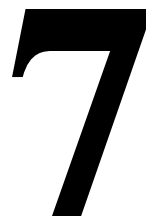


# **Intuity AUDIX System Administration for Switch Integration**



---

## **Overview**

In addition to administering the System 75, DEFINITY G1, DEFINITY G3i, G3r, G3s, or G3vs, you must administer the Intuity AUDIX™ system for the switch integration. The Intuity AUDIX system needs to know specific information about the switch, such as the switch link or connection type, the switch release, and the switch port. You must define the switch link from the Intuity AUDIX system to the switch.

## **Purpose**

This chapter provides the information you need to initiate basic operation of the Intuity AUDIX system with the customer's switch. Once the two are integrated you can perform acceptance test for individual system applications to ensure that they are operating properly on the system.

## Administer the Intuity AUDIX System for a Non-DCS Switch Integration

Use the instructions in this section to administer the Intuity AUDIX system for a non-DCS switch integration. See [“Administer the Intuity AUDIX System for a DCS Network Switch Integration”](#) below for instructions on administering the Intuity AUDIX system with DCS.

### CAUTION:

*When you update the Switch Interface Administration screen, the Intuity AUDIX system resets the DCIU switch link.*

1. Access the Avaya INTUITY Main Menu ([Figure 7-1](#)).

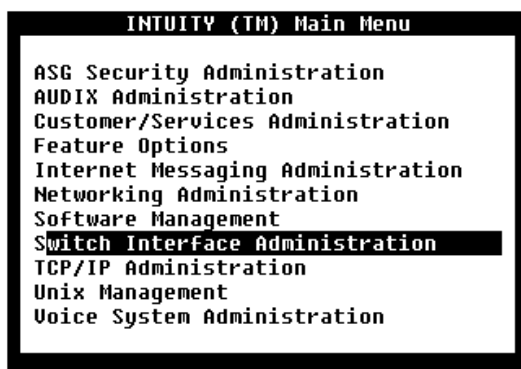


Figure 7-1. Avaya INTUITY Main Menu

### NOTE:

If you need instructions for logging on to the system and accessing the Avaya INTUITY Main Menu ([Figure 7-1](#)), see the installation book.

2. Select

```
> Switch Interface Administration
```

The system displays the Switch Interface Administration window ([Figure 7-2](#)) with the cursor in the `Extension Length:` field.

Switch Interface Administration

Switch Link Type: DCIU      Switch Release: System 75 type

Extension Length: 4

Host Switch Number: 1

AUDIX Number: 4

HOST SWITCH LINK ASSIGNMENTS

AUDIX Port			AUDIX Port		
Switch	Logical	Switch	Switch	Logical	Switch
Number	Channel	Port	Number	Channel	Port
1	1	59	2	—	—
3	3	59	4	—	—
5	—	—	6	—	—
7	—	—	8	—	—
9	—	—	10	—	—
11	—	—	12	—	—
13	—	—	14	—	—
15	—	—	16	—	—
17	—	—	18	—	—
19	—	—	20	—	—

Figure 7-2. Switch Interface Administration Window

See the worksheets in [Chapter 2, “Switch Integration Planning”](#) for the DCIU link administration process.

**NOTE:**  
The Switch Link Type: and Switch Release: fields are display only. You cannot change the information in these fields. If these fields do not match the switch, contact your remote support center. You may need to reload the switch integration software.

**NOTE:**  
To keep things simple we recommend matching the Logical Channel number with the Switch Number. For example, enter x in the Logical Channel field when the corresponding Switch Number is x.

- 3. Enter an extension length of **3**, **4**, or **5** in the Extension Length: field. The number must match the dial plan of the switch. See [Worksheet B](#), in [Chapter 2, “Switch Integration Planning”](#) to determine the extension length.
- 4. Enter the number of the host switch in the Host Switch Number: field. Valid host switch numbers range from 1 to 20. The number for the host switch on a non-DCS integration is usually 1.
- 5. Enter the AUDIX number in the AUDIX Number: field. See the Machine-ID field on [Worksheet D](#), section 3, or [Worksheet E](#), section 3, for the number.

