

# **Optional Switch Administration for Intuity AUDIX System Features**

# 10

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## **Overview**

At this point in the installation, you have completed the switch administration procedures required to integrate the switch with the basic Intuity AUDIX system. If the Intuity AUDIX system includes optional features, you must now perform additional switch administration as outlined in this chapter.

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## **Purpose**

The purpose of this chapter is to provide the procedures you need to administer the switch to operate with the optional features of the Intuity AUDIX System such as AUDIX Digital Networking, Automated Attendant, and Night Service to Automated Attendant.

## INTUITY AUDIX Digital Networking Package Switch Administration

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Use the instructions in this section to administer a System 75, DEFINITY G1, and DEFINITY G3i, G3r, G3s, or G3vs switch to operate with the INTUITY AUDIX Digital Networking feature package. The INTUITY AUDIX Digital Networking feature package uses the DCP mode of the switch to exchange data information with the switch. Depending on the version of the switch you have, you may only be able to use one of the two I-Channels of each DCP circuit as shown in the following list:

- System 75 R1V3, DEFINITY G1 R1V4, and DEFINITY G3i, G3s, or G3vs Version 1 can only use one I-Channel
- DEFINITY G3i, G3s, and G3vs Version 2 can use both of the I-Channels. The option must be purchased, installed, and administered on the switch before Intuity AUDIX system administration is performed. Contact your sales representative for more information on the I-Channel option for the Digital Networking feature package.

To administer the switch to work with digital networking, you must add a data module for each DCP port or modem port and create a hunt group that contains each of the data module extensions. The instructions in this section apply to each of the switches listed above. Examples shown in the text use screens from a DEFINITY G3i switch. Any differences between the switches will be noted in the procedure. Use the following instructions to administer the switch.

### Configure the Data Module

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1. Log in to the switch as craft or inads.
2. At the enter command prompt, enter **add data-module *data module extension number***

The system displays the Data Module screen ([Figure 10-1](#))

add data-module 99999

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DATA MODULE

Data Extension: 12050

Name: AUDIX

Connected to: dte

BCC: \_\_

Type: pdm

COS: 1

Remote Loop-Around Test: n

Port: A0501

COR: 1

ABBREVIATED DIALING

List1: \_\_\_\_\_

SPECIAL DIALING OPTION: \_\_\_\_\_

HOT LINE DESTINATION

DEFAULT DIALING

Abbreviated Dialing Dial Code (From above list): \_\_

ASSIGNED MEMBER (Station with a data extension button for this data module)

Ext

Name

1:

Figure 10-1. Example G3i Data Module Screen

- Enter **pdm** in the `Type` field.
- Enter the location of the TN754 connected to the Intuity AUDIX DCP port or the RS-232 port for modems.
- If you have a DEFINITY G3i, G3s, G3vs or G3r version 2 switch with the optional I-Channel feature, you see the `Secondary` field. If you plan to use the feature to enhance digital networking, enter **y** in the field.
- Press `(ENTER)` to save the information and exit the screen.
- Repeat Steps 2 through 6 for each DCP port or modem port.

### Create a Hunt Group

- Enter **add hunt-group next** at the command prompt to create a new hunt group.  
The system displays the Hunt Group screen ([Figure 10-2](#)).

add hunt-group 10

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HUNT GROUP

Group Number: 10	Group Extension: 99999	Group Type: ucd
Group Name: NET	Coverage Path: _____	COR?: 1
Security Code: _____	Message Center: none	ACD? n
Queue? y	Night Service Destination: _____	Vector? n
ISDN Caller Disp: _____		

Figure 10-2. Example G3i Hunt Group Screen Page 1

2. Enter an unused extension in the `Group Extension:` field.

If the Intuity AUDIX system will be accessed from a remote Intuity AUDIX or AUDIX system, use a Direct Inward Dial (DID) line.

3. Enter **ucd** in the `Group Type:` field.
4. Enter **none** in the `Message Center:` field.
5. Enter **n** in the `ACD:` field.
6. After you enter the information in the fields, press **ENTER** to save the information.

The system refreshes the screen.

