

Lucent INTUITY System Administration

6

Overview

This chapter describes how to administer the Lucent™ INTUITY™ system for integration with the MERLIN LEGEND® or MERLIN MAGIX™ switch. To integrate the systems, check or administer the following windows on the Lucent INTUITY system:

- Switch Selection
- MWI Device Assignment
- Dial Plan Translation
- MWI Parameters
- Routing Table



NOTE:

This administration is also in the Lucent INTUITY system installation book.

This chapter also describes the procedure for entering the routing table, business schedules, and holiday schedules. You will need to enter the routing table if the system will be using trunk lines or automated attendants operating with different schedules.

Purpose

The purpose of this chapter is to provide instructions for the administration of the Lucent INTUITY system for the integration.

Administering the Lucent INTUITY System for Switch Integration

Use the procedures below to configure the Lucent INTUITY system for operation with the MERLIN LEGEND/MAGIX Communications system.

⇒ NOTE:

If you make any changes to the following windows, you must stop and start the voice system for the changes to take effect.

Lucent INTUITY Main Menu

All procedures in this chapter begin at the Lucent INTUITY Main Menu ([Figure 6-1](#)).

⇒ NOTE:

[Figure 6-1](#) is a sample window only and may not reflect the options available for the system that you are installing.

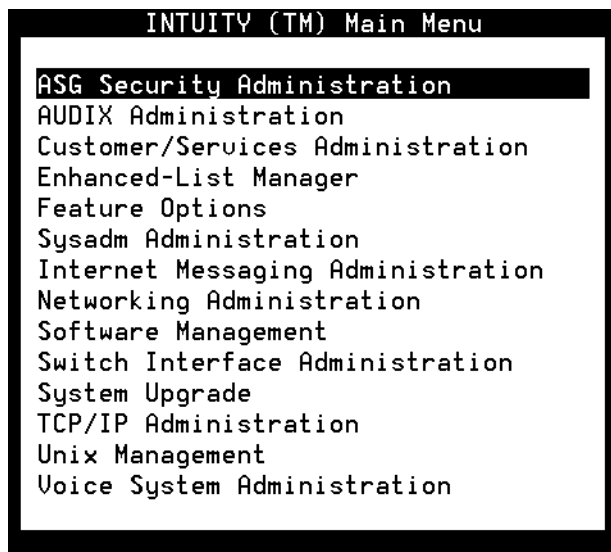


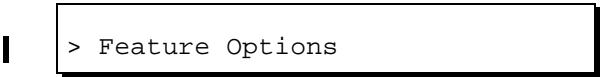
Figure 6-1. Lucent INTUITY Main Menu

Verifying the Country and Switch

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.

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

1. Start at the Lucent INTUITY Main Menu ([Figure 6-1](#)) and 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 6-2](#)).

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

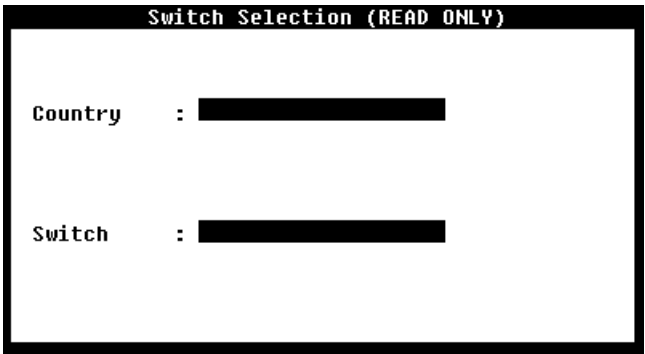


Figure 6-2. Switch Selection Window

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 Lucent INTUITY Main Menu ([Figure 6-1](#)).