6. Enter the logical channel number in the AUDIX Port Logical Channel field. Logical channels range from 1 to 20.

The logical channel is the same number as the Interface Link and the Remote Processor Channel on the switch. See the Machine-ID field on [Worksheet D](#), section 3, or [Worksheet E](#), section 3, for the number.

7. Enter the switch port in the AUDIX Port Switch Port field. Valid switch port numbers range from 1 to 64.
  - On a DEFINITY G3r switch, the number relates to the local channel. See the Processor Channel section of [Worksheet E](#), section 2, for the correct number.
  - On a System 75, DEFINITY G1, G3i, G3s, and G3vs switch, the number relates to the processor channel. See the Processor Channel section of [Worksheet D](#), section 2, for the correct number.

8. Press **SAVE** to update the system with the changes you entered.

The system displays a message that indicates the switch link is resetting.

9. Press **EXIT** to exit the Switch Interface Administration screen and return to the Avaya INTUITY Main Menu ([Figure 7-1](#)).
10. Determine your next step:
  - If you are installing an Intuity AUDIX system in the United States or Canada, you have completed the Intuity AUDIX system administration required for a DCIU switch integration. Continue with [Chapter 8, "Acceptance Test Administration"](#).
  - If you are installing an Intuity AUDIX system outside of the United States or Canada, continue with "Country Parameter Administration" below.

## Administer the Intuity AUDIX System for a DCS Network Switch Integration

Use the instructions in this section to administer the Intuity AUDIX system for a DCS network switch integration. See [“Administer the Intuity AUDIX System for a Non-DCS Switch Integration”](#) above for instructions on administering the Intuity AUDIX system without DCS.

### CAUTION:

*When you update the Switch Interface Administration screen, the Intuity AUDIX system resets the DCIU switch link.*

1. Access the Avaya INTUITY Main Menu ([Figure 7-1](#)).

### NOTE:

If you need instructions for logging in to the system and accessing the Avaya INTUITY Main Menu ([Figure 7-1](#)), see Appendix B, “Accessing the Windows and Screens”, of the installation book for your platform.

2. Select

```
> Switch Interface Administration
```

The system displays the Switch Interface Administration screen.

In [Chapter 2, “Switch Integration Planning”](#), you completed administration worksheets. See those worksheets you continue with the DCIU link administration process.

When you access the screen, the cursor appears in the `Extension Length` field. The `Switch Link Type` and `Switch Release` fields are display only. You cannot change the information in these fields. If these fields do not match the switch integration, contact your remote support center. You may need to reload the switch integration software.

3. Enter an extension length of **3**, **4**, or **5** in the `Extension Length:` field. The number must match the dial plan of the switch. See [Worksheet B](#), in [Chapter 2, “Switch Integration Planning”](#) to determine the extension length.
4. Enter the number of the host switch in the `Host Switch Number:` field. Valid host switch numbers range from 1 to 20.

In a DCS network, enter the number of the host switch that connects directly to the Intuity AUDIX system. The number must match the DCS node number on the switch. See [Worksheet K](#) in [Chapter 2, “Switch Integration Planning”](#) for the host switch number.

5. Enter the AUDIX number in the AUDIX Number: field. See the Machine-ID field on [Worksheet D](#), section 3, or [Worksheet E](#), section 3, for the number.
6. Enter the logical channel number in the AUDIX Port Logical Channel field. Logical channels range from 1 to 20.

The logical channel is the same number as the Interface Link and the Remote Processor Channel on the switch. See the Machine-ID field on [Worksheet D](#), section 3, or [Worksheet E](#), section 3, for the number.

7. Enter the switch port in the AUDIX Port Switch Port field. Valid switch port numbers range from 1 to 64.
  - On a DEFINITY G3r switch, the number relates to the local channel. See the Processor Channel section of [Worksheet E](#), section 2, for the correct number.
  - On a System 75, DEFINITY G1, G3i, G3s, and G3vs switch, the number relates to the processor channel. See the Processor Channel section of [Worksheet D](#), section 2, for the correct number.

8. Press **SAVE** to update the system with the changes you entered.

The system displays a message that indicates that the switch link is resetting.

9. Press **CANCEL** to exit the Switch Interface Administration window and return to the Avaya INTUITY Main Menu ([Figure 7-1](#)).

