

Intuity AUDIX System Administration

6

Overview

This chapter describes how to administer the Intuity AUDIX™ system for integration with the System 25 switch. To integrate the systems, verify or administer the settings on the following windows on the Intuity AUDIX system:

- [Verifying the Country and Switch](#)
- [Setting the Message Waiting Indicator \(MWI\) Device Assignments](#)
- [Setting the Dial Plan Translations](#)
- [Setting MWI Parameters](#)
- [Entering the Mailboxes for Schedules](#)
- [Entering the Business Schedules](#)
- [Entering the Holiday Schedules](#)
- [Entering the Routing Table](#)



NOTE:

Procedures for performing this administration are also in the Intuity AUDIX system installation book for your platform.

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.

Purpose

The purpose of this chapter is to provide instructions for the administration of the Intuity AUDIX system for integration with the System 25 switch.

Administering the Intuity AUDIX System for Switch Integration

Use the procedures below to configure the Intuity AUDIX system for operation with the System 25 switch.

⇒ NOTE:

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

Intuity AUDIX Main Menu

All procedures in this chapter begin at the Ayaya INTUITY Main Menu ([Figure 6-1](#)).

⇒ NOTE:

[Figure 6-1](#) is a sample window and may not show the options loaded onto the actual system you are installing.

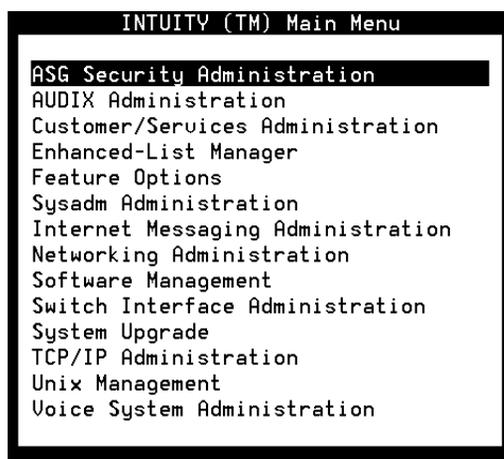


Figure 6-1. Avaya INTUITY Main Menu

Verifying the Country and Switch

Use this procedure to check the country and switch for the system's switch integration. The selections in this window 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 Avaya INTUITY Main Menu ([Figure 6-1](#)) and select:

```
> Feature Options
```

The system displays Feature Options window.

2. Press **F1** (Acknowledge Message).
3. Press **F7** (Switch Select).

The system displays the Switch Selection window ([Figure 6-2](#)).

⇒ NOTE:

Only the remote support center can administer this window.



Figure 6-2. Switch Selection Window

4. Verify that the country and switch parameters match your location. If they do not, contact your remote support center.
5. Press **F6** (Cancel) twice to return to the Avaya INTUITY Main Menu ([Figure 6-1](#)).

Table 6-1. Switch Selection Window — Field Descriptions

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

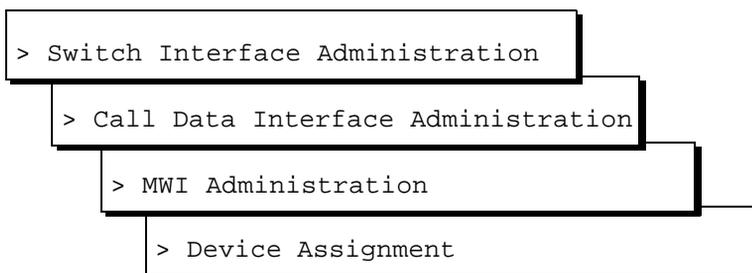
Setting the Message Waiting Indicator (MWI) Device Assignments

Complete this procedure to assign the channel group numbers on which the system performs MWI updates. The procedure allows you to partition the channel 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 from the Voice Equipment menu. See the 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 Avaya INTUITY Main Menu ([Figure 6-1](#)) and select



The system displays the first of two screens of the Device Assignment window ([Figure 6-3](#)). If the parameters have been previously administered, the system displays the current values. Ten rows of data are displayed on each screen, for a total of 20 rows in the window. To access the second screen, press **F5** (Next Page). To return to the first screen, press **F4** (Prev Page).

