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AUDIX® Voice Power™ Release 3.0

Switch Integration to AT&T System 75 and DEFINITY® Communications System Generic 1 and Generic 3

Notice

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Acknowledgment

This document was prepared by the AT&T Technical Publications Department, Columbus, Ohio.

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About This Document

AUDIX® Voice Power™ Switch Integration to AT&T System 75, DEFINITY® Generic 1, and DEFINITY® Generic 3 (585-310-203) contains installation and administration instructions for integrating a System 75, a DEFINITY Generic 1 (G1), a DEFINITY Generic 3i (G3i), a DEFINITY Generic 3r (G3r), and a DEFINITY Generic 3s (G3s) switch with an AUDIX® Voice Power™ system Release 3.0 (R3.0). In the document, the G3i, G3r, and G3s switches are referred to generically as G3. Any difference between the switches are explained in the text.

The document includes the following information:

- Switch integration planning strategies
- Switch integration required hardware installation instructions
- Switch integration software installation instructions
- System 75, DEFINITY G1, and DEFINITY G3 administration instructions
- Acceptance test procedures
- Cut-to-Service procedures
- Troubleshooting guide

The document contains information only for the System 75, DEFINITY G1, and DEFINITY G3 integration with AUDIX Voice Power. If you have another type of switch, refer to the switch integration document for that switch.

INTENDED AUDIENCES

This document is designed primarily for the on-site AT&T services technician and customer technical personnel. Secondary audiences include the AT&T personnel shown in the following list.

- field support
- the Technical Service Center (TSC)
- provisioning project managers
- the Sales and Technical Resource Center (STRC)
- helpline personnel
- factory assemble, load, and test (ALT) personnel

PREREQUISITE SKILLS OR KNOWLEDGE

Typical readers should understand AT&T computer systems, switches, and hardware and software installation procedures. To effectively use the document, users of the document should complete an AT&T AUDIX Voice Power system installation training course.

DOCUMENT ORGANIZATION

- Chapter 1, *Prerequisites*, explains the AUDIX Voice Power system R3.0 configuration and includes a component connectivity diagram that shows you each component in the configuration. The chapter also contains a hardware and software component checklist.
- Chapter 2, *Switch Integration Planning*, helps you plan, track, and record the switch integration. The chapter includes instructions for completing switch integration worksheets that you use throughout the document as you complete the integration.
- Chapter 3, *Hardware Installation*, describes the installation of the DCP board, cables to the switch, and cables to the AUDIX Voice Power system R3.0.
- Chapter 4, *Software Installation*, contains instructions for installing the AUDIX Voice Power system R3.0 software required to integrate the system with a System 75, DEFINITY G1, and DEFINITY G3 switch.
- Chapter 5, *AUDIX Voice Power R3.0 Switch Parameters*, contains instructions for administering an AUDIX Voice Power system R3.0 to integrate with the switch. The chapter includes instructions for setting the message waiting lamp parameters, setting the switch interface parameters, and associating the application and the switch interface.
- Chapter 6, *System 75 and DEFINITY G1 Switch Administration*, contains information and instructions for administering a System 75 and DEFINITY G1 switch to work with an AUDIX Voice Power system R3.0.
- Chapter 7, *DEFINITY G3 Switch Administration*, contains information and instructions for administering a DEFINITY G3i, a DEFINITY G3r, and a DEFINITY G3s switch to work with an AUDIX Voice Power system R3.0.
- Chapter 8, *Acceptance Tests*, provides instructions for the switch administration you must perform before you can continue with the acceptance tests.
- Chapter 9, *Cut-to-Service*, provides instructions for the switch administration you must perform before you can continue with cut-to-service.

The document also includes a list of common abbreviations, a glossary, and an index.

HOW TO USE THIS DOCUMENT

This document provides information you need to know when integrating a System 75, DEFINITY G1, or DEFINITY G3 switch with an AUDIX Voice Power system R3.0. Use this document along with the following documents:

- *6386/33 and 6386/25 Voice Processing Hardware Installation* (585-310-111)
- *AUDIX Voice Power System R3.0 Software Installation* (585-310-115)
- *AUDIX Voice Power System Upgrade Instructions* (585-310-116)

Do not perform any tasks in this document until you complete the required tasks in the installation or upgrade documents.

CONVENTIONS USED IN THIS DOCUMENT

The document uses the following typographic conventions.

- Rounded boxes represent terminal keys that you must press.

  Example: Press (ENTER) shows you an instruction to press the enter, carriage return, or equivalent key.

- Square boxes represent phone pad keys that you must press.

  Example: Press [0] shows you an instruction to press zero.

- The word *enter* means to type a value and press (ENTER)

  Example: Enter **y** to continue.

  instructs you to type **y** and press (ENTER).

- A rounded box that contains two or more words separated by hyphens represents two or three keys that you press at the same time. To use these keys, you hold down the first key while pressing the second key and, if appropriate, the third key.

  Example: Press (ALT-d).

  shows you an instruction to press and hold (ALT) while typing the letter *d*.

- Typewriter-style constant-width type represents information you see displayed on your terminal screen, including screen displays, field names, prompts, and error messages. Constant-width bold type represents information you must enter from your keyboard.

  Example: At the `Login ID?` prompt, enter **`snowfox`**

- Italic type represents variables that the system supplies or that you must supply.

  Example: `Your file` *filename* `is formatted incorrectly`.

  shows you a generic error message displayed on the screen that would include one of your filenames.

TRADEMARKS AND SERVICE MARKS

The document mentions the following trademarked products.

- AUDIX® is a registered trademark of AT&T.
- Voice Power™ is a trademark of AT&T.
- DEFINITY® Communications System is a registered trademark of AT&T.
- INTEL® is a registered trademark of Intel Corporation.
- UNIX® is a registered trademark of UNIX System Laboratories Inc.

RELATED RESOURCES

In addition to this document, you may need to reference the following documents.

- *6386/33 and 6386/25 Voice Processing Hardware Installation* (585-310-111)
- *AUDIX Voice Power System R3.0 Software Installation* (585-310-115)
- *AUDIX Voice Power System Upgrade Instructions* (585-310-116)
- *AUDIX Voice Power System Release 3.0 Installation Checklist* (585-310-112)
- *AUDIX Voice Power System Release 3.0 Maintenance* (585-310-113)
- *AUDIX Voice Power System Release 3.0 Administration* (585-310-532)
- *AUDIX Voice Power System Release 3.0 Planning* (585-310-602)

HOW TO MAKE COMMENTS ABOUT THIS DOCUMENT

Behind the title page of this document you can find Reader Comment cards. While we have tried to make this document fit your needs, we need your suggestions for improving the document and urge you to complete and return the reader comment card.

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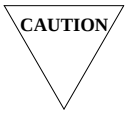
1. Prerequisites

This chapter describes the requirements for the AT&T System 75, DEFINITY Generic 1 (G1), and a DEFINITY Generic 3 (G3) switch integration with an AUDIX® Voice Power™ system Release 3.0 (R3.0). The chapter includes a diagram and checklists that show the configuration for the system. For more information on installing the AUDIX Voice Power system R3.0 hardware and software, refer to *6386/33 and 6386/25 Voice Processing Hardware Installation* (585-310-111) and *AUDIX Voice Power System Release 3.0 Software Installation* (585-310-115).

Switch integration refers to the sharing of information between a voice mail system and a switch in order to provide a seamless interface to callers and subscribers. A fully integrated voice mail system answers each incoming phone call with information taken directly from the switch. To create an integrated environment for the AUDIX Voice Power system R3.0 and an AT&T System 75, a DEFINITY G1, or a DEFINITY G3, AT&T uses a Digital Communications Protocol (DCP) interface between the switch and the AUDIX Voice Power system. The DCP link transfers digital call information, such as called party and calling party information, to the AUDIX Voice Power system. Analog voice information is transferred through analog telephone lines connected to the switch and the AUDIX Voice Power system.

Before you connect the switch to the AUDIX Voice Power system, you must confirm that you have all required hardware and software integration components. Use the diagrams, checklists, and descriptions in this chapter to confirm that you have all required integration components.

SAFETY CONSIDERATIONS



Electronic equipment can be damaged by electrostatic discharge. Do not touch any electronic component unless you are properly grounded.

To prevent damage to the equipment and yourself, read and use the following precautions:

- Familiarize yourself with the procedures necessary to prevent electrostatic damage to equipment.
- Shut off all power and remove all cables from equipment.
- Properly ground a work mat and wrist strap.
- Place the equipment on the work mat.
- Place the grounded wrist strap on your bare wrist. The wrist strap must contact your bare skin directly. *Do not* wear the wrist strap over your clothes.

FACTORY ASSEMBLED SYSTEMS

If your customer ordered the complete hardware platform, an AT&T 6386 WGS with the AUDIX Voice Power R3.0 package, the AT&T factory ships the 6386 WGS to the site with most of the hardware and software assembled, loaded, and tested (ALT). The factory identifies ALT systems by placing an orange sticker over the door of the floppy disk drive. The sticker indicates that you do not need to reload the software.

Before beginning the installation, look for the ALT sticker. If you see the sticker, verify that the system contains the hardware and software for your configuration as described later in this chapter. If the hardware and software are installed, do not perform the installation tasks for the hardware and software. Perform all tasks not completed during ALT, such as connecting the voice and data lines and setting up and cabling the peripherals. Use the *AUDIX Voice Power System Release 3.0 Installer's Checklist* (585-310-112) to make sure you complete all necessary tasks.

AUDIX VOICE POWER R3.0 CONFIGURATION DIAGRAM

The AUDIX Voice Power system R3.0 connects to the System 75, DEFINITY G1, and DEFINITY G3 switches through the DCP link. Figure 1-1 shows you the connection between the AUDIX Voice Power system and the switch. Use the connectivity diagram to understand how the system components connect. Each item in the connectivity diagram is identified in the component checklists on the following pages. Use the component checklists to make sure you have all required components.

