INTUITY Messaging Solutions
R5 Integration with DEFINITY Mode Code

Issue 2
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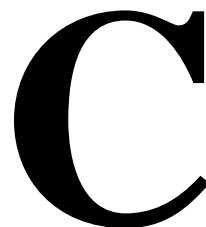**C** Switch Administration for INTUITY Lodging
Overview

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Switch Administration for INTUITY Lodging

C

Overview

At this point in the installation, you have completed the switch integration procedures required to integrate the switch with the basic Intuity AUDIX system. If the Intuity AUDIX 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 Intuity AUDIX 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 Intuity AUDIX system. Calls to the number serving the hunt group will then be redirected by the hunt group to the several Intuity AUDIX system voice ports.

1. Administer your switch to create a hunt group for your Intuity AUDIX system.

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Message-Retrieval Administration

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2. Have the voice ports on the Intuity AUDIX 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 Intuity AUDIX system, message-retrieval calls ultimately go to the Intuity AUDIX hunt group.

Message Retrieval in Lodging Systems without AUDIX

1. Give the Intuity AUDIX 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 Intuity AUDIX 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 Intuity AUDIX 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:

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Voice Mail Administration
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1. Administer on your switch an extension number that is not associated with a switch port. (These are often called <u>phantom</u> or <u>dummy</u> numbers.) This number is to be used to retrieve messages from a remote telephone.

2. Configure this number so that the Intuity AUDIX 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 ldg_ni_vmto the new extension.

   a. Log in to the Intuity AUDIX system as sa or craft.

   b. Begin at the Intuity AUDIX Administration menu (<u>Figure 3-10</u>) and select.

   > ```
   >Voice System Administration
   ```

   > ```
        >Voice Equipment
   ```

   c. From the Voice Equipment window, press F8 then F3.

   d. Select

   > ```
   > Services to Called Numbers
   ```

   e. Press F2 and select ldg_ni_vm.

   f. Enter the called number that was administered on the switch for this purpose.

   g. Press F3.

      The system displays a command-output screen confirming your choice.

   h. Press F5 three times to exit to the Voice Equipment window.

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.

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*Call Coverage Path*

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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 <u>phantom</u> or <u>dummy</u> numbers.) This number is to be used to send voice messages to your subscribers.

2. Configure this number so that the Intuity AUDIX hunt group is in its coverage path for all calls.

3. Assign the service ldg_ni_vmto the new extension.

   a. Log in to the Intuity AUDIX system as sa or craft.

   b. Begin at the Intuity AUDIX Administration menu and select

   c. From the Voice Equipment window, press F8 then F3.

   d. Select

   > Services to Called Numbers

   e. Press F2 and select ldg_ni_ca.

   f. Enter the called number of your choice.

   g. Press F3. the system displays a command-output screen confirming your choice.

   h. Press F5 three times to exit to the Voice Equipment window.

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 unanswerable 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 Intuity AUDIX system. The Intuity AUDIX 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 Intuity AUDIX hunt group number for each guest's extension.

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*Do Not Disturb*

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# 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 Intuity AUDIX hunt group, then calls received while the Do-Not-Disturb feature is active will be recorded for later perusal.

The Avaya, Inc. 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 Intuity AUDIX Lodging application amounts to changing the coverage path for guest extensions to the Intuity AUDIX hunt group. The associated system must have been completely installed before you cut the Intuity AUDIX Lodging application into service. Furthermore, all Intuity AUDIX 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 Intuity AUDIX Lodging system as they check in. Only new guests, not current guests, receive Intuity AUDIX 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 Intuity AUDIX 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 Intuity AUDIX hunt group.

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*Cut to Service*

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2. Check in each new guest as described in *INTUITY Lodging Administration and Feature Operations*.

## 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 Intuity AUDIX Lodging at once. Using this cut-to-service strategy, you change all of the guest stations to Intuity AUDIX Lodging system at the same time.

The advantages of this method include:

- Since Intuity AUDIX 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 Intuity AUDIX 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 Intuity AUDIX hunt group.