Table 6-1. Switch Selection Window — Field Descriptions

Field	Description and Values
Country	<p>Specifies the country for which the system sets country-specific default parameters. Normally the country is factory-preset for your integration.</p> <p>Verify that the country matches your location. If it does not, contact your remote support center.</p>
Switch	<p>Specifies the switch for which the system sets default parameters in the call data interface. Normally the switch type is factory-preset for your integration.</p> <p>Verify that the switch matches your switch. If it does not, contact your remote support center.</p>

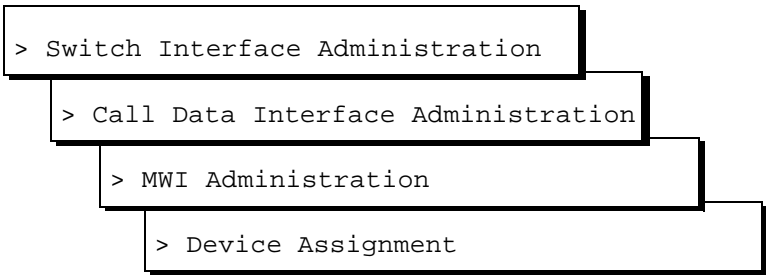
Setting the MWI Device Assignments

Complete this procedure to assign the channel group number(s) on which the system performs MWI updates. The procedure allows you to partition the channel(s) on which MWI updates are performed.

To assign a channel group here for MWI updates, you must have already administered the group using the Channels to Group option under the Voice Equipment menu. See the Lucent INTUITY system installation book for your platform for the procedure.

Complete this procedure to assign the devices on which the system performs MWI updates.

- 1. Start at the Lucent INTUITY Main Menu ([Figure 6-1](#)) and select:



The system displays the first of two screens of the Device Assignment window ([Figure 6-3](#)). If the parameters have been previously administered, the system displays the current values. Ten rows of data are displayed on

each screen, for a total of 20 rows in the window. To access the second screen, press **F5** (Next Page). To return to the first screen, press **F4** (Prev Page).

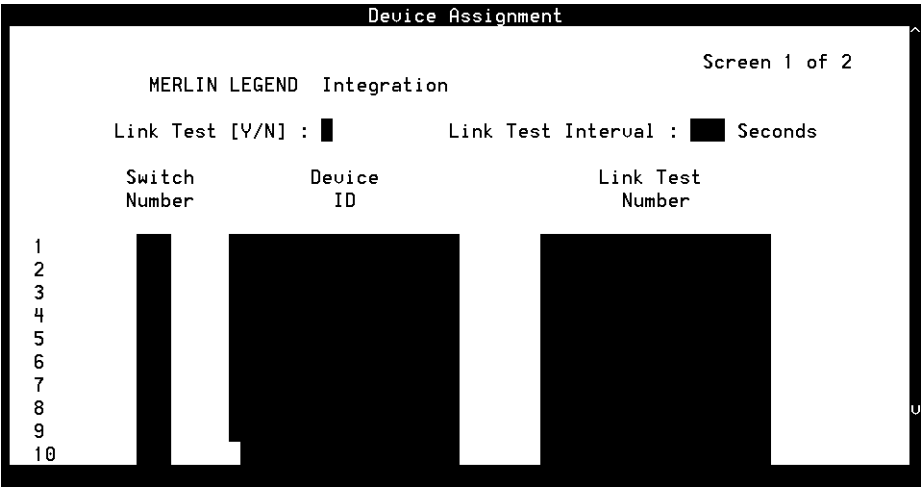


Figure 6-3. Device Assignment Window

2. Enter a switch number in the Switch Number field (see [Table 6-2](#)).
3. Enter a device ID in the Device ID field (see [Table 6-2](#)).
4. Press **F3** (Save).

The system displays the following message:

You need to restart the Voice System to make these changes active.

5. Press **F1** (Acknowledge Message).
6. Press **F6** (Cancel) four times to return to the Lucent INTUITY Main Menu ([Figure 6-1](#)).