7. Press **NEXTPAGE** to move to page 2 of the Hunt Group screen ([Figure 10-3](#)).

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HUNT GROUP

Group Number: 10    Group Extension: 12000    Group Type: ucd

Group Member Assignments

Ext	Name	Ext	Name	Ext	Name
1: 12001		14: _____		27: _____	
2: 12002		15: _____		28: _____	
3: 12003		16: _____		29: _____	
4: 12004		17: _____		30: _____	
5: 12005		18: _____		31: _____	
6: 12006		19: _____		32: _____	
7: _____		20: _____		33: _____	
8: _____		21: _____		34: _____	
9: _____		22: _____		35: _____	
10: _____		23: _____		36: _____	
11: _____		24: _____		37: _____	
12: _____		25: _____		38: _____	
13: _____		26: _____		39: _____	
				40: _____	

Figure 10-3. Sample G3i Hunt Group Screen Page 2

8. Enter the DCP or modem data module extensions you created in the previous section in the Ext field.
- Place the extensions in the same order the extensions were assigned to the Intuity AUDIX system.
9. After you enter the extensions, press **ENTER** to save the information and return to the command prompt.

You have completed the switch administration required for the Intuity AUDIX Digital Networking feature package. For instructions on administering the feature package, see *Intuity AUDIX System Digital Networking Administration*, available on the *Intuity Messaging Solutions R5 Documentation* CD-ROM (585-313-803 or 585-313-807).

## Automated Attendant Administration

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Automated attendant is an Intuity AUDIX system feature that provides the caller with a menu of options. The caller then can request a department or extension by pressing a touch-tone key.

For each main attendant, assign a hunt group with a queue equal to the trunks that feed the attendant or assign a new hunt group that forwards calls to the INTUITY AUDIX hunt group.

### Assign a Station

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You can assign a station on the switch for each main attendant. The station requires a physical port on the switch. A physical voice terminal is not required. However, if a voice terminal is not attached to the port, the switch generates a minor alarm. Use the following procedure to assign a station for a main attendant.

1. Assign a station for the type of available port. See the appropriate switch administration chapter in this book for information on assigning a station.
2. Assign the station extension as the incoming destination for the incoming call trunk groups that will be served by the automated attendant. If you are not using the automated attendant as an incoming destination for a trunk group, skip this step and continue with step 3, and confirm that the `Auth Code` field is set to `n`.
3. From the attendant console or administrative voice terminal, activate Call Forwarding All Calls for the automated attendant extension. Make the destination the INTUITY AUDIX hunt group extension.

### Assign a Hunt Group

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Assign a new hunt group for the automated attendant if there is not a physical port available on the switch for a station. The hunt group forwards calls to the INTUITY AUDIX hunt group. Use the following procedure to assign a hunt group for the automated attendant.

1. Enter **add hunt group *hunt group number*** on the switch administration terminal.
2. Set `Group Name:` to a name that contains the group extension. Use the group extension as all or part of the group name.
3. Set `Group Extension:` to the automated attendant extension.
4. Set `Group Type:` to `ucd`.
5. Leave the `Coverage Path` field blank. All calls are forwarded to the INTUITY AUDIX hunt group extension.
6. Set the other fields according to the customer requirements.
7. Set `Queue?` to `y`.

8. Assign the numbers of all trunks to the hunt group.
9. Press **[ENTER]**.
10. Assign the automated attendant group extension as the incoming destination for incoming call trunk groups served by the automated attendant.

If you are not using the automated attendant as an incoming destination for a trunk group, skip this step and continue with Step 10. Set `Auth Code` to `n`.

11. At the attendant console, activate Call Forwarding All Calls for the automated attendant. Set the destination as the INTUITY AUDIX hunt group extension.

## Night Service to Automated Attendant Administration

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You can set up night service to an automated attendant from an incoming trunk or from a Listed Directory Number (LDN).

### From an Incoming Trunk

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Use the following procedure to set up night service to an automated attendant from an incoming trunk.

1. Assign the night automated attendant extension or hunt group number to the `Night Service` field on the trunk group form. The night automated attendant receives all incoming calls when you activate night service.
2. Activate Call Forwarding All Calls for the night automated attendant extension or hunt group number. Set the destination as the Intuity AUDIX hunt group extension.

While the console is in day service mode, calls route as usual according to the incoming destination on the trunk group form. When the console is placed in night service mode, calls route according to the night automated attendant destination identified in the `Night Service` field.

### From a Listed Directory Number (LDN)

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Use the following procedure to set up night service to an automated attendant from an LDN.

1. Assign one or more unique extensions on the Listed Directory Numbers (LDN) screen. These extensions cannot exist elsewhere in the switch. For example, assign 5000 as the LDN.