The screenshot shows a terminal window titled "Device Assignment" with "Screen 1 of 2" in the top right. The main title is "System 25 Integration". Below the title, there are two parameters: "Link Test [Y/N] : █" and "Link Test Interval : █ Seconds". Below these are three columns: "Switch Number", "Device ID", and "Link Test Number". The "Switch Number" column contains numbers 1 through 10. The "Device ID" and "Link Test Number" columns are currently blank. The entire window is enclosed in a black border.

Figure 6-3. Device Assignment Window

2. Enter a switch number in the `Switch Number` field (see [Table 6-2](#)).
3. Enter a device ID in the `Device ID` field (see [Table 6-2](#)).
4. Press **F3** (Save).

The system displays the following message:

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

5. Press **F1** (Acknowledge Message).
6. Press **F6** (Cancel) four times to return to the Avaya INTUITY Main Menu ([Figure 6-1](#)).

Table 6-2. Device Assignment Window — Field Descriptions

Field	Description	Values
<switch> Integrati on	Displays the switch selected on the Switch Selection window in the telephony interface.	Display only
Link Test (Y/N)	These fields are not used for the System 25 switch integration.	
Link Test Interval		
Switch Number	Number that uniquely identifies the subscriber switch number and is used to address it. The Intuity AUDIX system uses this number to differentiate between subscribers on different switches.	Usually matches the INTUITY AUDIX® subscriber switch number. The default value is 1.
Device ID	<p>Names of the devices to be used for MWI update. The group number as administered on the Display Voice Equipment window, valid range 1 through 32. By default, all channels are assigned to group 2. Outcalling is always done on group 2.</p> <p>The device IDs can be separated by commas 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:</p> <p style="padding-left: 40px;">1,2,3,4,5,16,18 1-6,16,18</p> <p>If all of the channels are assigned to Group 2 (the default), enter 2 (usually).</p>	
Link Test No.	<i>This field is not used for System 25 switch 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 AUDIX system and the switch.

1. Start at the Avaya INTUITY Main Menu ([Figure 6-1](#)) and select

```
> Switch Interface Administration
> Call Data Interface Administration
> System Translation Administration
> Dial Plan Translation
```

The system displays the first of five screens of the Dial Plan Translation window (Figure 6-4) with defaults for your integration. If the parameters have been previously administered, the system displays the current values instead. Ten rows of data are displayed on each of these screens, for a total of 50 rows in the window. To access the next screen, press **F5** (Next Page). To return to the previous screen, press **F4** (Prev Page).

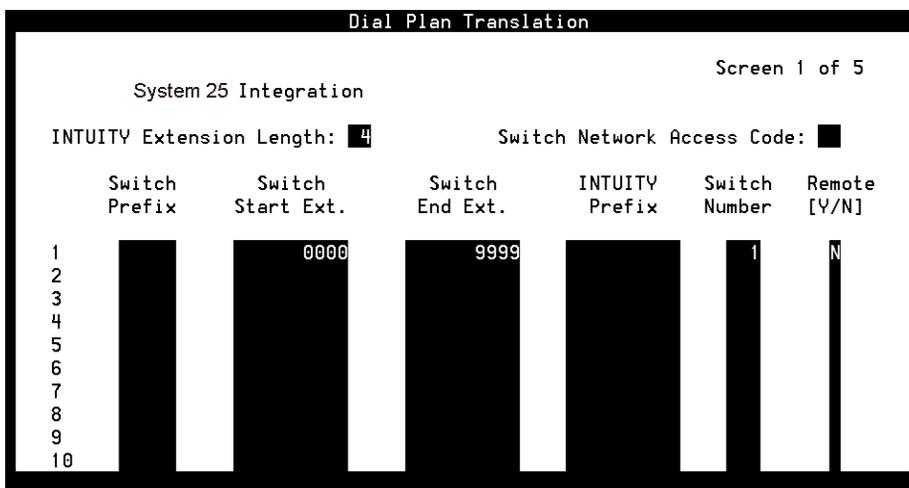


Figure 6-4. Dial Plan Translation Window

2. Enter the INTUITY extension length in the INTUITY Extension Length: field (see Table 6-3).
3. Enter the switch network access code in the Switch Network Access Code: field (see Table 6-3).
4. Enter the switch start extension in the Switch Start Ext. field (see Table 6-3).
5. Enter the switch end extension in the Switch End Ext. field (see Table 6-3).
6. Enter the switch number in the Switch Number field (see Table 6-3).