Table 6-2. Device Assignment Window — Field Descriptions

Field	Description	Values
<switch> Integration	Displays the switch selected on the Switch Selection window in the telephony interface.	Display only.
Link Test (Y/N)	These fields are not used for the MERLIN LEGEND/MAGIX integration.	
Link Test Interval		
Switch Number	Number that uniquely identifies the switch and is used to address it. The Lucent INTUITY system uses this number to differentiate between subscribers on different switches.	Usually matches the INTUITY AUDIX® user switch number.
Device ID	Name(s) of the device(s) to be used for MWI update. The group number as administered on the Display Voice Equipment window, valid range 1 through 32. By default all channels are assigned to group 2; outcalling is always done on group 2. The device IDs can be comma-separated or specified in ranges. For example, device IDs 1, 2, 3, 4, 5, 16, and 18 can be specified in either of the following ways: <div>1,2,3,4,5,16,18 1-6,16,18</div> If all of the channels are assigned to Group 2 (the default), enter 2 (usually).	
Link Test No.	This field is not used for MERLIN LEGEND/MAGIX integration.	

Setting the Dial Plan Translations

Complete this procedure to set up the translations to be done on the calling party identification (CLI) and called party identification (CP ID) for incoming and outgoing calls to interface the INTUITY system and the switch.

Procedure

1. Start at the Lucent INTUITY Main Menu ([Figure 6-1](#)) and select:

> Switch Interface Administration

> Call Data Interface Administration

> System Translation Administration

> Dial Plan Translation

The system displays the first of five screens of the Dial Plan Translation window ([Figure 6-4](#)) with defaults for your integration. If the parameters have been previously administered, the system displays the current values instead. Ten rows of data are displayed on each of these screens, for a total of 50 rows in the window. To access the next screen, press **(F5)** (Next Page). To return to the previous screen, press **(F4)** (Prev Page).

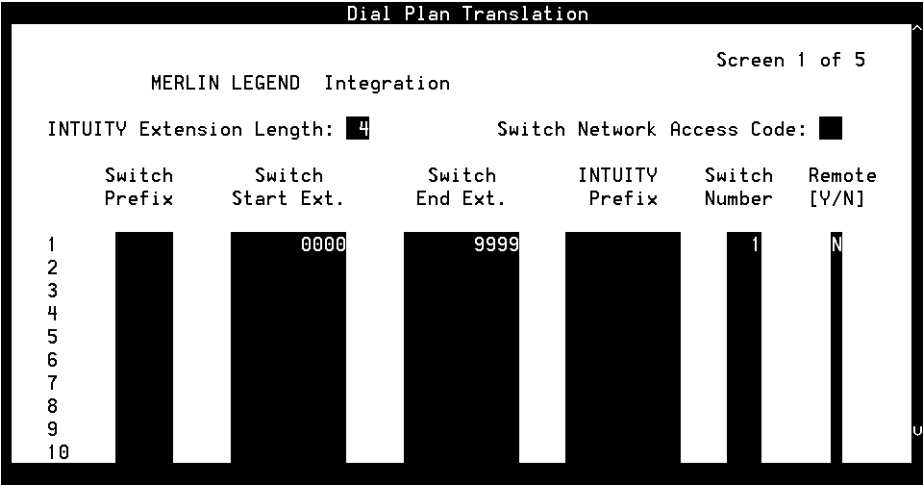


Figure 6-4. Dial Plan Translation Window

2. Enter the INTUITY extension length in the INTUITY extension length field (see [Table 6-3](#)).
3. Enter the Switch network access code in the Switch Network Access Code field (see [Table 6-3](#)).
4. Enter the switch prefix in the Switch Prefix field (see [Table 6-3](#)).
5. Enter the switch start extension in the Switch Start Ext. field (see [Table 6-3](#)).
6. Enter the switch end extension in the Switch End Ext. field (see [Table 6-3](#)).

7. Enter the INTUITY prefix in the INTUITY Prefix field (see [Table 6-3](#)).
8. Enter the switch number in the Switch Number field (see [Table 6-3](#)).
9. Enter Y or N in the Remote [Y/N] field (see [Table 6-3](#)).
10. Repeat Steps [4](#) through [9](#) for the remaining translations to be done. (See the examples following [Table 6-3](#).)
11. Press **F3** (Save).
- The system displays the following message:
- You need to restart the Voice System to make these changes active.
12. Press **F1** (Acknowledge Message).
13. Press **F6** (Cancel) four times to return to the Lucent INTUITY Main Menu ([Figure 6-1](#)).

