

Switch Administration for the Lucent INTUITY Lodging System



Overview

At this point in the installation, you have completed the switch integration procedures required to integrate the switch with the basic Lucent INTUITY system. If the Lucent INTUITY system includes the optional lodging feature, you must now perform additional switch administration as outlined in this chapter.

Purpose

The purpose of this chapter is to provide the procedures you need to administer the switch to operate with the Lucent INTUITY Lodging option feature package.

Hunt Group Administration

A hunt group is a set of extension numbers assigned to another single number. When a call goes to this number a programmed search of the hunt group is made to deliver the call to a member of the set that is not busy. For example, when two calls are made to the hunt-group extension, they are reconnected to two free extensions from the set. Hunt groups are a commonly used switch feature. Your switch probably has hunt groups already assigned.

You will need to configure a hunt group for calls to the Lucent INTUITY system. Calls to the number serving the hunt group will then be redirected by the hunt group to the several Lucent INTUITY system voice ports.

1. Administer your switch to create a hunt group for your Lucent INTUITY system.

2. Have the voice ports on the Lucent INTUITY MAP computer wired to the switch ports that terminate the hunted extensions. Wire them as described in Installation book for your platform.

Message-Retrieval Administration

The message-retrieval number is a telephone number that subscribers call to retrieve voice-mail messages. Like other calls to the Lucent INTUITY system, message-retrieval calls ultimately go to the Lucent INTUITY hunt group.

Message Retrieval in Lodging Systems without AUDIX

1. Give the Lucent INTUITY hunt group number to subscribers to your system to use for message retrieval.

Message Retrieval in Systems Shared with AUDIX

There must be two message retrieval numbers in a shared system, one to retrieve from the AUDIX application, and one to retrieve from the Lodging application.

Retrieval from the AUDIX Application

1. Give the Lucent INTUITY hunt group number to your system's subscribers to use for message retrieval from the AUDIX application.

Retrieval from the Lodging Application

1. Administer on your switch an extension number that is not associated with a switch port. (These are often called phantom or dummy numbers.) This number becomes the Lodging message-retrieval number for your system.
2. Configure this number so that the Lucent INTUITY hunt group is in its coverage path for all calls.
3. Give the Lodging message-retrieval number to subscribers to your system to use for message retrieval from the Lodging application.

Alternate Message Retrieval Method

Besides the message-retrieval options offered above, you can allow guests to log in from any extension to any mailbox for which they have a password. A guest calls a particular number to access this service then enters an extension number and a password to get messages in the mailbox of the extension of interest.

To provide such a service:

1. Administer on your switch an extension number that is not associated with a switch port. (These are often called phantom or dummy numbers.) This number is to be used to retrieve messages from a remote telephone.
2. Configure this number so that the Lucent INTUITY hunt group is in its coverage path for all calls.
3. If your switch has a password capability, assign a password to the new extension.
4. Assign the service Idg_ni_vmto the new extension.
 - a. Log in to the Lucent INTUITY system as sa or craft.
 - b. Begin at the Lucent INTUITY Main Menu ([Figure 5-1](#)) and select:

```
> Voice System Administration
```

```
> Number Services
```

```
> Assign Number Service
```

The cursor appears in the Called Number field.

- c. Enter the called number that was administered on the switch for this purpose.
 - d. Move the cursor to `Service Name`, press **F2**, then select Idg_ni_vm.
 - e. Press **F3** (Save).

The system displays a command-output screen confirming your choice.
 - f. Press **F6** three times to return to the Lucent INTUITY Main Menu ([Figure 5-1](#)).
5. If you want the phantom extension to be available from outside your DID number.
6. Give the Lodging message-retrieval number to subscribers to your system to use for message retrieval from the Lodging application.

Voice Mail Administration

Voice mail is enabled any time the switch sends a guest's call to coverage. The following procedure, however, makes available a separate number that can be used at any time to send voice mail to a guest.

To provide such a service:

1. Administer on your switch an extension number that is not associated with a switch port. (These are often called phantom or dummy numbers.) This number is to be used to send voice messages to your subscribers.
2. Configure this number so that the Lucent INTUITY hunt group is in its coverage path for all calls.
3. Assign the service `ldg_ni_vm` to the new extension.
 - a. Log in to the Lucent INTUITY system as `sa` or `craft`.