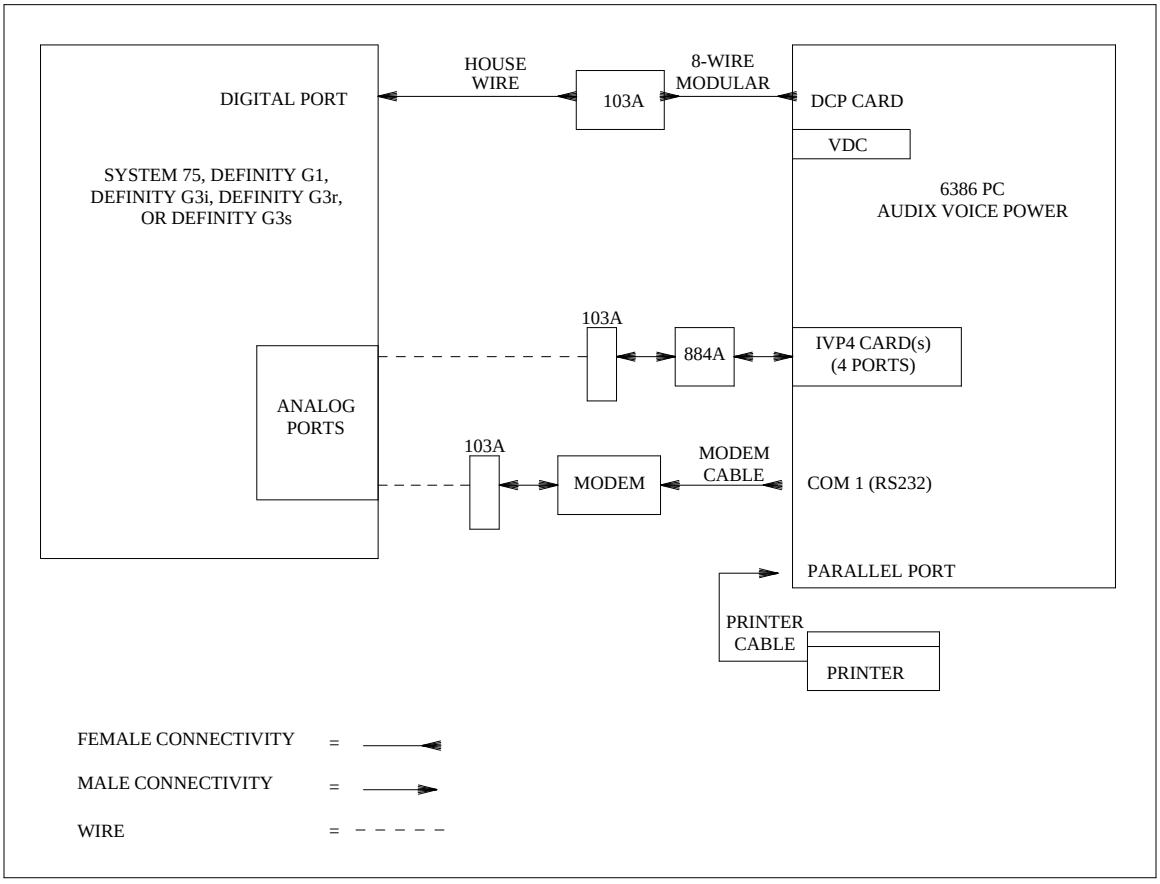


Figure 1-1. Connectivity Diagram for the System 75, DEFINITY G1, and G3 Switches

COMPONENT CHECKLISTS

The following checklists identify the components required for the AUDIX Voice Power system R3.0 integration with a System 75, DEFINITY G1, or DEFINITY G3 switch. Compare the components that you have on site with the checklists to make sure you have everything required for the installation. The checklists contain each AUDIX Voice Power system component and list a Price Element Code (PEC) for each component. You can use the PECs to order systems, upgrades, and additions. Some PEC descriptions include comcodes or J-drawing numbers used by AT&T Services personnel when required. For a complete list of PECs, refer to *AUDIX Voice Power System Release 3.0 Planning* (585-310-602).

AUDIX Voice Power Release 3.0 Base Operating System Software

PEC	Comcode/J-Drawing	Description
6950-BD1		UNIX 3.2.2

AUDIX Voice Power Release 3.0 Hardware

PEC	Comcode/J-Drawing	Description
6950-DB1		6386/25 without disk
6950-DC1		6386/33 with 300MB disk
69595		300MB disk
69581		2MB RAM SIM Modules
8302-101		DCP card for System 75, DEFINITY G1, and DEFINITY G3
8304-IV4		4 port card
69587		VDC600 card

AUDIX Voice Power Release 3.0 Peripherals

PEC	Comcode/J-Drawing	Description
69579		Monochrome Monitor
69586		Color Monitor
6951-417		NCR parallel printer
6950-EB1		Printer cable
63183		Hayes Smartmodem OPTIMA 2400
2721-28E		Modem cable

AUDIX Voice Power Release 3.0 Kits

PEC	Comcode/J-Drawing	Description
1228-300		AUDIX® Voice Power™ R3.0 Application Kit
	J1P287TB-1 List 2	IVPSS R3.0 Software
	J1P287TB-1 List 1	AUDIX® Voice Power(tm R3.0 Application Software
	J1P287TB-1 List 3	AUDIX® Voice Power(tm R3.0 Speech Software
	106810880	*6386/33 and 6386/25 Voice Processing Hardware Installation*
	106856503	*AUDIX® Voice Power™ System R3.0 Software Installation*
	106810898	*AUDIX® Voice Power™ System R3.0 Installer's Checklist*
	106841513	*AUDIX® Voice Power™ System R3.0 Maintenance*
	601306004	IVP4 Circuit pack, cords, manual
	106435878	AUDIX® Voice Power™ Video and Workbook
1228-302		AUDIX® Voice Power™ Upgrade R2.1.1/R3.0
	J1P287TB-1 List 2	IVPSS R3.0 Software
	J1P287TB-1 List 1	AUDIX® Voice Power(tm R3.0 Application Software
	J1P287TB-1 List 3	AUDIX® Voice Power(tm R3.0 Speech Software
	J1P287TB-1 List 15	AUDIX® Voice Power(tm R2.1.1 to R3.0 Upgrade Software
	106810880	*6386/33 and 6386/25 Voice Processing Hardware Installation*
	106856503	*AUDIX® Voice Power™ System R3.0 Software Installation*
	106810898	*AUDIX® Voice Power™ System R3.0 Installer's Checklist*
	106841513	*AUDIX® Voice Power™ System R3.0 Maintenance*
	406014951	300MB disk drive
1228-303		AUDIX® Voice Power™ Upgrade R2.0/R3.0 with System 75/G1/G3
	J1P287TB-1 List 2	IVPSS R3.0 Software
	J1P287TB-1 List 1	AUDIX® Voice Power(tm R3.0 Application Software
	J1P287TB-1 List 3	AUDIX® Voice Power(tm R3.0 Speech Software
	J1P287TB-1 List 5	AUDIX® Voice Power(tm R2.0 to R3.0 Upgrade Software
	106810880	*6386/33 and 6386/25 Voice Processing Hardware Installation*
	106856503	*AUDIX® Voice Power™ System R3.0 Software Installation*
	106810898	*AUDIX® Voice Power™ System R3.0 Installer's Checklist*
	106841513	*AUDIX® Voice Power™ System R3.0 Maintenance*
	406014951	300MB disk drive
1228-304		AUDIX® Voice Power™ R3.0 Switch Integration for System 75/G1/G3
	J1P287TB-1 List 7	System 75/G1/G3 Switch Integration Software
	106810849	*AUDIX® Voice Power™ System R3.0 Switch Integration to System 75, DEFINITY G1 and DEFINITY G3*

Continued on the next page.

AUDIX Voice Power Release 3.0 Kits (continued)

PEC	Comcode/J-Drawing	Description
1228-306		AUDIX® Voice Power™ Upgrade R2.1.1/R3.0
	J1P287TB-1 List 2	IVPSS R3.0 Software
	J1P287TB-1 List 1	AUDIX® Voice Power(tm R3.0 Application Software
	J1P287TB-1 List 3	AUDIX® Voice Power(tm R3.0 Speech Software
	J1P287TB-1 List 15	AUDIX® Voice Power(tm R2.1.1 to R3.0 Upgrade Software
	106810880	*6386/33 and 6386/25 Voice Processing Hardware Installation*
	106856503	*AUDIX® Voice Power™ System R3.0 Software Installation*
	106810898	*AUDIX® Voice Power™ System R3.0 Installer's Checklist*
1228-307		AUDIX® Voice Power™ Upgrade R2.0/R3.0
	J1P287TB-1 List 2	IVPSS R3.0 Software
	J1P287TB-1 List 1	AUDIX® Voice Power(tm R3.0 Application Software
	J1P287TB-1 List 3	AUDIX® Voice Power(tm R3.0 Speech Software
	J1P287TB-1 List 5	AUDIX® Voice Power(tm R2.0 to R3.0 Upgrade Software
	106810880	*6386/33 and 6386/25 Voice Processing Hardware Installation*
	106856503	*AUDIX® Voice Power™ System R3.0 Software Installation*
	106810898	*AUDIX® Voice Power™ System R3.0 Installer's Checklist*
	106841513	*AUDIX® Voice Power™ System R3.0 Maintenance*