Table 6-3. Dial Plan Translation Window— Field Descriptions

Field	Description	Values
<switch> Integration	Displays the switch selected on the Switch Selection window.	Display only.
INTUITY Extension Length	Specifies the number of digits in the dial plan.	3 to 10 integers. Must be the same as the number of digits administered for the INTUITY prefix combined with the number of digits for the (start or end) extension number.
Switch Network Access Code	<i>This field is not used for MERLIN LEGEND/MAGIX integration.</i>	
Switch Prefix		

Continued on next page

Table 6-3. Dial Plan Translation Window— Field Descriptions — *Continued*

Field	Description	Values
Switch Start Ext.	Specifies the first extension number in the range of allowed extension numbers.	The number of digits specified for the start and end extension numbers must be identical. For example, to specify the range 200 through 3999, enter: <ul style="list-style-type: none">■ Start extension 0200■ End extension 3900
Switch End Ext.	Specifies the last extension number in the range of allowed extension numbers.	
INTUITY Prefix	This field is not used for the MERLIN LEGEND/MAGIX Integration.	
Switch Number	Number that uniquely identifies the switch and is used to address it. The Lucent INTUITY system uses this number to differentiate between subscribers on different switches.	Maximum of three digits, range 1 to 999.
Remote [Y/N]	For MERLIN LEGEND/MAGIX the option selected is always 'N'.	<ul style="list-style-type: none">■ Y for remote■ N for direct

Examples

- This example illustrates entries used for the common scenario where there is a single switch connection and fixed-length switch subscriber extensions.

Table 6-4.

INTUITY extension length = 4					
Switch Prefix	Switch Start Ext.	Switch End Ext.	INTUITY Prefix	Switch ID	Remote [Y/N]
	0000	9999		1	N

- This example illustrates entry for a common networked switch scenario, where switch extensions are the same length but the network prefix varies in length. Remote flag N for switch 1 indicates that switch 1 and the INTUITY system are directly connected.

Table 6-5.

INTUITY extension length = 4					
Switch Prefix	Switch Start Ext.	Switch End Ext.	INTUITY Prefix	Switch ID	Remote [Y/N]
860	3000	3999		1	N
755	1000	2999		1	N

If the Dial Plan Translation window is administered as above and if the CLI and CP ID numbers in a call information packet are 814444 and 3333, the switch integration software translates them into 4444 and 3333, respectively, as INTUITY mailbox numbers. The local switch may not pass the full network number for its own subscriber. Similarly, if a transfer is requested for INTUITY subscriber number 4444, the INTUITY subscriber number is translated to 814444 by the switch integration software. No prefix is appended for the local switch.

- This example illustrates entry for a networked switch scenario. The network dial plan is 7 digits. The INTUITY subscriber database is based on the network dial plan. However, each individual switch has a different dial plan (extension length). The call data from the local switch (switch 1) contains 4-digit extensions. The 3-digit network code for the local switch is used as a prefix to convert 4-digit extensions to 7 digits. The remote switch has a 3-digit dial plan and a 4-digit network code. The call data from the remote switch contains the 7-digit network number.

Table 6-6.

INTUITY extension length = 7					
Switch Prefix	Switch Start Ext.	Switch End Ext.	INTUITY Prefix	Switch ID	Remote [Y/N]
	3000	3999	860	1	N
	4000	4999	755	1	N

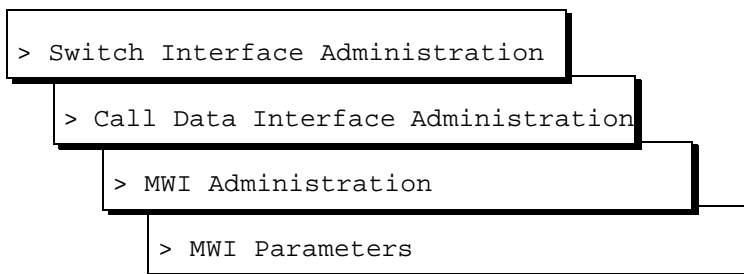
Setting MWI Parameters

Complete this procedure to set parameters that determine how the system performs MWI updates. The parameters fulfill several purposes.