- b. Begin at the Lucent INTUITY Main Menu ([Figure 5-1](#)) and select:

```
> Voice System Administration
```

```
> Number Services
```

```
> Assign Number Service
```

The cursor appears in the Called Number field.

- c. Enter the called number that was administered on the switch for this purpose.
 - d. Move the cursor to `Service Name`, press **F2**, then select `ldg_ni_vm`.
 - e. Press **F3** (Save).

The system displays a command-output screen confirming your choice.
 - f. Press **F6** three times to return to the Lucent INTUITY Main Menu ([Figure 5-1](#)).
4. If you want the phantom extension to be available from outside your system, have the extension assigned to a DID number.
 5. Give the Lodging voice-mail number to subscribers to your system so they can send voice mail among themselves.

Call Coverage Path

A coverage path directs the switch to transfer unanswered calls to a hunt group, to a service, or to another extension. These may be calls that are unanswered or calls to a busy extension. When a call goes to coverage, the switch forwards the called number to the Lucent INTUITY system. The Lucent INTUITY system discovers that the called number is administered as a particular subscriber's extension and treats the call as one to be answered and recorded. Depending on how the extension is listed, the call may be answered by either the AUDIX or Lodging application.

1. Administer your switch to assign call coverage to the Lucent INTUITY hunt group number for each guest's extension.

Do Not Disturb

Look for features on your switch that adapt themselves especially well to lodging situations. One example is the Do Not Disturb feature on some switches. This feature makes it possible to request that a particular extension not receive calls until a specified time. At the specified time, the switch automatically deactivates the feature and allows calls to terminate normally at the extension.

If this extension is covered to the Lucent INTUITY hunt group, then calls received while the Do-Not-Disturb feature is active will be recorded for later perusal.

The Lucent Technologies Definity G3 switches offer an example of a Do Not Disturb feature. In this case, switch administration for the feature is covered in the implementation book for your switch.

Cut to Service

A cut to service of the Lucent INTUITY Lodging application amounts to changing the coverage path for guest extensions to the Lucent INTUITY hunt group. The associated system must have been completely installed before you cut the Lucent INTUITY Lodging application into service. Furthermore, all Lucent INTUITY system initial administration, associated switch administration, and acceptance tests must have been completed.

Some switching systems make it possible to define these extensions to be a set and to change the coverage path for all guests at a single stroke. Most switching systems make it possible to change the coverage path for guest extensions one extension at a time. You may choose to use either method.

Gradual Cut to Service

Using this cut-to-service strategy, you enter guests into the Lucent INTUITY Lodging system as they check in. Only new guests, not current guests, receive Lucent INTUITY Lodging system services.

The advantages of this method include:

- Attendants can learn to cope with the new system without having to answer the questions of large numbers of guests.
- No guest has to learn both the old system and the new one. Current guests use the old system, new guests use the Lucent INTUITY Lodging system.
- You can assign custom passwords and language options to each guest as the guest is checked in.

Perform a gradual cut to service as follows:

1. Administer your switch to send call coverage for the guest's telephone to the Lucent INTUITY hunt group.
2. Check in each new guest as described in *INTUITY Lodging Administration and Feature Operations*, 585-310-577.

One-Step Cut to Service

On switches where a coverage path is separately defined and then applied to a class of stations, it is possible to subject all guest stations to Lucent INTUITY Lodging at once. Using this cut-to-service strategy, you change all of the guest stations to Lucent INTUITY Lodging system at the same time.

The advantages of this method include:

- Since Lucent INTUITY Lodging is brought up in one step, attendants must only cope with one call-answering system at a time.
- The cut-to-service job is over at once. Guests need not wonder why some guests have one service and some another.
- You can assign reasonable coverage options to all guests at once and modify administration for the few that have unusual requirements.

Perform a one-step cut to service as follows:

1. Administer, by means of Lucent INTUITY Lodging administration, the options your guests will enjoy.
2. Make sure your guests and attendants know when the change will take place and that they have some idea of how their new service will work.
3. On your switch, determine the coverage path that applies to your guests' stations.

4. Access your switch administration method for changing a coverage path.
Set the new coverage path for your guests' stations to the Lucent INTUITY
hunt group.