AUDIX Voice Power Release 3.0 Documentation

Select Code	PEC	Comcode	Description
585-310-202		106810856	AUDIX® Voice Power™ System R3.0 System and Feature Description
585-310-013		106810864	AUDIX® Voice Power™ System R3.0 Documentation Guide
585-310-602		106810872	AUDIX® Voice Power™ System R3.0 Installation Planning
585-310-111		106810880	6386/33 and 6386/25 Voice Processing Hardware Installation
585-310-115		106856503	AUDIX® Voice Power™ System R3.0 Software Installation
585-310-116		106857840	AUDIX® Voice Power™ System Upgrade Instructions
585-310-112		106810898	AUDIX® Voice Power™ System R3.0 Installer's Checklist
585-310-113		106841513	AUDIX® Voice Power™ System R3.0 Maintenance
585-310-532		106810922	AUDIX® Voice Power™ System R3.0 Administration
585-310-711		106810930	AUDIX® Voice Power™ System R3.0 Portable User's Guide
585-310-712		106810948	AUDIX® Voice Power™ System R3.0 Quick Reference
585-310-713		106810955	AUDIX® Voice Power™ System R3.0 Artwork Package
585-310-714		106810963	AUDIX® Voice Power™ System R3.0 Wallet Card
585-310-715		106810971	AUDIX® Voice Power™ System R3.0 Business Card Sticker
585-310-203	70716	106810849	AUDIX® Voice Power™ System R3.0 Switch Integration to System 75, DEFINITY® G1, and DEFINITY® G3

Documentation Advance Shipment Kit

PEC	Comcode	Description
70700		Documentation Advance Shipment Kit
	106810856	AUDIX® Voice Power™ System R3.0 System and Feature Description
	106810864	AUDIX® Voice Power™ System R3.0 Documentation Guide
	106810872	AUDIX® Voice Power™ System R3.0 Installation Planning
	106810922	AUDIX® Voice Power™ System R3.0 Administration
	106810930	AUDIX® Voice Power™ System R3.0 Portable User's Guide
	106810948	AUDIX® Voice Power™ System R3.0 Quick Reference
	106810955	AUDIX® Voice Power™ System R3.0 Artwork Package
	106810963	AUDIX® Voice Power™ System R3.0 Wallet Card
	106810971	AUDIX® Voice Power™ System R3.0 Business Card Sticker

2. Switch Integration Planning

Before you implement the System 75, DEFINITY G1, or DEFINITY G3 switch integration with an AUDIX Voice Power system R3.0, you must plan the process. This chapter provides worksheets and information to help you plan and record the integration. You use the worksheets later to complete the switch integration process. The planning and worksheets in this chapter must be completed by the customer *before* the AUDIX Voice Power system R3.0 installation.

Some of the information in this chapter may have been collected during the completion of *AUDIX Voice Power System Release 3.0 Planning* (585-310-602). You may be referred to the planning document to verify that you have collected the information or to copy information. By completing the worksheets you collect the following information:

- analog channel extensions
- DCP extension
- acceptance test coverage path number
- cut-to-service coverage path number
- test subscriber extensions
- code to light message waiting lamps
- code to extinguish message waiting lamps

Continue with the instructions on the next page to plan the switch integration.

ANALOG CHANNEL EXTENSIONS

The AUDIX Voice Power system R3.0 receives speech from the switch over analog voice channels. Each channel has an assigned service on the AUDIX Voice Power system. For example, if a subscriber calls the AUDIX Voice Power number and accesses voice mail, the subscriber dialed an extension for a channel connected to the voice mail service.

During the switch administration process, you must administer the extensions assigned to the channels. In Appendix A of *AUDIX Voice Power System Release 3.0 Planning* (585-310-602), you completed a PBX worksheet. The PBX worksheet had you identify the channel extensions and record the extensions on Table A-3. You must use the information you recorded on the table as you complete the switch administration procedures in this document. Worksheet A duplicates Table A-3 in the planning document. Copy the information from the planning document onto worksheet A to avoid referencing two documents during the switch administration procedures.

Worksheet A: Channels/PBX Extensions/Services

Channel Number	PBX Extension	Service
0		
1		
2		
3		
4		
5		
6		
7		
8		
9		
10		
11		

DCP EXTENSION

The AUDIX Voice Power system R3.0 communicates with the switch through the DCP link. During the switch administration process, you must set up a digital station for the DCP link. To set up the link, you must select an extension for the DCP station. Select an extension currently unassigned on the switch that fits into the dial plan. Do not use the extension for a subscriber station. To view a list of assigned stations use the `list station` command on the switch. Once you determine the extension you want to use for the DCP station, record the extension on line 1 of worksheet B, *Switch Integration Information*.

Worksheet B: Switch Integration Information

Line #	Information Type	Value
1.	DCP extension:	
2.	Acceptance Test coverage path number	
3.	Cut-to-service coverage path number	
4.	Test subscriber 1 extension: Test subscriber 1 name:	_____
5.	Test subscriber 2 extension: Test subscriber 2 name:	_____
6.	Code to Light: (Leave Word Calling Send a Message)	
7.	Code to Extinguish: (Leave Word Calling Cancel a Message)	

COVERAGE PATH NUMBERS

When a subscriber dials the AUDIX Voice Power phone number and calls the system, the switch needs to know where to send the call. You use a coverage path to instruct the switch where to "cover" or send the call. For the AUDIX Voice Power system, the coverage path sends the call over the DCP link. To establish the coverage path, you must select a coverage path number for acceptance tests and a coverage path number for the cut-to-service process.

Acceptance tests are procedures that use test subscribers to test the setup of the system. Coverage path numbers can be from 1 to 99. For acceptance test, select an unused number. If you use an existing coverage path number, you may disrupt subscriber service. Once you determine the acceptance test coverage path number, write the number on line 2 of worksheet B, *Switch Integration Information*.

The cut-to-service process provides AUDIX Voice Power service to all subscribers. To cut subscribers into service, you change the coverage path for each AUDIX Voice Power subscriber. When you select a coverage path for the cut-to-service process, look at the coverage path assigned to the subscribers that will have AUDIX Voice Power service. Select the coverage path number assigned to the majority of the subscribers. By using the existing coverage path, you do not have to change each subscriber station. Instead, you change the existing coverage path by setting the first coverage point to the DCP extension. For example, if you have 100 subscribers identified to receive AUDIX Voice Power service and 75 of the subscribers have **1** assigned as the coverage path, use **1** as the AUDIX Voice Power coverage path. Once you determine the cut-to-service coverage path number, write the number on line 3 of worksheet B, *Switch Integration Information*.

TEST SUBSCRIBER EXTENSIONS

To perform the acceptance test procedures, you must administer two test subscribers on the switch. In Appendix A of *AUDIX Voice Power System Release 3.0 Planning* (585-310-602), you completed a PBX worksheet. The PBX worksheet had you identify two test subscriber names and extensions and record the information on Table A-4. You must use the information you recorded on the table as you complete the switch administration procedures in this document. You can copy the information from the planning document onto worksheet B to avoid referencing two documents during the switch administration procedures. Record the test subscriber names and extensions on lines 4 and 5 of worksheet B, *Switch Integration Information*.

FEATURE ACCESS CODES

For the AUDIX Voice Power system to operate message waiting lamps properly, you need to determine the Feature Access Codes (FAC) used on the switch to light and extinguish the message waiting lamps. You need to find the the codes for the following two parameters:

- Leave Word Calling Send a Message - The AUDIX Voice Power system R3.0 uses this value for the Code to Light parameter.
- Leave Word Calling Cancel a Message - The AUDIX Voice Power system R3.0 uses this value for the Code to extinguish parameter.

To find the values assigned for the two FAC, use the `display feature-access-codes` on the switch. You may need to use the PAGE or NEXT PAGE key to find the codes. Once you find the Code to Light value, record the value on line 6 of worksheet B, *Switch Integration Information*. Record the Code to Extinguish value on line 7 of the worksheet.

TRUNK LINE NAMES

A trunk line is a telephone communication path or channel between two points, one of the paths usually being the local telephone company central office or switching center. You can use a trunk line to provide subscribers with access to the AUDIX Voice Power system from outside your location. If you use a trunk line for AUDIX Voice Power system outside access, administer the trunk to have the same extension as the inside system number. For example, if subscribers dial extension **1212** from their desks to access the AUDIX Voice Power system, the outside trunk should have the same last four digits, such as **555-1212**.

Each trunk is administered at the TRUNK ADMINISTRATION screen on the System 75, DEFINITY G1, or DEFINITY G3 switch and has a name that identifies the trunk. The AUDIX Voice Power system accepts trunk names from the switch that are at least 34 characters in length. If the system receives a trunk name less than 34 characters, the system generates an error. You can administer the AUDIX Voice Power system to accept specific trunk names less than 34 character. Certain conditions can occur for which you need to administer a less than 34 character trunk name, such as those shown in the following list.

- Administer the name of any trunk that terminates at an attendant console. This allows attendants to transfer callers directly to the voice mail system.
- Administer the trunk names `Conference` and `Conference 2`, used for a two party conference call when the two party call attempts to call a third party.

To set up the AUDIX Voice Power system R3.0 outside access trunk, contact your local phone company. After the phone company sets up the trunk line, administer the trunk on your switch. Name the trunk `OUTSIDE CALL` and terminate the trunk at the DCP extension, listed on worksheet B. Record the AUDIX Voice Power system trunk number and name on worksheet C, *Trunk Line Administration*. Record the trunk names and numbers of any less than 34 character trunk on worksheet C. In Chapter 5, AUDIX Voice Power R3.0 Switch Parameters, you administer the trunk names on the AUDIX Voice Power system.

NOTE

If you use a non-integrated service instead of the AA+CA+VM or CA+VM services, you may want to use a separate trunk line and create a hunt group for the service. Record the trunk number and name on worksheet C. For example, you decide to use three channels for the auto_attend non-integrated service and access the service through a separate telephone number. Create a hunt group for the three channels. Use a trunk line for the separate number and terminate the trunk at the auto_attend hunt group extension.

Worksheet C: Trunk Line Administration

Trunk Number	Trunk Name	Description and Purpose

3. Hardware Installation

This chapter contains instructions for installing AUDIX Voice Power system R3.0 hardware required to integrate with a System 75, DEFINITY G1, or DEFINITY G3 switch. Before you perform the tasks in this chapter, complete the required tasks in *6386/33 and 6386/25 Voice Processing Hardware Installation* (585-310-111). Do not perform any tasks in this chapter until you complete the instructions in the installation document. This chapter only contains hardware installation instructions for hardware required to connect the AUDIX Voice Power system to the switch. Refer to the installation document for instructions on other AUDIX Voice Power system components.