- The default prefix or suffix strings may need to be changed so that MWI updates can occur.
- To set the frequency with which the system performs background updates. In background updates, the system periodically refreshes the status of the MWI indicators. Staggering the updates prevents overload of the system resources. Enabling background updates is useful in situations where updates are pending because the switch or Lucent INTUITY system has been down.
- The system handles MWI updates for messages sent from broadcast mailboxes separately from other messages. You can alter the frequency with which broadcast message updates occur separately.
- To disable MWI updates altogether on the system, or block them during a specified period of time.

To set MWI parameters

1. Start at the Lucent INTUITY Main Menu ([Figure 6-1](#)) and select



The system displays the MWI Parameters window ([Figure 6-5](#)) with system defaults for your integration. If the parameters have been previously administered, the system displays the defaults instead.

The screenshot shows a terminal window titled "MWI Parameters". Inside, the "MERLIN 1" section is active, showing "Integration" parameters. The "MWI on prefix", "MWI on suffix", "MWI off prefix", and "MWI off suffix" fields are redacted with black boxes. Below these, the "MWI Update [Y/N]" field is set to "Y". The "Background Refresh [Y/N]" field is set to "N". To the right, "Block Start Time" and "Block End Time" are shown in "HH:MM" format, with the end time field redacted. Further down, "Background Interval" is set to 5 seconds and "Background Updates" to 5. "Broadcast Interval" is also set to 5 seconds and "Broadcast Updates" to 5.

```

MWI Parameters

MERLIN 1      Integration

MWI on prefix : 
MWI on suffix : 
MWI off prefix: 
MWI off suffix: 

MWI Update [Y/N]      Y
Background Refresh [Y/N]: N
Block Start Time : HH:MM
Block End Time : 
Background Interval   : 5 Seconds.
Background Updates    : 5 Nos.
Broadcast Interval    : 5 Seconds.
Broadcast Updates     : 5 Nos.
    
```

Figure 6-5. MWI Parameters Window

2. Do you need to change the MWI prefix or suffix for the integration?
 - If yes, change the values in the MWI on prefix, MWI on suffix, MWI off prefix, and MWI off suffix fields, as appropriate to your switch (see [Table 6-7](#)).
 - If no, go to Step [3](#).
3. Do you want to block MWI updates (including background and broadcast refresh) from occurring for a specified period of time?
 - If yes, do the following:
 - a. Enter the time for blocking to start in the Block Start Time field.
 - b. Enter the time for blocking to end in the Block End Time field.
 - If no, go to Step [4](#).
4. Press **F3** (Save).

The system displays the following message:

You need to restart the Voice System to make these changes active.
5. Press **F1** (Acknowledge Message).
6. Press **F6** (Cancel) four times to return to the Lucent INTUITY Main Menu ([Figure 6-1](#)).

Table 6-7. MWI Parameters Window — Field Descriptions

Field	Description	Values
<switch> Integration	Displays the switch selected on the Switch Selection window.	Display only.
MWI on prefix	This field is not used for the MERLIN LEGEND/MAGIX integration.	#53
MWI on suffix	This field is not used for the MERLIN LEGEND/MAGIX integration.	
MWI off prefix	A string added before the extension to turn off MWI indication.	#*53
MWI off suffix	This field is not used for the MERLIN LEGEND/MAGIX integration.	
MWI Update [Y/N]	Specifies whether the Lucent INTUITY system instructs the switch to perform MWI updates.	Remote support center adjustment only.
Background Refresh [Y/N]	Specifies whether the MWI status for each extension status is periodically checked and updated.	Remote support center adjustment only.
Background Interval	Sets the interval between MWI background updates for non-broadcast messages.	Remote support center adjustment only.


