

# Implementing the Integration

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## Overview

This chapter explains how to implement the integration between the MERLIN LEGEND® or MERLIN MAGIX™ Communications System and the Lucent™ INTUITY™ system. It includes all steps necessary to get the system up and running for both acceptance testing and cut-to-service.

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## Purpose

The purpose of this chapter is to present the tasks that need to be completed and the order in which they must be completed.

## **Perform the Initial Lucent INTUITY System Installation**

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Complete the following tasks before performing any MERLIN LEGEND/MAGIX administration:

1. Complete Chapters 1 through 4 in the Lucent INTUITY installation book.  
Use the information in [Chapter 4, “Connectivity”](#), in this book to connect the hardware platform to the MERLIN LEGEND/MAGIX system and to any adjunct equipment.
2. Complete Chapter 5 in the Lucent INTUITY software installation book.

## **Perform the Initial MERLIN LEGEND/MAGIX Administration**

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If you are installing only the INTUITY AUDIX® application or only the Lodging application, you will need to configure one message retrieval number. If you are installing both the INTUITY AUDIX and the Lodging applications, you will need to configure a separate message retrieval number for each application. The Lodging message retrieval number on a co-resident system is a phantom (dummy) number mapped to the INTUITY AUDIX hunt group.

If you are also installing Lodging FAX Messaging, you will also need to configure an extension capable of accepting external calls for a FAX telephone number. This number should be a phantom extension terminating to the same hunt group.

### **⇒ NOTE:**

You do not need a separate FAX telephone number for INTUITY AUDIX's Lucent INTUITY FAX Messaging.

Complete the following tasks on the MERLIN LEGEND/MAGIX Communications System:

1. Renumber the MERLIN LEGEND/MAGIX system for a consistent 3 or 4-digit dial plan. Use the renumbering information on Forms 2a, 2b, 2c, and 2d. See [Chapter 5, “MERLIN LEGEND and MERLIN MAGIX Switch Administration”](#), for the MERLIN LEGEND/MAGIX system programming procedure.
2. Assign an integrated VMI calling group with linear hunt type, as defined on the Group Calling form (Form 7d for Release 3.0 or later; Form 6e for Release 2.0). See [Chapter 5, “MERLIN LEGEND and MERLIN MAGIX Switch Administration”](#) for the MERLIN LEGEND/MAGIX system programming procedure.

### **⇒ NOTE:**

Do not assign the trunks to the integrated VMI calling group or set the integrated VMI calling group as the receiver for the coverage group at

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this time. The Lucent INTUITY system is not set up to handle the calls yet, and callers will not receive the correct service.

3. Assign the tip/ring voice ports to the integrated VMI calling group defined on the Group Calling form (Form 7d for Release 3.0 or later; Form 6e for Release 2.0). See [Chapter 5, “MERLIN LEGEND and MERLIN MAGIX Switch Administration”](#), for the MERLIN LEGEND/MAGIX system programming procedure.
4. If you are installing both the INTUITY AUDIX and the Lodging applications, configure a phantom number for the Lodging message retrieval number and map it to the INTUITY AUDIX hunt group.
5. If you are installing Lodging FAX Messaging, configure a telephone number for Lodging FAX Messaging.

## **Lucent INTUITY System Initial Administration and Test**

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Perform basic initial administration on the Lucent INTUITY system:

1. Administer the Lucent INTUITY switch interface windows on the Lucent INTUITY system. See Chapter 6 in the Lucent INTUITY installation book. Be sure to enter the extension length (dialed digits) into the Dial Plan Translation window.

**⇒ NOTE:**

Administer the routing table for any trunk lines that will require voice mail service. These trunks should be listed in the routing table with “login” in the business schedule column. Do not administer the remaining fields in the routing table at this time.

2. Map Channels for acceptance testing and acceptance test the channels. See Chapter 6 in the Lucent INTUITY installation book.
3. Determine your next step:
  - a. If you are installing the INTUITY AUDIX application, continue with [Step 4](#).
  - b. If you are installing only Lodging:
    1. Continue with Chapter 11 in the Lucent INTUITY installation book if you are installing peripherals such as the printer or remote terminal and then continue with Chapter 14. After completing Chapter 14, continue with [Step 9](#) below.
    2. Continue with Chapter 14 in the Lucent INTUITY installation book if you are not installing any peripherals. After completing Chapter 14, continue with [Step 9](#) below.
4. Administer the Lucent INTUITY system for INTUITY AUDIX acceptance testing. See Chapter 7 in the Lucent INTUITY installation book.

