Switch Integration Requirements

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Overview

This chapter contains information that explains switch integration processes, terms, and requirements including a:

- Brief explanation of the switch integration processes
- An explanation of the switches supported by the Intuity AUDIX INTUITY™ system
- Configuration descriptions that explain each of the components required to establish a link with the switch
- Configuration diagram that shows you the different hardware, physical connections, and cables used to connect the Intuity AUDIX system and the switch

Purpose

The information in this chapter will help you to understand the basic requirements of a Intuity AUDIX system switch integration *before* you attempt to administer the integration.

Switch Integration

Switch integration refers to the sharing of information between a voice messaging system and a switch to provide a seamless interface to callers and subscribers. A fully integrated voice messaging system answers calls with information taken directly from the switch.

Mode Code Switch Integration

Ordinary tip and ring wiring is all that is necessary to connect INTUITY AUDIX and DEFINITY switch for mode-code integration purposes. Unlike the methods of switch integration just described, mode-code integration depends on the transmission of ordinary analog telephone signals between an INTUITY AUDIX system and a DEFINITY R6 or later switch. Signals from the INTUITY AUDIX system to the switch consist of switch-hook signals and touch-tones signals. Signals from the switch consist of call-progress signals and touch-tones signals.

Specifically, mode-code integration includes the following, as shown in Table 1-1.

Table 1-1. Mode Code Integration

Function	Mode Code	Notes
Connection Information:		
Calling Party ID	Yes	
Called Party ID	Yes	
Internal vs. External Call	Yes	Can provide internal and external personal greetings
Direct vs. Redirected Call	Yes	
Busy vs. No Answer	No	Cannot provide personal greeting for busy/no answer.
Message Waiting Indicator (MWI) Status	No	Cannot provide “Integrated Notification” of new messages in other services, i.e., Message Center or LWC on switch.
Call Disconnect Message	No	Mode Code uses “wink” on line.
MWI Control		
MWI On/Off	Yes	
MWI Audit	No	Could refresh one at a time.

Table 1-1. Mode Code Integration

Function	Mode Code	Notes
Transfer Out of AUDIX	Basic	Basic transfer via switch-hook flash. Possibility of toll fraud. For description of call coverage.[1]
Transfer Into AUDIX	NA	Functionality is provided by switch.
Call Screening/Bridging	No	
*R for Call Answer	Yes	
Maintenance Features		
Busy Out Voice Ports	No	
“Link Alive” Messages	No	
Time of Day Clock Sync	No	
DCS Transparency	No	Future work for Mode Code switches.
Digital Networking	NA	Not dependent on switch integration.

1. With “Basic Transfer”, calls transferred to the switch look like direct calls from Intuity AUDIX. They will follow the switch's coverage path for the “transfer-to” destination. With “Enhanced Transfer”, Intuity AUDIX provides the original calling and called party information, along with an indication of whether or not the switch should allow the call to follow the coverage path for the destination endpoint.

Connection through Analog Boards

Use ordinary tip and ring analog wiring to connect the messaging system to the switch. See the example that follows.

1. Run modular cables from each tip and ring board together to the tip and ring distribution panel. (See Figure 1-1.)
2. Run a 25-pair cable from the distribution panel to an analog-line circuit pack on the switch.

NOTE:
This is one of many ways to connect between the switch and messaging system using inside building wire. It is subject to the same distance limitations as stations. The key element is the connection of the T/R circuits through the 25-pair cable to the switch.

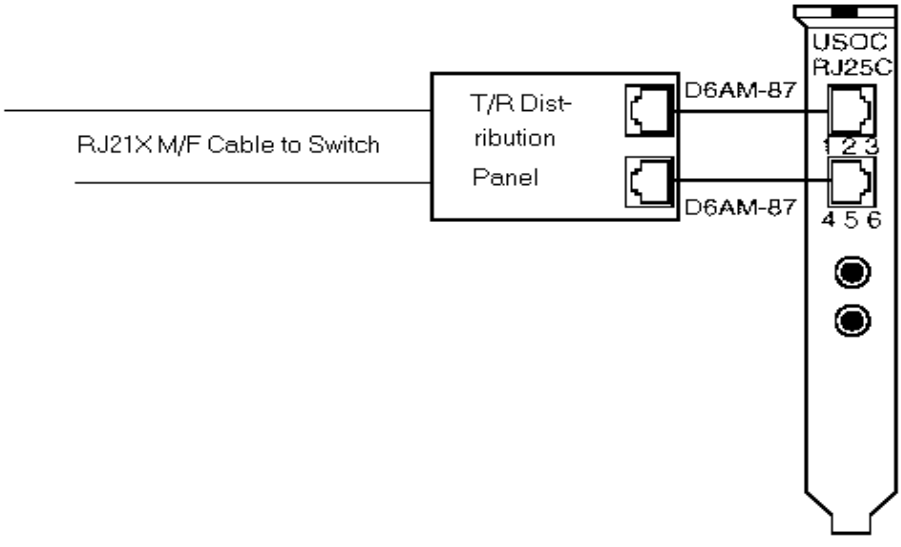

Figure 1-1. Analog Wiring Between Switch and Messaging System