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Table 6-7. MWI Parameters Window — Field Descriptions — *Continued*

Field	Description	Values
Background Updates	Sets the number of background updates done in the interval entered in the Background Interval field.	Remote support center adjustment only.
Broadcast Interval	Sets the interval between MWI background updates for broadcast messages.	Remote support center adjustment only.
Broadcast Updates	Sets the number of broadcast updates done in the interval entered in the Broadcast Interval field.	Remote support center adjustment only.
Block Start Time	Sets the time when blocking of MWI updates begins.	Format <i>HH/MM/SS</i> , where: <ul style="list-style-type: none">■ <i>HH</i> is the hour in the 24-hour system (range 0 to 23).■ <i>MM</i> is the minute (range 0 to 59).■ <i>SS</i> is the second (range 0 to 59).
Block End Time	Sets the time when blocking of MWI updates ends.	

Stopping and Starting the Voice System

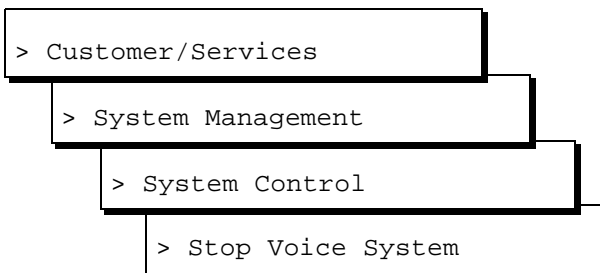
To execute any changes you have made to the switch integration administration windows in the procedures in this chapter, you must stop and then restart the voice system.

**CAUTION:**

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

Complete this procedure to stop and restart the voice system.

1. Start at the Lucent INTUITY Main Menu ([Figure 6-1](#)) select



NOTE:

Be sure to select Stop Voice System. Do not select Shutdown Voice System.

The system displays the Wait Time window ([Figure 6-6](#)).



Figure 6-6. Wait Time Window

2. Enter a time between 60 and 600 seconds as the time to wait for calls in Press **F3** (Save).

The system displays the following message:

```
The voice System has stopped
Press ENTER to continue...
```



NOTE:

The system waits until all calls in progress disconnect before stopping the voice system.

3. Press **ENTER**.

The system returns to the System Control menu ([Figure 6-7](#)).

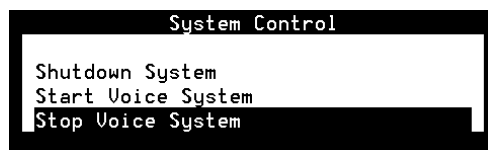


Figure 6-7. System Control Menu

4. From the System Control menu, select

```
> Start Voice System
```

The system displays the following message:

```
Startup of the Voice System is complete  
Hit Acknowledge key to continue...
```

5. Press **(F1)** (Acknowledge Message).
6. The system redisplay the System Control window ([Figure 6-7](#)).
7. Press **(F6)** (Cancel) three times to return to the Lucent INTUITY Main Menu ([Figure 6-1](#)).

Administering the Routing Table

The INTUITY AUDIX routing table serves 2 purposes:

- To apply different schedules for automated attendants
- To allow the system to use trunk lines

⇒ NOTE:

A trunk number cannot be used as the message retrieval number for the Lodging application. For systems operating both the INTUITY AUDIX and Lodging applications, the Lodging message retrieval number must be a phantom (dummy) number. The Lodging number cannot be entered into the routing table.

Administer the routing table if the integration will be using trunk numbers. If the integration will be using schedules for the automated attendants, add the mailbox(es), and administer the screens in the following order:

- Business Schedules
- Holiday Schedules
- Routing Table

Access the INTUITY AUDIX Screen

To access the INTUITY AUDIX screen, start at the Lucent INTUITY Main Menu (Figure 6-1) and select

```
> AUDIX Administration
```

The system displays the form used to administer the INTUITY AUDIX application (Figure 6-8).

AUDIXActiveAlarms: noneLogins: 1

Page 1 of 1

enter command:

CancelRefreshEnterClearFldHelpChoicesNextPagePrevPage

Figure 6-8. INTUITY AUDIX Screen

⇒ NOTE:
This screen provides command-line entry. The prompt for these forms is located toward the lower left-hand corner of the screen. To exit this form, enter **exit**.