7. Enter **N** in the Remote [Y/N] field (see [Table 6-3](#)).
8. Repeat Step [4](#) through Step [7](#) for the remaining translations. (see the examples following [Table 6-3](#)).
9. Press **F3** (Save).

The system displays the following message:

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

10. Press **F1** (Acknowledge Message).
11. Press **F6** (Cancel) four times to return to the Avaya INTUITY Main Menu ([Figure 6-1](#)).

Table 6-3. Description of Fields in the Dial Plan Translation Window

Field	Description	Values
<switch> Integration	Displays the switch selected on the Switch Selection window.	Display only.
INTUITY Extension Length	Specifies the number of digits in the dial plan.	3 to 10 integers. This number 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 System 25 switch 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.	

Table 6-3. Description of Fields in the Dial Plan Translation Window

Field	Description	Values
INTUITY Prefix	This field is not used for the System 25 switch Integration.	
Switch Number	Number that uniquely identifies the switch and is used to address it. The Intuity AUDIX system uses this number to differentiate between subscribers on different switches.	Maximum of three digits, range 1 to 999.
Remote [Y/N]	For the System 25 switch, the option selected is always N.	<ul style="list-style-type: none"> ■ Y for remote ■ N for direct

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Examples

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

INTUITY extension length = 4

Switch Prefix	Switch Start Ext.	Switch End Ext.	INTUITY Prefix	Switch Number	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.

INTUITY extension length = 4

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

If the Dial Plan Translation window is administered as above and if the CLI and CP ID numbers in a call information packet are 4444 and 3333 respectively, the switch integration software translates them into 4444 and 3333, respectively, as INTUITY mailbox numbers. Similarly, if a transfer is

requested for INTUITY subscriber number 4444, the INTUITY subscriber number is translated to 4444 by the switch integration software. No prefix is appended for the local switch.

Setting MWI Parameters

Use this procedure to set parameters that determine how the system performs MWI updates. Permissions to change parameters on this window depend on the integration type. The parameters fulfill several purposes:

- MWI updates can be disabled altogether on the system, or blocked during a specified period of time on a daily basis.

The switch administrator may request that this be done.

All logins can set and change block times.

- MWI prefix or suffix strings may need to be changed to match the settings on the switch so that MWI updates can occur.

The **craft** login can change the strings for inband integrations.

For serial integrations, only the remote maintenance login can change the strings.

The frequency with which the system performs background updates can be altered.

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 the Intuity AUDIX system has been down.

Only the remote maintenance login can alter the timing for background updates.

- 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 from other updates.

Only the remote maintenance login can administer updates for broadcast mailboxes.

1. Start at the Avaya INTUITY Main Menu ([Figure 6-1](#)) and select

```
> Switch Interface Administration
> Call Data Interface Administration
> MWI Administration
> MWI Parameters
```

The system displays the MWI Parameters window (Figure 6-5) with system defaults for your integration. If the parameters have been previously administered, the system displays the defaults instead.