As you install the switch integration hardware, you must complete the following tasks.

- Install the DCP board
- Replace the cover
- Connect the digital lines to the DCP board

NOTE

The instructions in this chapter include the installation of the Digital Communications Protocol (DCP) board. Other AT&T documents may refer to the board as the PC/PBX Expansion board. Both names refer to the same board.

Continue with the instructions on the next page to install the hardware.

INSTALL THE DCP BOARD

The Digital Communications Protocol (DCP) board provides a communication link between the AUDIX Voice Power system and the switch. You must install the board in the AUDIX Voice Power computer. Use the following procedures to install the board.

1. Check the ROM and RAM jumpers on the DCP board. The jumpers should match the diagram shown in Figure 3-1.

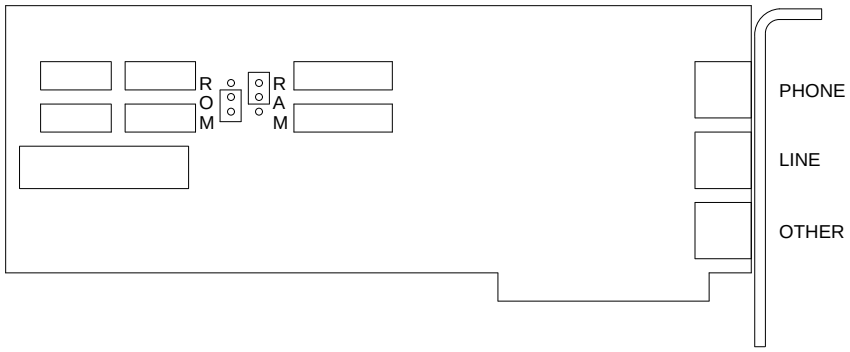


Figure 3-1. DCP Board ROM and RAM Jumper Location

2. Select a 16 or 32 bit slot for the installation of the DCP board. On a desktop model, use a slot as far to the left as possible. On a floor model, use a slot as for to the rear as possible.
3. Remove the screw from the metal cover of the expansion slot you selected. Do not discard the screw. You must use the screw to secure the DCP board.
4. Lift out the metal cover as shown in Figure 3-2.

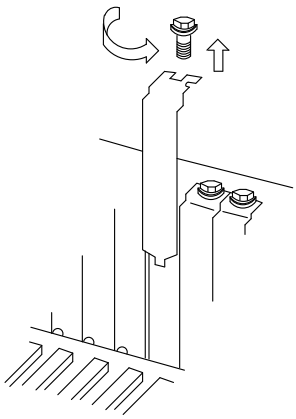


Figure 3-2. Removing the Expansion Slot Cover

5. Hold the DCP board by the edges and insert the board into the slot as shown in Figure 3-3.

   Check that the DCP board bracket is at the back of the chassis (top of the chassis for floor models) and fits into the space left by the slot cover. Align the connector edge of the board with the socket on the adapter board. The front edge of the board fits in the alignment guide attached near the front (bottom on floor models) of the WGS enclosure.

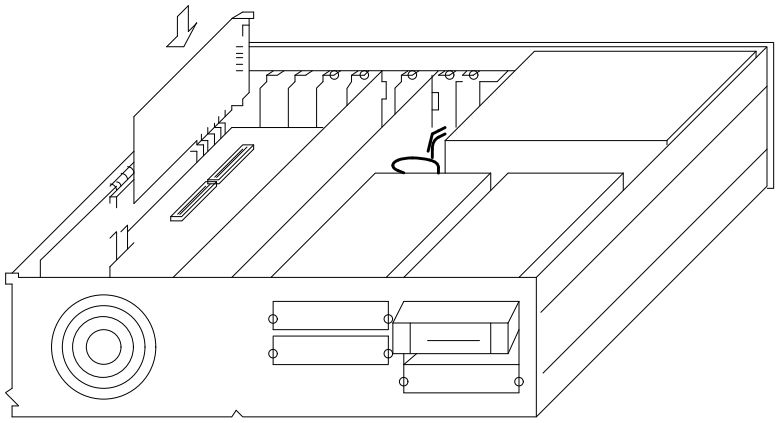


Figure 3-3. Inserting the DCP Board into a 6386/25 Expansion Slot

6. When you properly seat the DCP board in the expansion slot, press down evenly on the board edges to ensure a solid connection.
7. Secure the DCP board in the chassis by using the expansion slot cover screw.

Continue with the next section, *Replacing the Cover*.

REPLACING THE COVER

You must replace the cover on the AUDIX Voice Power computer. Refer to Appendix A, *Removing/Replacing the Computer Cover*, in *6386/33 and 6386/25 Voice Processing Hardware Installation* (585-310-111) for instructions.

Once you have replaced the cover on the computer, continue with the next section, *Connecting Digital Lines to the DCP Board*.

CONNECTING DIGITAL LINES TO THE DCP BOARD

After you install the DCP board and replace the cover on the computer, you must connect the DCP board to the switch. The instructions in this section describes how to cable the data lines from the DCP board to a connect block. You must also install wiring from the connect block to the appropriate digital port on a System 75, DEFINITY G1, or DEFINITY G3 switch.

1. Connect one end of the digital phone line to the *LINE* jack on the DCP board.
2. Insert the free end of the line into a connect block.
3. Insert a digital line in the open end of the connect block.
4. Connect the free end of the digital line directly to a digital port on the System 75, DEFINITY G1, or DEFINITY G3 switch.
5. Once you connect the digital line to the switch, write the digital port number on the following line. You use the port number during the switch administration process.

Port Number: _____

Return to *Connecting Voice Lines to IVP4 Boards* in Chapter 4, *Making System Connections*, in *6386/33 and 6386/25 Voice Processing Hardware Installation* (585-310-111) for instructions.

4. Software Installation

The *AUDIX Voice Power Switch Integration Software for AT&T System 75 or DEFINITY G1, or DEFINITY G3 PBX* contains the driver for the DCP board and all software required to integrate the AUDIX Voice Power system R3.0 with a System 75, DEFINITY G1, or DEFINITY G3 switch. The software should be installed only by AT&T authorized and trained personnel or by the system administrator.

Do not install the software until you complete the PBX Worksheet in Appendix A, *Planning Worksheets*, of *AUDIX Voice Power System Release 3.0 Planning* (585-310-602). You use the information on the worksheet as you install the switch integration software. Before you install the switch integration software, install all AUDIX Voice Power software as instructed in *AUDIX Voice Power System Release 3.0 Software Installation* (585-310-115). When you have completed the planning process, continue with the instructions on the next page.

INSTALL THE SWITCH INTEGRATION SOFTWARE

1. Enter **root** at the `Console Login` prompt to log in as the AUDIX Voice Power administrator.

   The system responds with the `Password` prompt.

2. Press ENTER.

3. The system responds with the UNIX system prompt (**#**).

4. Enter **installpkg** at the UNIX system prompt (**#**).

   The system responds with the following prompt:

   ```
   Confirm

   Please insert the floppy disk.

   If the program installation requires more than one floppy
   disk, be sure to insert the disks in the proper order,
   starting with disk number 1.
   After the first floppy disk, instructions will be provided
   for inserting the remaining floppy disks.

   Strike ENTER when ready
   or ESC to stop.
   ```

5. Insert the *AUDIX Voice Power Switch Integration Software for AT&T System 75 or DEFINITY G1 or G3 PBX* diskette in the floppy drive and press ENTER.

   After a series of informational messages, the system responds with the following prompt:

   ```
   Choose the release number of the switch to which this package is
   to interface:

      1. R1V1
      2. R1V2
      3. R1V3
      4. R1V4 (or Definity G1)
      5. R1V5 (or Definity G3)

   Enter your choice (1,2,3,4,5 or h for help):
   ```

6. Find the version of the switch you have and enter the number shown beside the version. Refer to the PBX Worksheet in Appendix A, *Planning Worksheets*, of *AUDIX Voice Power System Release 3.0 Planning* (585-310-602) to find the version of the switch.

   Depending on the switch type you select, you see a message confirming your selection and providing further instructions. For example, if you select version R1V5, you see the following message on the screen:

   ```
   You have selected System 75 software version R1V5.  Be sure you
   have the updated version of this software to avoid problems with
   your multi-appearance stations.
   ```

   Read the message and proceed to the next step.

7. The system begins to rebuild the UNIX operating system and displays the following messages on the screen:

```
Switch Package associated with AUDIX Voice Power 3.0

   The UNIX Operating System will now be rebuilt.
   This will take approximately 2 minutes. Please wait.

   The UNIX kernel has been rebuilt.

   You may now remove the floppy disk.

   Confirm

   To complete the install/remove process a shutdown is now
   being initiated automatically.

   Make sure your floppy drive is empty.  If you are
   installing or removing controller boards, you may power
   down the system after the shut down is completed.

   Strike ENTER when ready
   or ESC to stop.
```

8. Remove the diskette from the floppy disk drive.
9. Press ENTER to begin the system shutdown.

   The system responds with several informational messages. At the end of the shutdown process, the system displays following prompt:

```
The system is down.
Reboot the system now.
```

10. Press Ctrl-Alt-Del simultaneously or press the reset button to reboot the system.

    When the system completes the reboot, the system returns you to the `Console Login` prompt.

Return to the heading *Verifying the Software Installation* in Chapter 6, of *AUDIX Voice Power System Release 3.0 Software Installation* (585-310-115).

CHANGING THE SWITCH TYPE

If you have an ALT system, the switch type was set at the factory. If the switch type is not correct, you can change the setting by using the **/dcp/bin/switch** utility. You also may have to change the setting after installing a software update on the switch. Do not change the switch type unless the switch type is incorrect. Use the instructions in this section to change the switch type.

1. Enter **root** at the `Console Login` prompt to log in as the AUDIX Voice Power administrator.

   The system responds with the `Password` prompt.