Entering the Mailboxes for Schedules

See Worksheets B and D. Add any of the mailboxes listed on these forms to the system before entering the holiday schedule or the routing table.

⇒ NOTE:

Customers will need to record the information for these mailboxes and complete the automated attendant administration, depending upon the contract.

1. Enter **add su *extension number*** at the `enter command:` prompt.
2. Enter a name for the mailbox.
3. Press **F3** (Enter) to save the administration.
4. Complete [Step 1](#) through [Step 3](#) for each mailbox.

For more information on entering the mailboxes for schedules, 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

Entering the Business Schedules

The business schedules must be entered before the routing table. Use the following procedure:

1. Enter **ch** at the `enter command:` prompt.

The system displays a list of choices.

2. Select

```
> auto-attend-routing
```

```
> business-schedule
```

The system requests that you enter the business schedule number or named on the command line.

3. Enter the business schedule number or name.

The system displays the Business Schedule ([Figure 6-9](#)).

AUDIXActiveAlarms: noneLogins: 1
change auto-attend-routing business-schedule bus1Page 1 of 1

AUTO-ATTENDANT ROUTING BUSINESS SCHEDULES

Business Schedule 1: bus1

Follow Switch Night Service Status? y
(Night Service applies to all hours not specified below)


Day of Week	Day Service Hours	Alternate Service Hours
	Start Time (hh:mm)	End Time (hh:mm)
Monday:	: - :	12:00 - 13:00
Tuesday:	: - :	12:00 - 13:00
Wednesday:	: - :	12:00 - 13:00
Thursday:	: - :	12:00 - 13:00
Friday:	: - :	12:00 - 13:00
Saturday:	: - :	: - :
Sunday:	: - :	: - :

enter command: change auto-attend-routing business-schedule bus1

Cancel Refresh Enter ClearFldHelpChoicesNextPagePrevPage

Figure 6-9. Business Schedule

4. Enter the business schedule information.

 **NOTE:**
Mailboxes must exist before they can be entered on this form.


5. Press **F3** (Enter).

The system saves the business schedule.

6. Enter **exit** to leave the INTUITY AUDIX screens or continue with “Entering the Holiday Schedules” below.

Entering the Holiday Schedules

The holiday schedules must be entered before the routing table. Use the following procedure:

 **NOTE:**
If the system is not displaying the INTUITY AUDIX screen ([Figure 6-8](#)), you will need to select AUDIX Administration from the Lucent INTUITY Main Menu ([Figure 6-1](#)).

1. Enter **ch** at the enter command: prompt.

The system displays a list of choices.

2. Select

```
> auto-attend-routing
```

```
> holiday-schedule
```

The system requests that you enter the holiday schedule number or name on the command line.

3. Enter the holiday schedule number or name.

The system displays the Holiday Schedule ([Figure 6-10](#)).