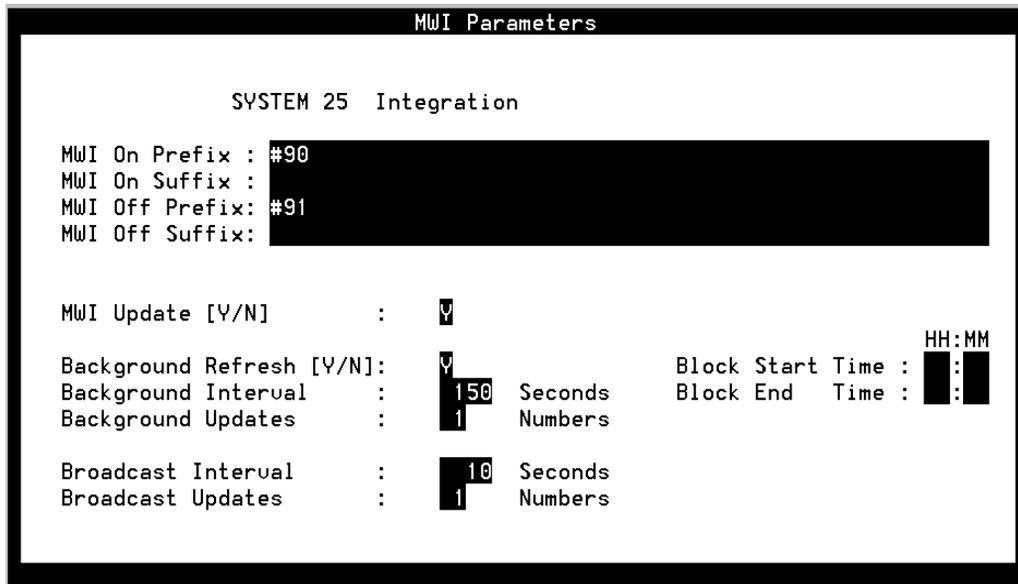


Figure 6-5. MWI Parameters Window

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 SuffixK fields, as appropriate to your switch (see Table 6-4).
 - 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?
 - Enter no and go to Step 4.

4. Press **F3** (Save).

The system displays the following message:

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

5. Press **F1** (Acknowledge Message).
6. Press **F6** (Cancel) four times to return to the Avaya INTUITY Main Menu ([Figure 6-1](#)).

Table 6-4. Description of Fields in the MWI Parameters Window

Field	Description	Values
<switch> Integration	Displays the switch selected on the Switch Selection window.	Display only.
MWI on prefix	This field is not used for the System 25 switch integration.	
MWI on suffix	This field is not used for the System 25 switch integration.	
MWI off prefix	A string added before the extension to turn off MWI indication.	#*91
MWI off suffix	This field is not used for the System 25 switch integration.	
MWI Update [Y/N]	Specifies whether the Intuity AUDIX system instructs the switch to perform MWI updates.	Only the remote support center can adjust this field.
Background Refresh [Y/N]	Specifies whether the MWI status for each extension status is periodically checked and updated.	Only the remote support center can adjust this field.
Background Interval	Sets the interval between MWI background updates for non-broadcast messages.	Only the remote support center can adjust this field.

Table 6-4. Description of Fields in the MWI Parameters Window

Field	Description	Values
Background Updates	Sets the number of background updates done in the interval entered in the Background Interval field.	Only the remote support center can adjust this field.
Broadcast Interval	Sets the interval between MWI background updates for broadcast messages.	Only the remote support center can adjust this field.
Broadcast Updates:	Sets the number of broadcast updates done in the interval entered in the Broadcast Interval field.	Only the remote support center can adjust this field.
Block Start Time:	This field is not used for the System 25 switch integration.	
Block End Time:		

(Sheet 2 of 2)

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.

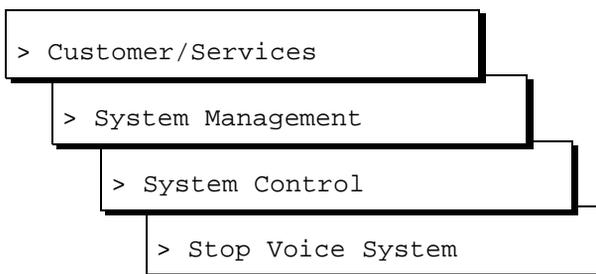


CAUTION:

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

Complete this procedure to stop and restart the voice system.

1. Start at the Avaya INTUITY Main Menu ([Figure 6-1](#)) and select



NOTE:

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

The system displays the Wait Time window ([Figure 6-6](#)).