2. Press ENTER.

3. The system responds with the UNIX system prompt (**#**).

4. Enter **/dcp/bin/switch** at the UNIX system prompt (**#**).

   The system responds with the following prompt:

   ```
   Choose the release number of the switch to which this package is
   to interface:

      1. R1V1
      2. R1V2
      3. R1V3
      4. R1V4 (or Definity G1)
      5. R1V5 (or Definity G3)

   Selection (1-5) [press <Enter> for <current switch type> or h
   for help]:
   ```

   The message tells you the type of switch currently assigned to the system. In the example message above, the switch type would appear in the `<current switch type>` field.

5. Enter the number shown beside the appropriate switch version.

   Depending on the switch type you select, you see a message confirming your selection and providing further instructions. For example, if you select version R1V5, you see the following message on the screen:

   ```
   You have selected System 75 software version R1V5 (or Definity
   G1).  Be sure you have the updated version of this software to
   avoid problems with your multi-appearance stations.
   ```

   Read the message and proceed to the next step.

6. Depending on the switch type selected, the system may stop. If the system stops, you see a message on the screen indicating that the system has stopped. Start the system.

You have completed the switch type change procedure. If you are performing an AUDIX Voice Power system R3.0 installation, return to the heading *Verifying the Software Installation* in Chapter 6, of *AUDIX Voice Power System Release 3.0 Software Installation* (585-310-115).

5. AUDIX Voice Power R3.0 Switch Parameters

This chapter contains administration information for integrating an AUDIX Voice Power system R3.0 with the System 75, DEFINITY G1, or DEFINITY G3 switch. The AUDIX Voice Power system needs to know specific information about the switch, for example whether to activate message waiting lamps and the type and length of the disconnect. This chapter includes instructions for the following procedures:

- setting the message waiting lamp parameters
- administering the switch interface package and trunks
- setting the switch interface parameters
- associating the application and the switch interface

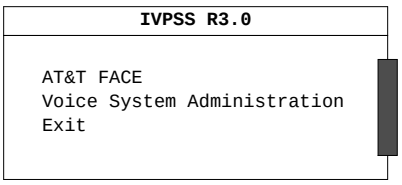
Continue with the procedures on the next page to integrate an AUDIX Voice Power system R3.0 with the switch.

SET THE MESSAGE WAITING INDICATOR PARAMETERS

You need to instruct the AUDIX Voice Power system R3.0 if you want to activate the message waiting indicator option. If you plan to activate the message waiting indicator feature, you need to determine if you want the system to "refresh" or make sure the message waiting indicators are in the correct state. To use the refresh feature, you must set a time interval for the AUDIX Voice Power system to perform the sequential refresh process. Use the instructions in this section to set the message waiting indicator parameters.

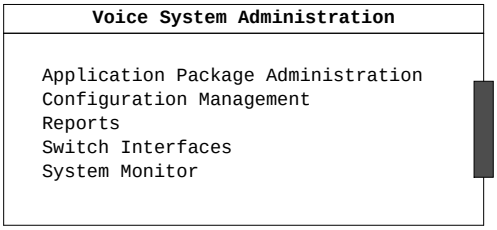
1. Enter **audix** at the `Console Login` prompt.
2. Enter your password at the `Password` prompt.

   After you enter the password, you see the IVPSS 3.0 menu as shown in the following example.



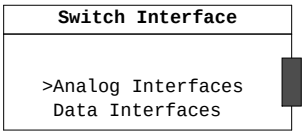
3. Select the `Voice System Administration` option from the menu.

   After you select the option, you see the VOICE SYSTEM ADMINISTRATION menu as shown in the following example.



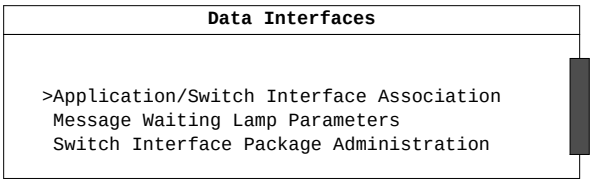
4. Select the `Switch Interfaces` option from the menu.

   After you select the option, you see the SWITCH INTERFACES menu as shown in the following example.



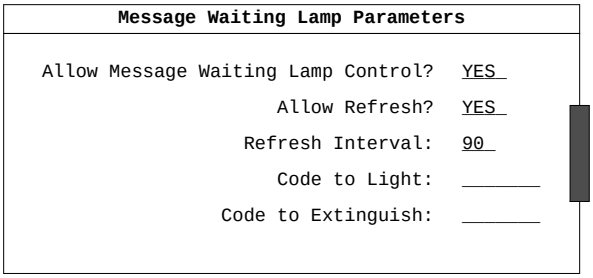
5. Select the `Data Interfaces` option from the menu.

   After you select the option, you see the DATA INTERFACES menu as shown in the following example.



6. Select the `Message Waiting Lamp Parameters` option from the DATA INTERFACES menu.

   After you select the option, you see the MESSAGE WAITING LAMP PARAMETERS form as shown in the following example.



7. Enter **Y** for yes or **N** for no in the `Allow Message Waiting Lamp Control` field.

   The field allows you to turn the message waiting lamp option on or off. If you enter `NO`, the system does not update message waiting lamps. If you enter `YES`, the system updates message waiting lamps.

8. Enter **Y** for yes or **N** for no in the `Allow Refresh` field.

   By turning the feature on, AUDIX Voice Power "refreshes" or makes sure the message waiting lamps are in the correct state. Different types of telephones use different methods of turning message waiting lamps off and on. Refresh turns the lamp on again to make sure the lamp is in the correct state.

9. Enter a time, in seconds, in the `Refresh Interval` field.

   The Allow Refresh feature selects one lamp at a time in a sequential method and performs the refresh process. The `Refresh Interval` field specifies the amount of time to pause between each lamp refresh.

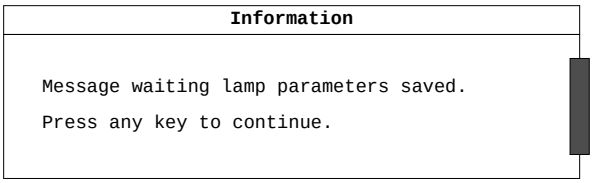
10. Enter the code for lighting the MWL in the `Code to Light` field.

    The code is specific to the switch integrated with the AUDIX Voice Power system. Worksheet B in Chapter 2, *Switch Integration Planning*, provides instructions for determining the code. Refer to worksheet B to locate the code.

11. Enter the code for turning off the MWL in the `Code to Extinguish` field.

    The code is specific to the switch integrated with the AUDIX Voice Power system. Worksheet B in Chapter 2, *Switch Integration Planning*, provides instructions for determining the code. Refer to worksheet B to locate the code.

12. When you finish entering the information, press SAVE to enter the information into the system. After you press the key, you see a confirmation window as shown in the following example.



13. Press ENTER to exit the window and return to the DATA INTERFACES menu.

Proceed to the next section, *Administer the Switch Interface Package*.

ADMINISTER THE SWITCH INTERFACE PACKAGE

The AUDIX Voice Power system R3.0 needs to know the type of switch integration package used to connect with the switch. For a System 75, DEFINITY G1, or DEFINITY G3 system, you use the *AT&T System 75 or DEFINITY G1/G3 Switch Integration* package. After you specify the type of switch package, you must identify any trunk lines connected to the AUDIX Voice Power system. Use the following procedure to administer the switch integration package and identify the trunk lines.

1. Select the `Switch Interface Package Administration` option from the DATA INTERFACES menu.

   After you select the option, you see the SWITCH INTERFACE PACKAGE ADMINISTRATION menu as shown in the following example.

```
Switch Interface Package Administration

AT&T SYSTEM 75 OR DEFINITY G1/G3 SWITCH INTEGRATION
```

2. Use the arrow keys to select **`AT&T SYSTEM 75 OR DEFINITY G1/G3 SWITCH INTEGRATION`** for the System 75, DEFINITY G1, or DEFINITY G3 switch.

   Depending on your system configuration, you may have more than one choice of switch interface packages. You also may see only one choice, `AT&T System 75 or DEFINITY G1/G3 Switch Integration` package.

3. After you select the option, press (ENTER).

   After you press the key, you see the AT&T SYSTEM 75 OR DEFINITY G1/G3 SWITCH INTEGRATION form as shown in the following example.

```
AT&T SYSTEM 75 OR DEFINITY G1/G3 SWITCH INTEGRATION

Trunk Name                    Description
```

   The AT&T SYSTEM 75 OR DEFINITY G1/G3 SWITCH INTEGRATION form allows you to specify the names of any System 75, DEFINITY G1, or DEFINITY G3 trunk lines used to access the AUDIX Voice Power system. An AUDIX Voice Power system uses the trunk name information to properly integrate with the System 75, DEFINITY G1, or DEFINITY G3 switch. On worksheet C in Chapter 2, *Switch Integration Planning*, you listed all trunk lines used to access the AUDIX Voice Power system. You must enter each trunk line name into the AUDIX Voice Power system.

4. Press ADD to add a trunk name.

NOTE

If you need to delete a trunk name, move the cursor to the trunk name and press REMOVE.

After you press ADD you see the ADD A TRUNK NAME form as shown in the following example.

```
Add a Trunk Name

 Trunk Name: _______________
Description: _______________
```

5. Enter one of the trunk names listed on worksheet C in the `Trunk Name` field.
6. Enter a description of the trunk in the `Description` field.
7. Press SAVE to enter the information into the system. After you press the key, you see a confirmation window as shown in the following example.

```
Information
Trunk names updated
```

8. Press ENTER to exit the confirmation window and return to the AT&T SYSTEM 75 OR DEFINITY G1/G3 SWITCH INTEGRATION form. The form contains the trunk name you entered as shown in the following example.

```
AT&T SYSTEM 75 OR DEFINITY G1/G3 SWITCH INTEGRATION

Trunk Name                    Description
DID                         Direct dial line
```

9. Repeat steps 4 through 8 for each trunk name listed on worksheet C.
10. When you finish entering the trunk information, press CANCEL twice to return to the DATA INTERFACES menu.

