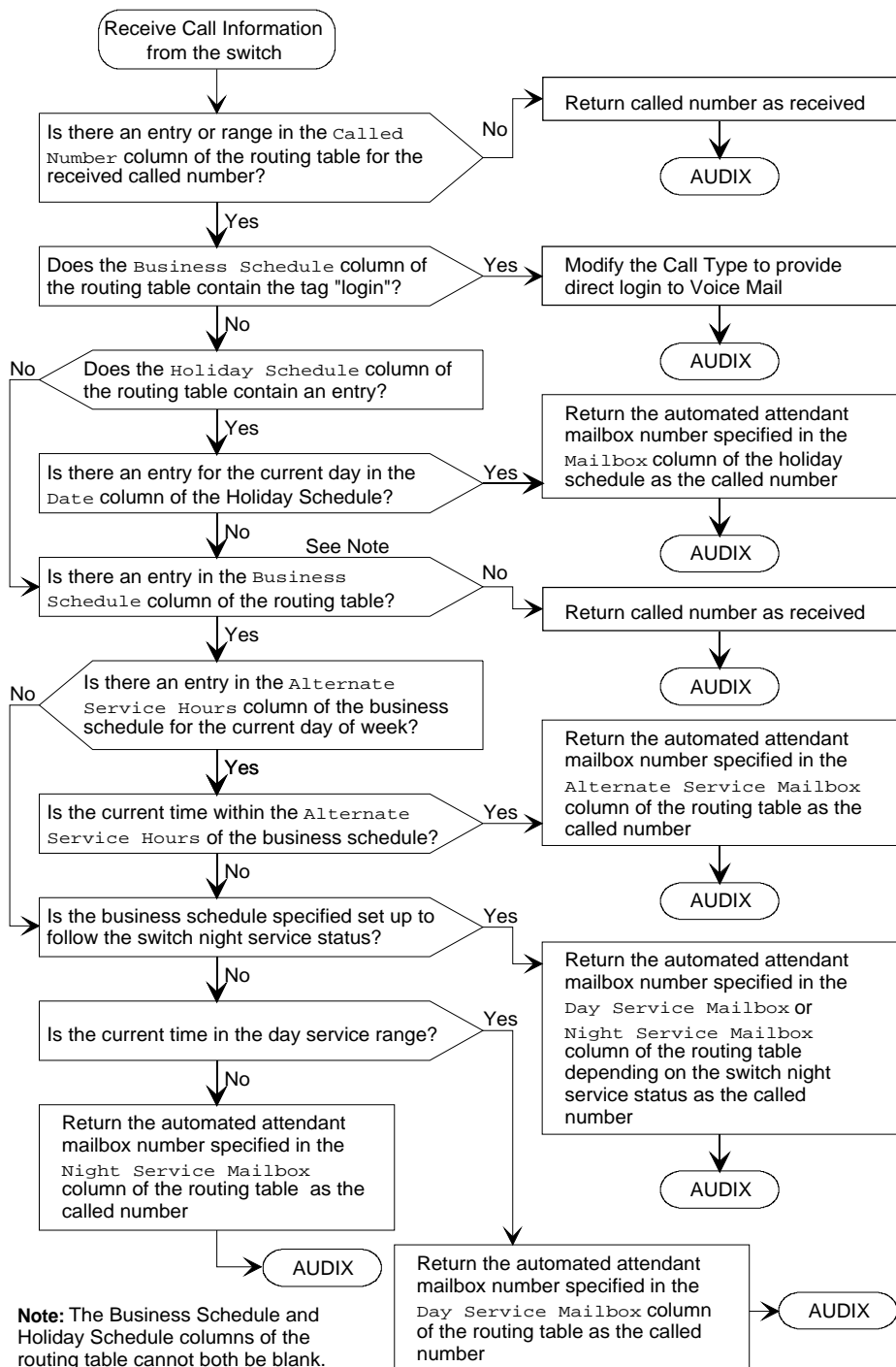
Figure 1-2.   Routing Table Processing

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Port Considerations

The following section presents considerations for port use and administration.

MERLIN LEGEND and MERLIN MAGIX Voice Port Requirements

The Intuity AUDIX LX system voice ports must be connected to tip/ring ports on a 012 or 016 tip/ring module. As a general rule, use:

- A separate 012 tip/ring module to a maximum of eight ports. Split port use over a number of 012 tip/ring modules as necessary, depending upon ring generation and blocking. Intuity AUDIX LX voice port use greater than four will require additional touch-tone receivers (TTRs).