Figure 6-6. Wait Time Window

2. Enter a time between 60 and 600 seconds as the time to wait for calls in progress to disconnect. Press **F3** (Save).

The system displays the following message:

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



NOTE:

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

3. Press **(ENTER)**.

The system returns to the System Control menu ([Figure 6-7](#)).

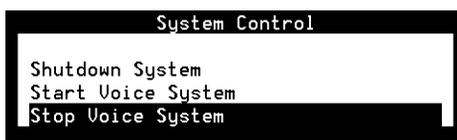
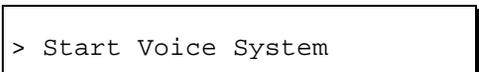


Figure 6-7. System Control Menu

4. From the System Control menu, select

A terminal screenshot showing a prompt character ">" followed by the text "Start Voice System".

The system displays the following message:

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

5. Press **(F1)** (Acknowledge Message).
6. The system redisplay the System Control menu ([Figure 6-7](#)).
7. Press **(F6)** (Cancel) three times to return to the Avaya INTUITY Main Menu ([Figure 6-1](#)).

Administering the Routing Table

The purpose of the INTUITY AUDIX routing table is twofold:

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

⇒ NOTE:

A trunk number cannot be used as the message retrieval number for the Lodging application. For systems operating both the INTUITY AUDIX and Lodging applications, the Lodging message retrieval number must be a phantom (dummy) number. The Lodging number cannot be entered into the routing table.

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 mailboxes, and administer the screens in the following order:

- Business schedules
- Holiday schedules
- Routing table



NOTE:

For coverage delay in the Night Service mode, enter the code #003# before sending the call to the auto attendant.

Access the INTUITY AUDIX Screen

To access the INTUITY AUDIX screen, start at the Avaya INTUITY Main Menu ([Figure 6-1](#)) and select

```
> AUDIX Administration
```

The system displays the screen used to administer the INTUITY AUDIX application ([Figure 6-8](#)).

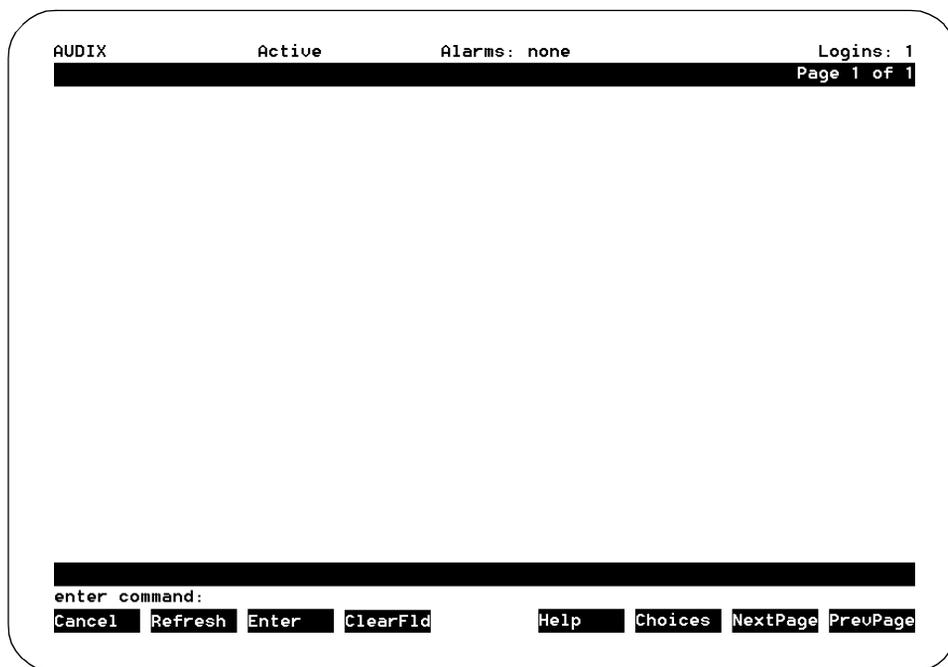


Figure 6-8. INTUITY AUDIX Screen

⇒ **NOTE:**

This screen provides command-line entry. The prompt for these forms is located toward the lower left 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 Avaya *INTUITY Messaging Solutions Release 4 Administration*, 585-310-564, for additional information.