## **Administer the DCS Network Time Zone**

---

You must administer the time zones for the individual switches in the DCS network. See [Worksheet Q](#), in [Chapter 2, "Switch Integration Planning"](#), for the information you need.

### **⇒ NOTE:**

This screen does not change the time zone assignment for the host switch connected to the Intuity AUDIX system. See "Administering the Switch Link in Chapter 6, "DEFINITY Mode-Code Switch Integration", of the installation book for your platform for procedures on setting the Intuity AUDIX system time zones.

1. Access the Avaya INTUITY Main Menu ([Figure 7-1](#)).

### **⇒ NOTE:**

If you need instructions for logging on to the system and accessing the Avaya INTUITY Main Menu ([Figure 7-1](#)), see the installation book.

2. Select

```
> AUDIX Administration
```

3. Enter **change switch–time–zone** at the prompt.

The system displays the Change Switch-Time-Zone Command Output screen ([Figure 7-3](#)).

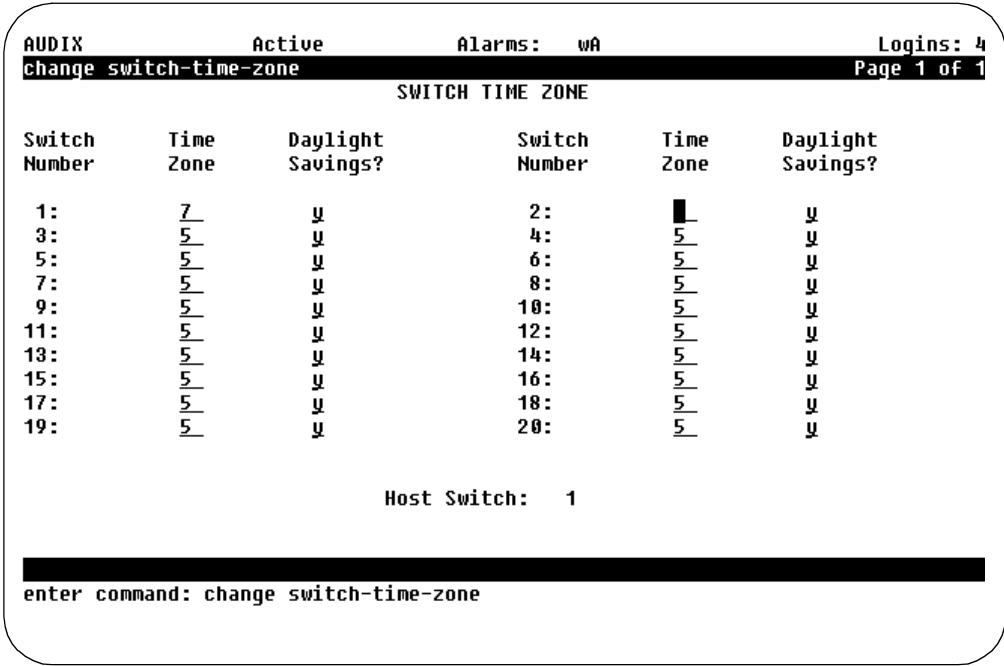


Figure 7-3. Change Switch-Time-Zone Command Output

4. See the [Worksheet Q](#) for time zone assignments. Enter the time zone and the daylight saving values for each switch.
- Use TAB, ▲, ◀, ▼, ▶ to move to the different fields.
5. When you finish, press ENTER (F3) to change the time zones.
6. Enter **exit** to return to the Avaya INTUITY Main Menu ([Figure 7-1](#)).
7. Determine your next step:
  - If you are installing an Intuity AUDIX system in the United States or Canada, you have completed the Intuity AUDIX system administration required for a DCIU switch integration. Continue with [Chapter 8, “Acceptance Test Administration”](#).
  - If you are installing an Intuity AUDIX system outside of the United States or Canada, continue with [“Country Parameter Administration”](#) below.



# Country Parameter Administration

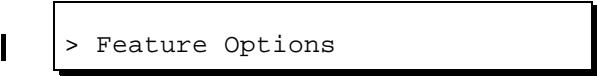
Use this procedure to check the country and switch for the system's switch integration. The selections in this window determine the defaults set in the system. If the system does not offer an exact match, contact your remote support center and ask them to select the country the matches the installation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

## Verifying the Country and Switch

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

To verify the country and switch:

- 1. Starting at the Avaya INTUITY Main Menu ([Figure 7-1](#)), select:



The system displays Feature Options window.