- A separate 016 tip/ring module for every eight ports unless additional TTRs are available.

To connect to tip/ring modules, observe the following limitations:

- Ring generators

    — 012 tip/ring modules

    Later version 012 tip/ring modules have built-in ring generators. Any module labeled 517G13 or higher has a built-in ring generator. Earlier versions do not and require 129C frequency generators (PEC 61498).

    — 016 tip/ring modules

    016 tip/ring modules always have built-in ring generators.

- Ring blocking

    — 012 tip/ring modules

    Four ports can be rung at any one time on 012 tip/ring modules. You can use a maximum of eight ports on 012 tip/ring modules.

    Some unused ports on the 012 tip/ring modules can be used for single line sets (SLS), fax machines, and modems, depending upon the number of Intuity AUDIX LX ports. The limitation is based on the number of ports that may require ringing at the same time. *All* unused ports can be used for devices *that will never ring* or for phantom stations (assigned extensions with no physical telephone set). provides guidelines for 012 tip/ring module use.

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Table 1-1.   012 Tip/Ring Module Ringing Capacity

INTUITY Voice Ports	Ringing SLS, Modems, FAX
Body	
8	0
7	0
6	1
5	2
4	2
3	3
2	3
1	4

— 016 tip/ring modules

You can use a maximum of eight ports, unless additional touch-tone receivers are available. If additional touch-tone receivers are available, the 016 tip/ring module can ring a maximum of 16 ports simultaneously.

■ TTRs

Generally, one TTR is required for every two Intuity AUDIX LX voice ports, depending on the call traffic and applications. Remember that the level of system activity can make TTRs on other circuit modules unavailable for Intuity AUDIX LX voice port use.

— 012 tip/ring modules

Each 012 tip/ring module has two TTRs.

— 016 tip/ring modules

Each 016 tip/ring module has four TTRs.

The following will provide additional TTRs:

— 400 GS/LS/TTR (four TTRs per module)

— 400 LS/TTR (four TTRs per module)

— Other circuit modules including 008 OPT, 800 ICLID, and 800 DID (two TTRs per module for each type)

See *MERLIN LEGEND Communications System Release 5 Maintenance and Troubleshooting*, 555-650-140, for additional information about TTRs.

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Intuity AUDIX LX Limitations and Restrictions

Configuration and the multi-application platform (MAP) in use for the integration can impose some limitations on the number and arrangement of voice ports:

- The MAP/5 series is limited to a maximum of 18 voice channels with up to 4 digital networking channels. (This is a physical space limitation.)

- For the MAP/40 and MAP/100 series, the MERLIN LEGEND/MAGIX calling groups can contain a maximum of 20 extensions for voice ports, resulting in a maximum of 20 voice channels supported for all applications connected to a single calling group. If more than one calling group is used, a maximum of 24 voice channels distributed among several groups is supported.

⚠ CAUTION:
All Intuity AUDIX LX voice ports must be in the same calling group.

Calling Group Use

The VMI group is limited to a maximum of 20 members for one group, with a maximum of 24 group members, total, for all groups, combined. Because the Intuity AUDIX LX system allows different applications and uses to share the same ports, the group members for a single VMI group can any service provided by the Intuity AUDIX LX system. A single calling group allows the Intuity AUDIX LX system to use idle channels to meet the immediate needs of any type of incoming call. The Intuity AUDIX LX system determines its resource allocation based upon current demand. All channels may respond to any call by identifying the number that has been called, associating it with the requested service, and providing the requested service.

For systems operating over 20 Intuity AUDIX LX ports, you will need to configure a second group that maps to the first group.

➡ NOTE:
If you will be using night service, be sure to configure the group that will receive night service from the MERLIN LEGEND/MAGIX system first. The first group created will receive the information, not the first number on the list.

Intuity AUDIX LX Port Administration

Intuity AUDIX LX port administration allows the Intuity AUDIX LX system to provide the appropriate service to the incoming telephone call. This administration consists of two steps:

- Defining the extension associated with a physical port (channel) and the dialed number information service (*DNIS_SVC).

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➡ NOTE:

> *DNIS_SVC is a specific value used in a field for the Intuity AUDIX LX system. This value is not the dialed number Information Service (DNIS) for T1 trunk service.

Additional Intuity AUDIX LX System Administration to Support Trunk Groups or Phantom Telephone Numbers

You will need to administer the INTUITY AUDIX LX Routing Table (**change auto-attend-routing-table**) as a part of the installation when the MERLIN LEGEND/MAGIX system will be sending the trunk number to the Intuity AUDIX LX system.

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