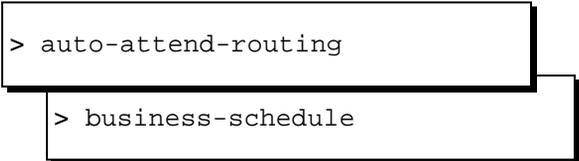
Entering the Business Schedules

You must enter the business schedules 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 name on the command line.

3. Enter the business schedule number or name.

The system displays the business schedule ([Figure 6-9](#)).

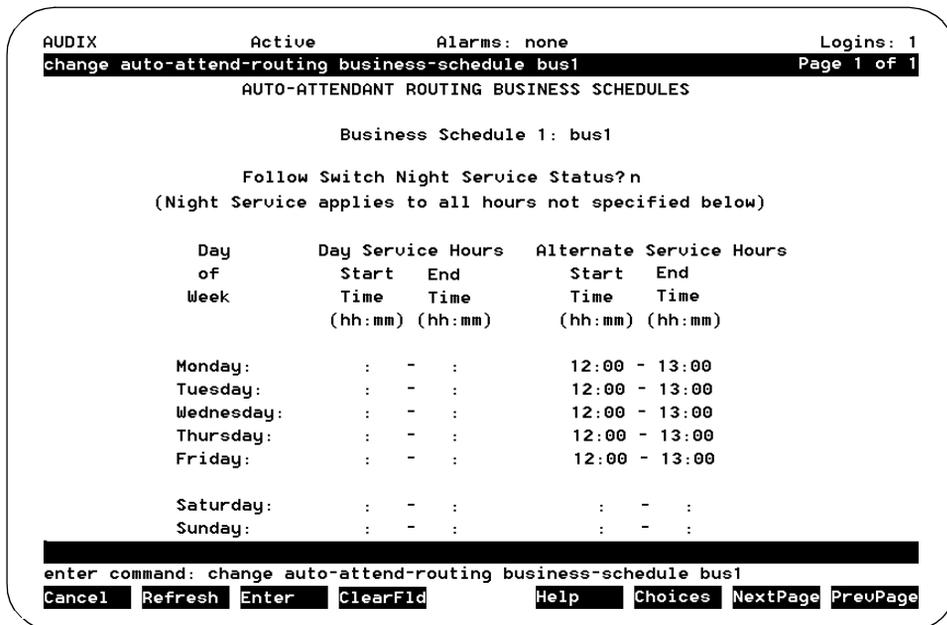


Figure 6-9. Business Schedule

4. Enter the information for the business schedule.



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 screens or continue with “Entering the Holiday Schedules” below.

Entering the Holiday Schedules

You must enter the holiday schedules before the routing table. Use the following procedure:



NOTE:

If the system is not displaying the INTUITY AUDIX screen ([Figure 6-8](#)), select AUDIX Administration from the Avaya INTUITY Main Menu ([Figure 6-1](#)).

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 6-10](#)).

```
AUDIX           Active           Alarms: none           Logins: 1
change auto-attend-routing holiday-schedule holl1           Page 1 of 2
          AUTO-ATTENDANT ROUTING HOLIDAY SCHEDULES

          Holiday Schedule 1: holl1

          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 holl1
Cancel Refresh Enter ClearFld Help Choices NextPage PrevPage
```

Figure 6-10. 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 system saves the holiday schedule.

6. Enter **exit** to leave the INTUITY AUDIX screens or continue with “Entering the Routing Table” below.

Entering the Routing Table

You must enter the routing table after any business schedules or holiday schedules that it references. Use the following procedure:

NOTE:

If the system is not displaying the INTUITY AUDIX screen (Figure 6-8), select AUDIX Administration from the Avaya INTUITY Main Menu (Figure 6-1).

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 6-11).

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 PrevPage

Figure 6-11. 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 system saves the routing table.

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