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

The system displays the Switch Selection window ([Figure 7-4](#)).

**NOTE:**  
Only the remote support center can administer this window.



Figure 7-4. 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 7-1](#)).
6. Determine your next step:
  - If you need to make changes to any of the operating parameters, continue with [“Customizing Switch Parameters on the Intuity AUDIX System”](#) below.
  - If you do not need to make any additional changes, continue with [Chapter 8, “Acceptance Test Administration”](#).

## Customizing Switch Parameters on the Intuity AUDIX System

---

Most systems will be able to operate on the defaults provided by the software. However, if you need to make changes to the settings, use the following procedure.

### ⇒ NOTE:

This procedure may only be performed with the craft login. Change these parameters only under the direction of your remote support center. Do not alter these parameters except under their direction.

## Procedure to Administer Switch Parameters

---

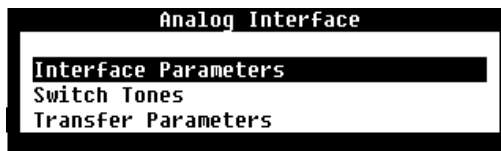
1. Starting at the Intuity AUDIX Administration menu, select:

```
> Switch Interface Administration
```

```
> Telephony Interface Administration
```

```
> Analog Interface
```

The system displays the Parameter Tuning menu, ([Figure 7-5](#)).



**Figure 7-5. Parameter Tuning Menu**

2. Determine your next step:

- To administer analog interface parameters, select

```
> Interface Parameters
```

- To administer switch tones, select

```
> Switch Tones
```

The displays a list of selections:

- Frequency Specification
- Busy Tone
- Dial Tone
- Reorder Tone
- Ring Tone
- Stutter Tone
- First Additional Tone
- Second Additional Tone
- Third Additional Tone

Select the tone that you want to modify. For a complete description of all of the fields, see [Appendix B, "Country-Specific Parameter Administration"](#). [Figure 7-7](#) shows a sample Switch Tones screen.