Proceed to the next section, *Set the Switch Interface Parameters*.

SET THE SWITCH INTERFACE PARAMETERS

AUDIX Voice Power R3.0 must know specific switch interface parameters to communicate with a System 75, DEFINITY G1, or DEFINITY G3 switch. The values for the parameters are set at the factory as the system defaults. Table 5.1 shows you the system default switch interface values.

Table 5-1. Switch Interface Parameter Values

Parameter	Default Value
Switchhook Flash Duration	600
Wink Disconnect Interval	300
Signaling Type	TT

NOTE

You must set Signaling Type to **TT** (touch-tone dialing) for the system to operate correctly. If you set the field to **DP** (dial-pulse dialing), the AUDIX Voice Power system R3.0 cannot dial the pound sign (#) or a star (*).

Although the parameters are set at the factory, you need to check the parameters to make sure they are correctly set. Use the following instructions to access the ANALOG INTERFACES form and check the parameters.

1. After completing the instructions in the last section, *Administer the Switch Interface Package*, you should see the DATA INTERFACES menu on the screen. Press CANCEL to exit the menu and return to the SWITCH INTERFACES menu as shown in the following example.

2. Select the `Analog Interfaces` option from the menu.

   After you select the option, you see the ANALOG INTERFACES form as shown in the following example.

```
                    Analog Interfaces

                        AT&T System 75

        Switch Hook Flash Duration   600
          Wink Disconnect Interval   300
                 Type of Signaling   TT
            Incoming Speech Volume   4000
           Outgoing Speech Volume:   1000

                Dial-Tone Training   Yes
```

Compare the values you see on the ANALOG INTERFACES form with the values shown in the example form above and in Table 5-1. Select one of the following options:

- If the values on the form match the values in the example and Table 5-1, proceed to step 7.
- If any value on the form does not match the value shown in the example or Table 5-1, continue with the next step.

3. Use the arrow keys to move the cursor to the field that contains a different value.
4. Enter the correct value in the field. Use Table 5-1 and the example ANALOG INTERFACES form to enter all correct values.

   The `Incoming Speech Volume` and the `Outgoing Speech Volume` fields are display only. You cannot change the information in the fields.

5. Press SAVE to enter the information into the system database. After you press the key, you see the following information window.

```
                      Information

  In order for the Switch Interface
  Parameters to be effective, execute
  Stop Voice System.  For Changes to
  Transfer Sequence to be effective, any
  installed applications must be
  re-installed.

  Press <Enter> to continue.
```

6. Press ENTER to exit the information window and return to the SWITCH INTERFACES menu.
7. Press CANCEL to exit the menu and return to the VOICE SYSTEM ADMINISTRATION menu.

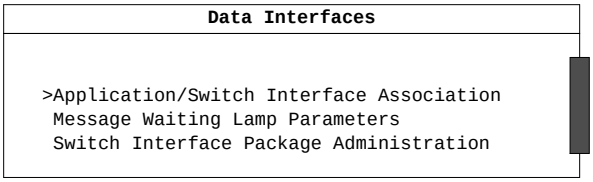
Proceed to the next section, *Associate the Application and Switch Interface*.

ASSOCIATE THE APPLICATION AND SWITCH INTERFACE

When you install the *AUDIX Voice Power Switch Integration Software (for AT&T System 75 or DEFINITY G1 or G3 PBX) R3.0* software, the installation process automatically associates the switch integration package with the AUDIX Voice Power system R3.0. By associating the software packages, the AUDIX Voice Power system R3.0 knows to use the System 75, DEFINITY G1, or DEFINITY G3 switch integration software to receive call information and complete transactions. Perform the procedure in this section only to verify that the system is associated with the software packages.

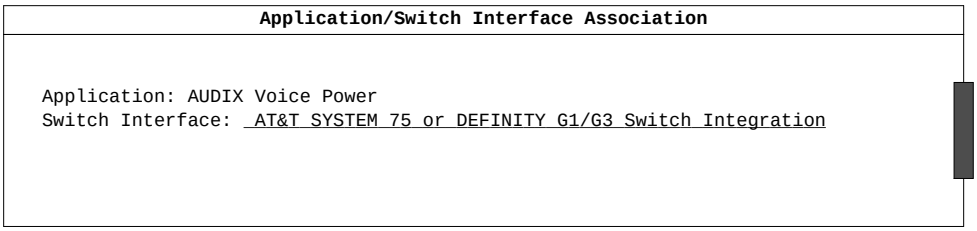
1. Select the `Data Interfaces` option from the SWITCH INTERFACES menu.

   After you select the option, you see the DATA INTERFACES menu as shown in the following example.



2. Select the `Application/Switch Interface Association` option from the menu.

   After you select the option, you see the APPLICATION/SWITCH INTERFACE ASSOCIATION form as shown in the following example.



3. For a System 75, DEFINITY G1, or DEFINITY G3 integration, the `Switch Interface` field must contain the following application name:

   `AT&T System 75 or DEFINITY G1/G3 Switch Integration`.

   If the `Switch Interface` field does not contain the correct application name, press CHOICES to view the options and select the correct option.

4. Press SAVE to enter the information into the system. After you press the key, you see a confirmation window as shown in the following example.

```
Confirmation

Associations have been updated.
Press any key to continue.
```

5. Press ENTER to exit the confirmation window and return to the DATA INTERFACES menu.

You need to stop and start the voice system. Return to *Administering System Parameters* in Chapter 9, *Initial Administration*, of *AUDIX Voice Power System R3.0 Software Installation* (585-310-115) and complete the initial administration procedures. You stop and start the voice system as you complete the instructions.

6. System 75 and DEFINITY G1 Administration

This chapter contains instructions for administering a System 75 and a DEFINITY G1 switch to operate with an AUDIX Voice Power system R3.0.

- If you have a DEFINITY G3i, a DEFINITY G3r, or a DEFINITY G3s switch, refer to Chapter 7, *DEFINITY G3 Switch Administration*, for instructions.
- If you have another type of switch, refer to the documentation provided with that switch or the switch integration package for more information.

The instructions in this chapter explain processes specific to the System 75 and DEFINITY G1 switches for integration with an AUDIX Voice Power system R3.0. If you do not understand any of the information in this chapter, refer to the documentation provided with the switch.

Before you begin the administration, you need to plan the process by deciding on options, creating hunt groups, and creating call coverage paths. To plan the integration, refer to Chapter 2, *Switch Integration Planning*. Chapter 2 contains worksheets and instructions to help you plan and record your switch integration. After you complete the worksheets and return to this chapter, use the worksheets to complete the switch administration procedures.

As you integrate or "administer" the switch, you must perform the following processes:

- Assign the Class of Restrictions
- Verify the analog channels for connection to the AUDIX Voice Power system
- Configure the DCP extension
- Administer hunt groups for multiple channels of the same service (R1V1 and R1V2 only)

The instructions in this chapter only explain the screen fields and information necessary to integrate the System 75 or DEFINITY G1 to the AUDIX Voice Power system. If you do not understand any of the non-AUDIX Voice Power system related screen fields, refer to the documentation supplied with your switch for more information.

RELEASE R1V1 AND R1V2 SOFTWARE LIMITATIONS

The R1V1 and R1V2 versions of the System 75 have several limitations that change the operation of the AUDIX Voice Power system. This section contains a list of and discusses solutions for each possible limitation. If you have a System 75 R1V3 or later, proceed to the next section, *Assign the Class of Restrictions*.

The System 75 R1V1 and R1V2 limitations may cause the following problems:

- Music On Hold feature may not operate properly (R1V1 and R1V2).
- Attendants cannot access the AUDIX Voice Power system through the DCP line (R1V1 and R1V2).
- Subscribers cannot access the AUDIX Voice Power system and retrieve messages through the the DCP line (R1V1).
- DCP provides a less-reliable interface between the switch and an AUDIX Voice Power system as opposed to later versions of the switch (R1V1).

Music On Hold Solutions

On an R1V1 or R1V2 switch configured for Music On Hold, callers hear several seconds of music before they hear the AUDIX Voice Power greeting. The music may confuse callers and cause them to hang up. To correct the problem, upgrade your switch to version R1V3, R1V4, or G1.

Subscriber Access to Voice Mail on an R1V1

On a System 75 R1V1, subscribers cannot access voice mail by calling the DCP extension. System 75 R1V1 uses the DCP interface only for the Call Answer Service. To allow subscribers to reach the voice mail service, you must create a hunt group of one or more channels configured for the voice_mail service. By setting up the hunt group, you create a non-integrated voice mail service. Non-integrated means that the AUDIX Voice Power system does not have the ability to transfer subscriber information with the switch. When subscribers call voice mail, they must enter their extension and their password to retrieve messages. Set the Class of Restriction on the System 75 to prevent subscriber access to the DCP number.

Refer to *Determining Services for System 75 R1V1* in Chapter 9, *Initial Administration*, in *AUDIX Voice Power System Release 3.0 Software Installation* (585-310-115) for more information.

Attendant Transfers on an R1V1 and R1V2

AUDIX Voice Power system software that interfaces to System 75 R1V1 software transfers calls from the DCP line to an analog line. The System 75 software does not allow calls from an attendant console to be transferred. This problem does not allow attendants to transfer incoming calls to subscribers and wait for the AUDIX Voice Power system to provide call_answer service for the caller. The attendant must either drop the call after performing the transfer or return to the caller when the ringing stops. If the attendant wants to leave a message for a subscriber, the caller must call a separate group of one or more channels configured for the special service "call_answer" which provides non-integrated call answer service. The attendant must enter the extension of the person receiving the message.

Attendant Access to Voice Mail on an R1V2

On a System 75 R1V2, attendants cannot access the voice mail service by calling the DCP number. To allow attendants to reach the voice mail service, you must create a hunt group of one or more channels configured for "voice_mail" service. By setting up the hunt group, you create a non-integrated Voice Mail service. Non-integrated means that the AUDIX Voice Power system does not have the ability to transfer attendant information with the switch. When attendants call voice mail, they must enter their extension and their password to retrieve messages. Set the Class of Restriction on the System 75 to prevent attendant access to the DCP number.