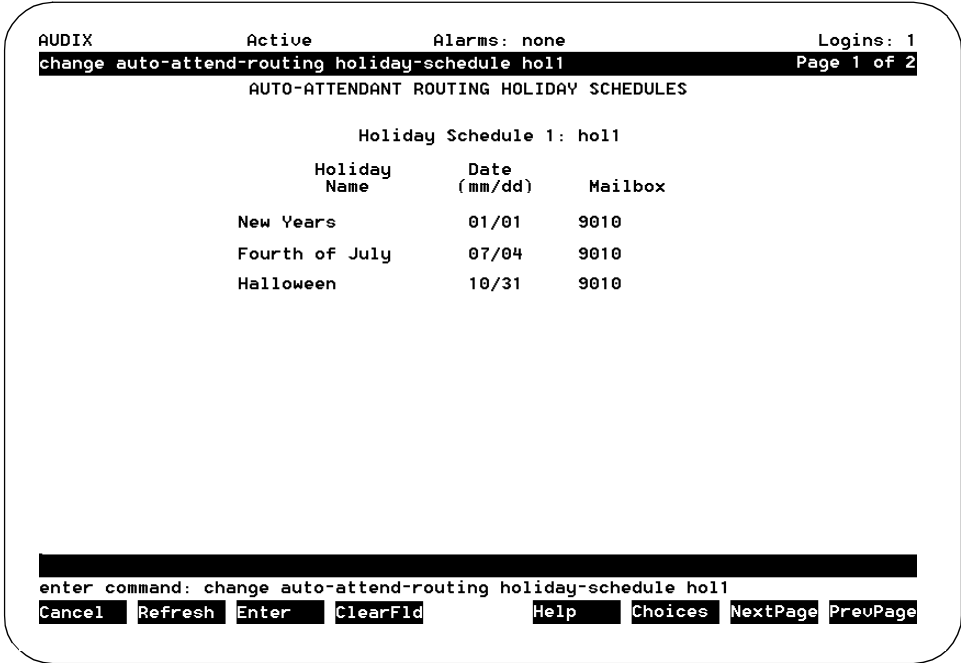


Figure 6-10. Holiday Schedule

4. Enter the holiday schedule information.



NOTE:

Mailboxes must exist before they can be entered on this form.

5. Press **F3** (Enter).

The holiday schedule is saved.

6. Enter **exit** to leave the INTUITY AUDIX screens or continue with "Entering the Routing Table" below.

Entering the Routing Table

The routing table must be entered after any business schedules or holiday schedules that it references. Use the following procedure:

⇒ NOTE:
If the system is not displaying the INTUITY AUDIX screen ([Figure 6-8](#)), you will need to select AUDIX Administration from the Lucent INTUITY Main Menu ([Figure 6-1](#)).

1. Enter **ch** at the `enter command:` prompt.
The system displays a list of choices.
2. Select

```
> auto-attend-routing
> routing-table
```

The system displays the routing table ([Figure 6-11](#)).

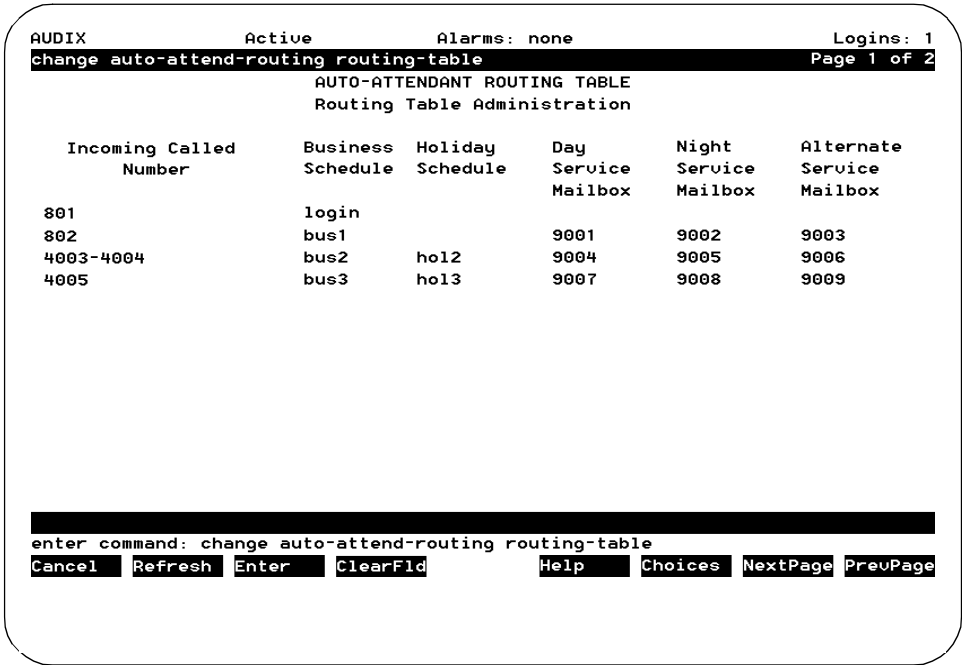


Figure 6-11. Routing Table

3. Enter the routing table information.



NOTE:

Business schedules, holiday schedules, and mailboxes must exist before they can be entered on this form.

4. Press **F3** (Enter).

The routing table is saved.

5. Enter **exit** to leave the INTUITY AUDIX screen.