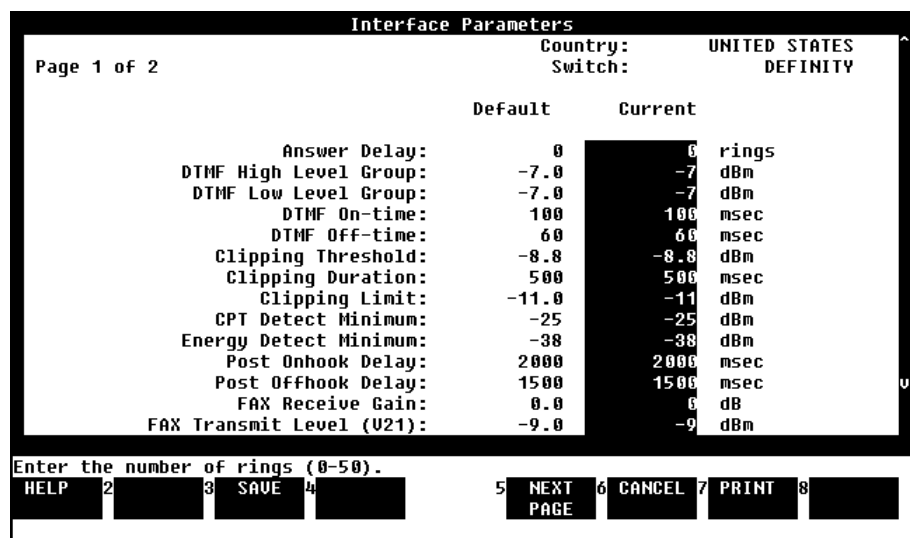


Figure 7-6. Analog Interface Parameter Screen

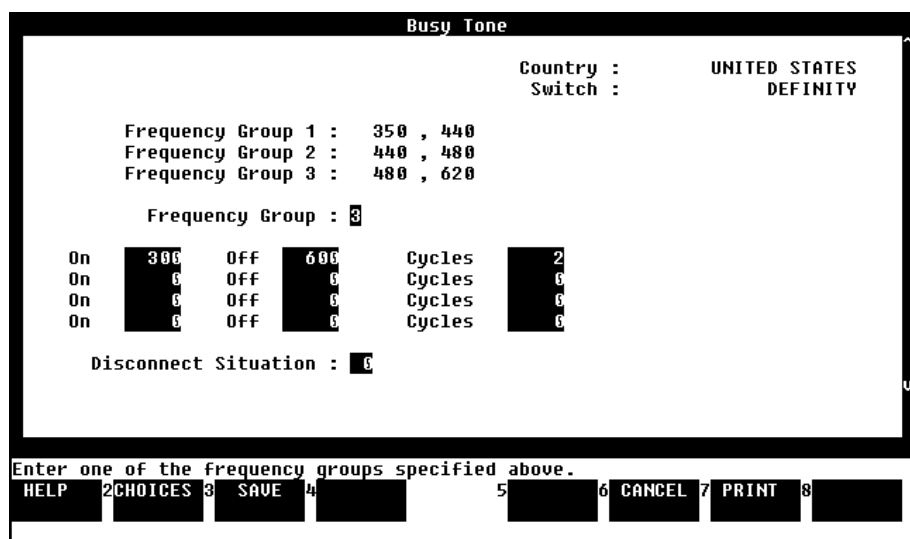


Figure 7-7. Sample Tone Screen

3. When you are on the screen you want to modify, move the cursor using the TAB or the up/down arrow keys to the field that needs to be changed.



**NOTE:**

The system will not allow you to change restricted fields.

4. Type in the new information.
5. Repeat Steps 3 and 4 for each field that you need to change on the screen.
6. Press **F3** (Save) to save the changes

The system flashes the word "Working" at the bottom of the screen and then displays the following message:

Your changes have been saved. You need to stop and start the Voice System to make these changes active.



**NOTE:**

You may make all of the changes before starting and stopping the voice system. You do not need to stop and start the voice system after you adjust each screen.

7. Press **F1** (Acknowlg Message).
8. Press **F6** (Cancel) to return to the Analog Interface Parameter screen ([Figure 7-6](#)) or Switch Tones screen ([Figure 7-7](#)).
9. Determine your next step:
  - If you need to make additional changes, return to Step 2 to select another screen.
  - If you have finished making change, complete the following Steps a through c:
    - a. Press **F6** (Cancel) you return to the Intuity AUDIX Administration menu ([Figure 7-1](#)).
    - b. Stop and start the voice system. See "[Stopping and Starting the Voice System](#)", below, for instructions.
    - c. When you have finished starting and stopping the voice system, continue with [Chapter 8, "Acceptance Test Administration"](#).

## Changing the Switch Extension Length on the Intuity AUDIX System

The Intuity AUDIX system has a default extension length of four. You may need to change the extension or dial plan length to match the dial plan on the switch. Use the procedures in this section to change the extension length.

See the **change extensions** command in the Administration section of *INTUITY Messaging Solution R5 Documentation*, 585-313-803 or 585-313-807, for information about changing extensions when a new dial plan is put into service.

### Change the Intuity AUDIX System Settings

1. Access the Avaya INTUITY Main Menu ([Figure 7-1](#)).

#### ⇒ NOTE:

If you need instructions for logging in to the system and accessing the Avaya INTUITY Main Menu ([Figure 7-1](#)), see Appendix B, “Accessing the Windows and Screens”, of the installation book for your platform.

2. Select

```
> Switch Interface Administration
```

The system displays the Switch Interface Administration screen ([Figure 7-2](#)). With the cursor in the `Extension Length:` field.

3. Enter an extension length of **3**, **4**, or **5** in the `Extension Length:` field. The number must match the dial plan of the switch. See [Worksheet B](#), in [Chapter 2, “Switch Integration Planning”](#) to determine the extension length.
4. Press **F3** (Save) to change the dial plan.
5. Press **F6** (Cancel) to return to the Avaya INTUITY Main Menu ([Figure 7-1](#)).
6. Select

```
> AUDIX Administration
```

7. AUDIX Administration from the menu.
8. Enter **change machine** at the prompt.

The system displays the Machine Profile screen ([Figure 7-8](#)).