2. For each extension assigned in step 1, assign a name that includes the night automated attendant extension or hunt group number as part of the name. For example, if the night AA number or hunt group number is 5001, use the name night5001.
3. Assign the INTUITY AUDIX system hunt group extension in the Night Destination field. From the examples above, this number would be 5001.

When you place the attendant console in day service mode, the LDN acts as usual. When you place the attendant console in night service mode, the system sends calls to the INTUITY AUDIX hunt group extension. The INTUITY AUDIX system answers calls using the automated attendant that corresponds to the number in the LDN Name field.

## Automated Attendant Substitute Strategies

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A substitute for an automated attendant is needed so that calls do not go unanswered when the INTUITY AUDIX system is busy or unavailable. Administer each INTUITY AUDIX system individually. Consult the appropriate switch documents for details and interactions with other features.

For a System 75, DEFINITY G1, or DEFINITY G3 switch, you assigned either a station or a hunt group to access the automated attendant. If you assigned a station, you cannot use a substitute. If you used a hunt group and the INTUITY AUDIX system is unavailable, use the attendant console to change the destination of Call Forwarding from the INTUITY AUDIX system to a live attendant, for example, forward calls to LDN. When the INTUITY AUDIX system becomes available, activate forwarding to the Intuity AUDIX system extension. Another option is to change the incoming destination to go to a recorded announcement while the automated attendant is out of service. See the ["Switch Recorded Announcement"](#) below for more information.

## Transfer into Intuity AUDIX

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This feature allows an attendant or other party to transfer a call sent to coverage back to the Intuity AUDIX system to record a message. If used in a DCS network, assign the same Transfer Into Intuity AUDIX feature access code at each node.

1. Enter **feature access codes**.
2. Assign a dial access code to the `Transfer Into AUDIX` field.
3. Assign the Intuity AUDIX system hunt group to the coverage path of any system subscriber who wants the feature.



## Switch Recorded Announcement

The following procedure is used to provide a recorded announcement at the switch for anyone who accesses the Intuity AUDIX system, either through a direct call or through call redirection. The announcement is heard when all the Intuity AUDIX system voice ports are busy and calls start entering the Intuity AUDIX system queue.

### ⇒ NOTE:

A TN750 Announcement circuit card must be installed in a vacant slot or a customer-provided system must be placed in a vacant analog port for this feature to work.

1. At the administration terminal, enter **change announcements**
2. On a vacant line, 1 to 64, set `Ext` to the extension number. The number must agree with the dial plan.
3. Set `Type` to one of the following values:
  - **Integrated** when using a TN750
  - **Analog** when using external equipment

### ⇒ NOTE:

If you set the `Type` field to analog, you must complete the `Queue Length` and `Port` fields. Queue Length applies only if you enter **y** in the `Queue` field.

4. Set `COR` from 0 to 63.
5. Set `Name`. (You can use up to 15 characters to describe the announcement message.)
6. Set `Queue` to **y**
7. Select one of the following options:
  - If the system uses a TN750 circuit card, enter **n** in the `Protect` field.
  - If the system uses customer-provided external equipment, enter a length of 1 to 150 in the `Queue Length` field.
8. Select one of the following options:
  - If you set the `Type` field to integrated, enter **16**, **32**, or **64** in the `Rate` field to specify the recording speed when recording announcements on the TN750 Integrated circuit card.
  - If you set the `Type` field to analog, enter the equipment location number in the `Port` field.
9. Press `(ENTER)` to save the information and return to the `enter` command prompt.

10. Enter **change hunt-group 59**
11. Enter the extension of the announcement system in the `First Ann. Extension` field.
12. Enter **5** in the `First Announcement Delay (sec)` field.
13. Press `(ENTER)` to save the information and return to the `enter` command prompt.
14. Use one of the following options to record the announcement:
  - If you are using a TN750 circuit card, dial the announcement's extension number from the console or from a voice terminal with a console COS.
  - For a system using customer-provided external announcement equipment, use the instructions provided with the equipment to record the announcement.

## Switch Multiple Coverage Paths

Multiple coverage paths provide greater flexibility for call-answer treatment. System 75, DEFINITY G1, and DEFINITY G3 switches the linking of multiple paths. On the Coverage Path screen, specify a second path in the `Next Path Number` field. You can link the second path to other paths. These paths display in the `Linkage` field. For more details, see the appropriate switch documentation.