Attendants may access their messages through the "call_answer" service by pressing * 7. The attendants only need one additional set of channels to access messages.

Stations Supported (R1V1)

System 75 R1V1 software does not support the PC type of digital station explained in the *Configure the DCP Extension* section of this chapter. R1V1 supports only two types of stations, the 7405D and the 7403D. Neither the 7405D or the 7403D provide a reliable interface like the PC type. The AUDIX Voice Power system sometimes receives unusable information from the switch which results in a significant number of calls requiring attendant assistance. You can monitor the rate at which the AUDIX Voice Power system receives bad switch information by using the the "Bad Switch Info" category of the Phone Line Usage Report.

Ambiguous Extensions

Do not use an ambiguous extension for DCP or any other channels assigned to the AUDIX Voice Power system. An ambiguous extension starts with a digit that could be part of a longer extension under the switch dial plan.

For example, the switch contains a dial plan that uses three and four digit extensions that begin with **2**, such as `234` and `2345`. If you enter the extension `234`, the switch does not know if you have entered the entire extension or if you need to enter a fourth digit. The switch waits for a certain period of time until you enter another extension or until the time period expires and the switch determines you have entered a three digit extensions. The three digit extension is ambiguous. In the example, you could use the four digit extension, but could not use the three digit extension for DCP or any channels assigned to the AUDIX Voice Power system.

Display Phone Administration

On display phones, the message waiting lamp may be shown as a call from the extension assigned to channel 0. A call cannot be returned to this extension because the Class of Restriction will block the call. If you have a display phone connected to the AUDIX Voice Power system, assign the name `Get Voice Mail` to the extension assigned to channel 0 on the System 75, DEFINITY G1, or DEFINITY G3.

ASSIGN THE CLASS OF RESTRICTIONS

The Class of Restrictions (COR) define users' calling privileges. The COR specifies up to 64 different classes of call origination and termination privileges on the System 75 and DEFINITY G1 switch. CORs are assigned to allow subscribers to call the extension numbers assigned to the following services:

- Information service
- Automated attendant
- Message drop
- DCP (PC/PBX connection)

The CORs also allow the DCP channel to connect with call answer extension numbers and voice mail extension numbers.

You need to administer three CORs for AUDIX Voice Power R3.0. First, administer a COR for the subscriber extensions. The COR must restrict the subscriber extensions from calling the CA+VM or CA+VM+AA answer ports. The second COR you administer prevents the CA+VM or CA+VM+AA channels from calling themselves. The last COR you need to administer is for the DCP extension. The DCP extension must be restricted from calling itself or any subscriber extensions.

Use the following instructions and examples to configure the CORs for the AUDIX Voice Power system. Although you can use any COR number, AT&T recommends that you use COR 1 for the subscriber extensions, COR 8 for the CA+VM or CA+VM+AA ports, and COR 16 for the DCP extension.

Administer the Subscriber Extension COR

1. Log on to the switch System Access Terminal (SAT) by entering the `craft` or `inads` user id.
2. Enter the password.
3. Enter the correct terminal type for the SAT.

   After you enter the terminal type, the screen blanks for a few seconds then shows you a copyright screen and a `command` prompt.
4. Enter **`change cor 1`** at the `command` prompt.

   After you enter the command, you see the CLASS OF RESTRICTION screen as shown in Figure 6-1. You see several fields on the screen. The instructions in this section only indicate the fields you need to change for an AUDIX Voice Power system. Do not change the value in any field unless you are instructed. For more information on the non-AUDIX Voice Power system fields, refer to the documentation provided with your switch.

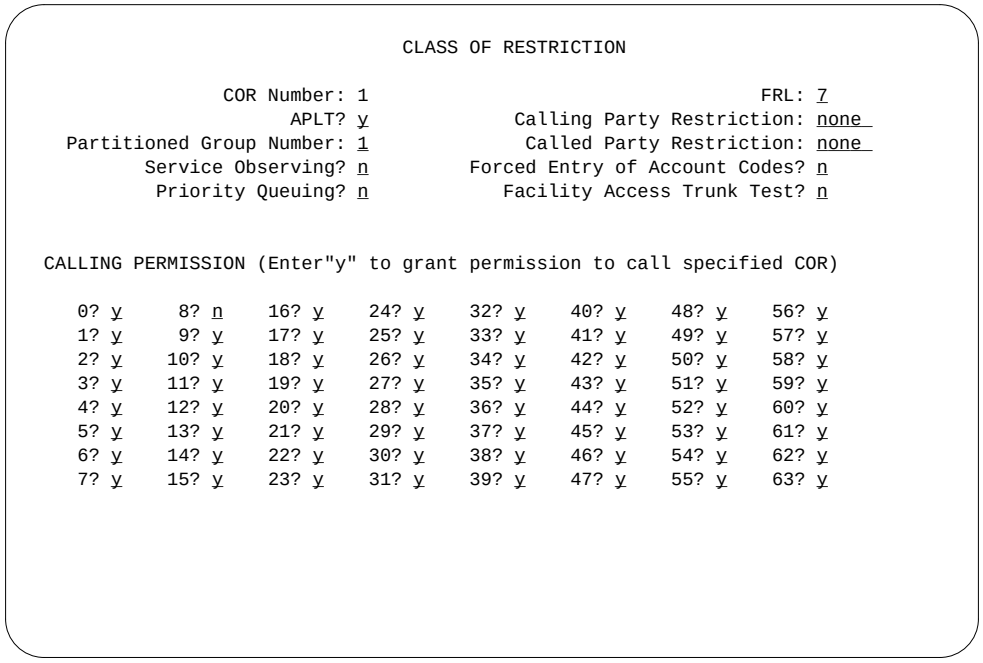


Figure 6-1. Class of Restriction screen

Under the `Calling Permission` heading on the screen, you see the numbers 0 through 63. The numbers represent the calling permissions you can set.

5. Press (TAB) and move the cursor to permission `8`.
6. Enter **`n`** for permission `8`.

NOTE

If you have an R1V1, set Calling Permission 16 to `n`.

7. Press the `ENTER` function key to save your changes and return to the `command` prompt.

Administer the CA+VM or CA+VM+AA COR

1. At the command prompt, enter **change cor 8**

   After you enter the command, you see the CLASS OF RESTRICTION screen as shown in Figure 6-1.
2. Press TAB and move the cursor to permission 8.
3. Enter **n** for permission 8.
4. Press the ENTER function key to save your changes and return to the command prompt.

Administer the DCP Extension COR

1. At the command prompt, enter **change cor 16**

   After you enter the command, you see the CLASS OF RESTRICTION screen as shown in Figure 6-1.
2. Press TAB and move the cursor to permission 1.
3. Enter **n** for permission 1.
4. Press TAB and move the cursor to permission 16.
5. Enter **n** for permission 16.
6. Press the ENTER function key to save your changes and return to the command prompt.

NOTE

If you have an R1V1, set Calling Permission 16 to n.

ADDING AND VERIFYING ANALOG CHANNELS

Analog channels are the channels assigned to the different services of the AUDIX Voice Power system R3.0. You can have a maximum of 12 channels assigned to the system. If you are installing an upgrade, the channels may have already been administered for an AUDIX Voice Power system. The instructions in this section explain how you check the channels and make sure they have been administered correctly. If they have not been administered, the section provides instructions for adding and administering the channels.

You must verify the following information for each AUDIX Voice Power system channel:

- Type
- Name
- LWC activation
- LWC reception
- Call waiting indication
- Attendant call waiting indication
- COR

Refer to worksheet A in Chapter 2, *Switch Integration Planning*, of this document to make sure you check each AUDIX Voice Power analog channel extension. Use the following instructions to check the channel extensions.

1. Enter `display station X` at the `command` prompt. After you enter the command, you see the STATION form as shown in Figure 6-2 on the next page.

NOTE

Do not enter `X`. `X` represents the channel extensions listed on worksheet A. Enter a channel extension instead of `X`.

```
                                    STATION

Extension: 4005          Lock Messages? _n_         COR: 8         Room: ____
     Type: 2500          Security Code: ___         COS: 1         Jack: ____
     Port: 1A0305        Coverage Path: ___        Tests: y        Cable: ____
     Name: ______

FEATURE OPTIONS

        LWC Reception: spe        Headset? n    Coverage Msg Retrieval? _y_
      LWC Activation? _y_     Auto Answer? n          Data Restriction? _n_
Redirect Notification? _y_                      Call Waiting Indication? _n_
  Off Premise Station? _n_                 Att. Call Waiting Indication? _n_
                                              Distinctive Audible Alert? _y_
                                            Message Waiting Indication: LED
     Switchhook Flash? _y_                   Station Adjunct Supervision? _y_

ABBREVIATED DIALING
               List 1: ______       List 2: ______       List 3: ______

HOT LINE DESTINATION
               Abbreviated Dialing List Number (from above 1, 2, or 3): ___
                                                              Dial Code: ___
```

Figure 6-2. Analog channel assignment information on the Station screen

2. Compare the values on the form with the values shown in the Table 6-1.

Table 6-1. Analog Channel Station Screen Field Assignments

Field	Value
Type	2500
COR	8
LWC Reception	spe
LWC Activation	y
Call Waiting Indication	n
Att. Call Waiting Indication	n
Switchhook Flash	y

NOTE

If you created a different COR for the CA+VM or CA+VM+AA ports, the COR field must contain that number.

- If the analog channel extensions have not been assigned, continue to step 3.
- If you see any fields that contain information different from the values listed in Table 6-1, continue to step 3.
- If the information on the screen matches the information in Table 6-1, press CANCEL and proceed to step 12.

3. To add analog extensions or correct any existing station, press CANCEL to exit the station display screen and return to the `command` prompt.
4. Enter `add station X` to add analog extensions.

   Enter `change station X` to change existing analog extensions.