AudixActiveAlarms:WA

Logins:12

change machinePage 1 of 2

MACHINE PROFILE

Machine Name: AudixType: localLocation: local

Voiced Name? nExtension Length: 5

Voice ID: 0Default Community: 1

ADDRESS RANGES

Prefix	Start Ext.	End Ext.	Warnings
1: _____	00000	99999	
2: _____	_____	_____	
3: _____	_____	_____	
4: _____	_____	_____	
5: _____	_____	_____	
6: _____	_____	_____	
7: _____	_____	_____	
8: _____	_____	_____	
9: _____	_____	_____	
10: _____	_____	_____	

enter command: change machine

Figure 7-8. Change Machine Screen

9. Enter the first extension of the range in the `Start Ext:` field. The range must have the same number of digits as indicated in the `Extension Length` field.
10. Enter the ending extension of the range in the `End Ext:` field. The range must have the same number of digits as indicated in the `Extension Length` field.



NOTE:


You cannot change the `Extension Length:` field on this form. Use the Switch Interface Administration screen to change the extension length.

11. Press **F3** (Enter) when you to save the changes.
12. Enter **exit** to return to the Intuity AUDIX Administration menu ([Figure 7-1](#)).
13. Stop and start the voice system. See [“Stopping and Starting the Voice System”](#), below, for instructions.

## Stopping and Starting the Voice System

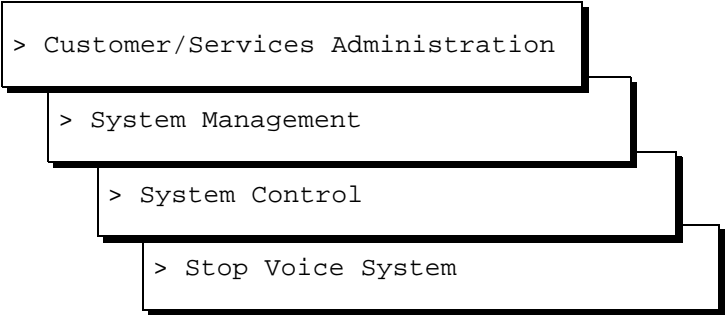
Use the following procedure to stop and start the voice system.

### Stopping the Voice System

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

To stop the voice system, do the following:

- 1. Start at the Avaya INTUITY Main Menu ([Figure 7-1](#)) and select:



The system displays the Wait Time window ([Figure 7-9](#)).



**Figure 7-9. Wait Time Window**

- 2. Enter a number between 60 and 600 to designate how long the system will wait for calls in progress to finish before stopping the voice system.



3. Press **(SAVE)** (F3).

The system displays the following message:

The Voice System is now stopping.

Initiating request to clear all calls in the next 60 seconds.

Orderly idling of the system succeeded.

After the Voice System has completely stopped, use the "Start Voice System" choice from the System Control menu to restart the Voice System.

The Voice System has stopped.

Press Enter to Continue.

**⇒ NOTE:**

When the voice system is stopped, the subscriber cannot access INTUITY AUDIX administration screens. AUDIX Administration still appears as an option on the Avaya INTUITY Main Menu ([Figure 7-1](#)), but the subscriber cannot select this option. To view INTUITY AUDIX administration screens, the subscriber must restart the voice system. See [Stopping the Voice System" on page 16.](#) for the procedure.

4. Press **(ENTER)**.

## Starting the Voice System

To start the voice system, do the following:

1. Start at the Avaya INTUITY Main Menu ([Figure 7-1](#)) and select:

> Customer/Services Administration

> System Management

> System Control

> Start Voice System

The system displays the following message:

The Voice System is starting.

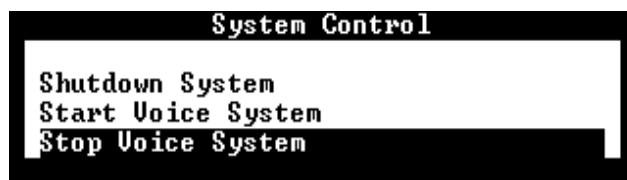
The Voice System is initializing cards.

Startup of the Voice System is complete.

Hit acknowledge key to continue.

2. Press  (F1).

The system displays the System Control menu ([Figure 7-10](#)).



---

**Figure 7-10. System Control Menu**

The procedure is complete.