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5. Use the MERLIN LEGEND/MAGIX system programming procedure to add the extensions for the test telephones. See [Chapter 5, “MERLIN LEGEND and MERLIN MAGIX Switch Administration”](#), in this book.

Administer two test telephones near the MERLIN LEGEND/MAGIX Communications system for testing or select two subscribers from the stations listed on Form 2a as having INTUITY AUDIX call coverage and defined by Forms 4b, 4d, 5a, or 5b. The coverage group is defined on the Group Coverage form (Form 7c for Release 3.0 or later; Form 6d for Release 2.0).

 **NOTE:**

If you are using actual subscribers and working during business hours, request that the MERLIN LEGEND/MAGIX system administrator select the subscribers so that business will not be disturbed.

6. Administer the two test subscribers or use the same two subscribers from the subscriber list on the Lucent INTUITY system and complete the testing. See Chapter 7 in the Lucent INTUITY installation book.
7. After completing Chapter 7 in the Lucent INTUITY installation book, continue with Chapters 8 through 11. Use only the chapters that apply to the installation.
8. Determine your next step:
  - a. If you are installing Lodging, continue with Chapter 14. When you have completed Chapter 14, continue with [Step 9](#).
  - b. If you are not installing Lodging, continue with [Step 9](#).
9. Enter the Business Schedules, Holiday Schedules, and Routing Table defined on Worksheets B, C, and D into the Lucent INTUITY system if the system will be using automated attendants.

 **NOTE:**

The business and holiday schedules must be entered before they can be referenced in the routing table. Enter the routing table last.

- a. Enter the Business Schedules using the information on Worksheet C. See [“Entering the Business Schedules”](#) section of [Chapter 6, “Lucent INTUITY System Administration”](#), in this book.
- b. Enter the Holiday Schedules using the information on Worksheet D. See [“Entering the Holiday Schedules”](#) section of [Chapter 6, “Lucent INTUITY System Administration”](#), in this book.
- c. Enter the Routing Table using the information on Worksheet B. See [“Entering the Routing Table”](#) section of [Chapter 6, “Lucent INTUITY System Administration”](#).

## Perform Cut-to-Service Administration

If you are installing the INTUITY AUDIX application, add the subscribers to the Lucent INTUITY system. Use the administer test subscribers procedure in Chapter 7 of the Lucent INTUITY installation book and administer the subscribers for the INTUITY AUDIX application. For additional information about subscriber administration, see the “Administration” section in one of the following INTUITY Messaging Solutions Release 5 Documentation CDs:

- *INTUITY Messaging Solutions Release 5 Documentation, 585-313-803, Issue 3*
- *INTUITY Messaging Solutions Release 5 Documentation for Technicians, 585-313-807, Issue 3*

Complete the following tasks for cut-to-service:

1. Connect the coverage group to the integrated VMI calling group. See [Chapter 5, “MERLIN LEGEND and MERLIN MAGIX Switch Administration”](#), in this book. The calling group was defined on the Group Calling form (Form 7d for Release 3.0; Form 6e for Release 2.0).
  2. Direct incoming calls on specified trunks to the calling group(s). See [Chapter 5, “MERLIN LEGEND and MERLIN MAGIX Switch Administration”](#), in this book. The calling group was defined on the Group Calling form (Form 7d for Release 3.0; Form 6e for Release 2.0).
  3. Make test calls to each subscriber, but do not answer the calls. The Lucent INTUITY system should provide call-answer service for these calls.
  4. While listening to the first subscriber’s greeting, enter , , another subscriber’s extension, and .
- Verify that the call is transferred to the second subscriber.
5. Make test calls directly from the subscriber stations to the calling group. The Lucent INTUITY system should provide voice mail service for these calls.
  6. Determine your next step:
    - a. If the system will use networking, continue with the next section, “Perform Networking Administration and Test”.
    - b. If the system will not use networking, complete Chapter 16, “Cut-to-Service Procedures”, in the Lucent INTUITY installation book to finish the installation.

## **Perform Networking Administration and Test**

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Once the system is fully administered for the INTUITY AUDIX subscribers and operational, you can administer the networking applications. Complete the following tasks:

1. Administer and test the networking. Use the following chapters from the Lucent INTUITY installation book as they apply to the system:
  - Chapter 12, if the system will use AMIS analog networking
  - Chapter 13, if the system will use INTUITY AUDIX Digital Networking
  - Chapter 15, if the system will use InterNet Messaging
2. Complete Chapter 16, "Cut-to-Service Procedures", in the Lucent INTUITY installation book to finish the installation.