   NOTE

   Do not enter `X`. `X` represents the channel extensions listed on worksheet A. Enter the station number that you need to add or change.

5. Enter **`2500`** in the `Type` field.
6. Enter **`8`** in the `COR` field. If you created a different COR for the voice mail/call answer ports, enter that COR number.
7. Enter **`spe`** in the `LWC Reception` field.
8. Enter **`y`** in the `LWC Activation` field.
9. Enter **`n`** in the `Call Waiting Indication` field.
10. Enter **`n`** in the `Att. Call Waiting Indication` field.
11. Enter **`y`** in the `Switchhook Flash` field.
12. Press the `ENTER` function key to save your changes and return to the `command` prompt.
13. Repeat steps 1 through 12 for each analog extension.

After you check each analog station, proceed to the next section, *Configure the DCP Extension*.

CONFIGURE THE DCP EXTENSION

To integrate the System 75 or DEFINITY G1 switch with an AUDIX Voice Power system R3.0, you must configure a digital station for the DCP connection. Use the instructions in this section to configure the DCP station.

1. Enter `add station X` at the `command` prompt. After you enter the command, you see page one of the STATION screen as shown in Figure 6-3.

NOTE

Do not enter `X`. `X` represents the number of the DCP port extension you selected and recorded on worksheet B. Enter the extension assigned to the DCP port.

```
                                11/14/92  11:20  Page     1 of      4

                                     STATION
Extension: 5000
     Type: PC  Set: 7404D     Lock Messages? n     COR: 16     Room: _____
     Port: 04B101             Security Code: ___   COS: 1      Jack: _____
     Name: AVP DCP Link       Coverage Path: ____              Cable: _____

FEATURE OPTIONS
         LWC Reception: msa-spe    Headset? n     Coverage Msg Retrieval? y
        LWC Activation? y     Auto Answer? n           Data Restriction? n
 Redirect Notification? y                    Idle Appearance Preference? n
POOL/TEG Call Alerting? n
           Data Module? y
        Display Module? y                      Restrict Last Appearance? y

ABBREVIATED DIALING
              List 1: ______       List 2: ______       List 3: ______

BUTTON ASSIGNMENTS
  1: call-appr                                  6: call-appr
  2: call-appr                                  7: call-appr
  3: call-appr                                  8: call-appr
  4: call-appr                                  9: call-appr
  5: call-appr                                  9: call-appr
                                               10: call-appr
```

Figure 6-3. Page One of the Station screen for the DCP extension

2. Enter **`PC`** in the `Type` field. If you have an R1V1 switch, enter **`7405D`** in the field.
3. Enter **`7407D`** in the `Set` field. If you have an R1V1 switch, you do not see the field on the screen.
4. Enter **`16`** for the DCP COR in the `COR` field. If you assigned a different COR to the DCP, enter the number you assigned.
5. Enter **`AVP DCP Link`** in the `Name` field.

6. Use Table 6-2 to enter the correct setting in the `LWC Reception` field.

Table 6-2. LWC Reception Codes

Release	Setting
R1V1	y
R1V2	yes
R1V3	ap-spe
G1	msa-spe

7. Enter **`y`** in the `LWC Activation` field.
8. Enter **`y`** in the `Restrict Last Appearance` field.
9. Enter **`call-appr`** in each of the ten `Button Assignments` fields.
10. Press NEXT PAGE until you see page three of the STATION screen as shown in Figure 6-4.

```
                                11/14/92  11:20  Page     3 of      4

                                   STATION

DISPLAY BUTTON ASSIGNMENTS

  1: normal
  2:
  3:
  4:
  5:
  6:
  7:
```

Figure 6-4. Page three of the Station screen

11. Enter **`normal`** in field `1` under the `Display Button Assignments` heading.
12. Press NEXT PAGE until you see page four of the STATION screen as shown in Figure 6-5.

```
                                11/14/92  11:20  Page     5 of      5  SPE B

                                    STATION

DATA MODULE:

Data Extension: 42963                  BCC? 2_                 ITC: restricted
          Name: AVP DCP data           COR: 1                  COS: 1


ABBREVIATED DIALING
List 1: ______

SPECIAL DIALING OPTION:




ASSIGNED MEMBER ( Station with a data extension button for this data module )

         Ext              Name
```

Figure 6-5. Page four of the Station screen

13. In the `Data Extension` field, enter an open or unused extension that fits in the dial plan. The System 75 and DEFINITY G1 uses and requires the number for the DCP connection from the switch to the AUDIX Voice Power system. The AUDIX Voice Power system does not use the number.
14. Press the `ENTER` function key to save the information and return to the `command` prompt.

Select one of the following options.

- If you have a System 75 R1V3 or later or a DEFINITY G1, return to *Administering System Parameters*, in Chapter 9, *Initial Administration* in *AUDIX Voice Power System Release 3.0 Software Installation* (585-310-115).
- If you have a System 75 R1V1 or R1V2, proceed to the next section. *Administer the Hunt Group (R1V1 AND R1V2).*

ADMINISTER THE HUNT GROUP (R1V1 AND R1V2)

If you have a System 75 R1V3 or later or a DEFINITY G1, *do not* complete the instructions in this section. Return to *Administering System Parameters*, in Chapter 9, *Initial Administration* in *AUDIX Voice Power System Release 3.0 Software Installation* (585-310-115).

Hunt groups are used to assign more than one extension number to the same AUDIX Voice Power system service. Hunt groups also allow subscribers to call a single number to retrieve messages or use the other functions of the AUDIX Voice Power system. A hunt group combines any number of channels under one extension number and has two purposes:

- To simplify user tasks
- To allow the switch to process one or more calls simultaneously

Hunt groups work together with *coverage paths*. Coverage paths tell the switch what to do when situations arise when the switch cannot follow the normal path. A coverage path directs the switch to transfer unanswered or busy calls to a hunt group, a service, or another extension. If you have a System 75 R1V1 or R1V2, you must create hunt groups for any channels assigned to the same service. Do not assign the DCP extension in a hunt group. The DCP extension will be administered as part of the coverage path in Chapter 9, *Cut-To-Service*.

Your switch probably contains hunts groups and coverage paths. The information in this section explains how you set up a hunt group for non-integrated services on the AUDIX Voice Power system R3.0. Remember that the hunt group numbers used in the documentation examples only represent example numbers. You do not have to use the same numbers to set up your switch. Before you use your own numbers, though, follow the instructions and complete worksheet A in Chapter 2, *Switch Integration Planning*.

When you complete worksheet A in Chapter 2, you select channel extensions and assign the extensions to services. As you complete the instructions in this chapter, use the information you recorded on the worksheet.

Continue with the instructions on the next page to administer the hunt group.

To administer the hunt group, use the following instructions.

1. Log in using the `inads` or `craft` login ID and enter your password.
2. At the `enter command` prompt, enter **`add hunt-group X`**

NOTE

X represents the hunt group number. Enter the hunt group number instead of *X*. The sample screen below uses group number `2` as the hunt group number.

After you enter the command, you see page one of the HUNT GROUP screen as shown in Figure 6-6.

```
                                                          Page 1 of 5

                                HUNT GROUP


     Group Number: _2_              Group Extension: _1234_  Group Type: _ddc
       Group Name: _AVPHuntGp_        Coverage Path: ___           COR: _1_
    Security Code: ____             Message Center: _______      ACD? _n_
            Queue? _y_    Night Service Destination: ______


ISDN Caller Disp:_____


                    Queue Length: _5_
           Calls Warning Threshold: ___          Calls Warning Port: ___
           Times Warning Threshold: ___          Times Warning Port: ___



 First Announcement Extension: _______     First Announcement Delay (sec): _____
```

Figure 6-6. Page One of the Hunt Group screen

3. Enter XXXX in the `Group Extension` field.

NOTE

XXXX represents the hunt group extension. Enter the hunt group extension instead of *XXXX*. The sample screen uses 1234 for the hunt group extension.

4. Enter **ddc** in the `Group Type` field.
5. Enter **AVP Hunt Gp** in the `Group Name` field.

   You enter `AVP Hunt Gp` to uniquely name and identify the hunt group as the AUDIX Voice Power system hunt group.
6. Press RETURN and move the cursor past the `Coverage Path` field. Leave the field blank.
7. Enter **1** in the `COR` (Class of Restriction) field.
8. Enter **none** in the `Message Center` field.
9. Enter **n** in the `ACD` field.

   For each hunt group you create, you must assign member extensions to the group. You can assign a maximum of 12 channels to each hunt group, depending on your system configuration.
10. Press NEXT PAGE to move to page two of the HUNT GROUP screen as shown in Figure 6-7.

```
                                                              Page 2 of 5

                                HUNT GROUP

Group Number: _2_          Group Extension: _5777_       Group Type: _ddc_

GROUP MEMBER ASSIGNMENTS

      Ext      Name            Ext      Name            Ext      Name
  1: 5103                  14: _____                27: _____
  2: 5104                  15: _____                28: _____
  3: 5105                  16: _____                29: _____
  4: 5106                  17: _____                30: _____
  5: _____                 18: _____                31: _____
  6: _____                 19: _____                32: _____
  7: _____                 20: _____                33: _____
  8: _____                 21: _____                34: _____
  9: _____                 22: _____                35: _____
 10: _____                 23: _____                36: _____
 11: _____                 24: _____                37: _____
 12: _____                 25: _____                38: _____
 13: _____                 26: _____                39: _____
                                                    40: _____
```

Figure 6-7. Page two of the Hunt Group screen

11. Enter the analog channel extensions that you want to assign to the hunt group.

    You cannot enter a name for the channel in the `Name` field. The field is display only.

12. Repeat step 11 until you finish entering all of the AUDIX Voice Power channels.

    Use worksheet A in Chapter 2 to make sure you enter all of the channels you need.

13. When you finish entering channels, press the `ENTER` function key to save the information and return to the `enter command` prompt.

Return to *Administering System Parameters*, in Chapter 9, *Initial Administration* in *AUDIX Voice Power System Release 3.0 Software Installation* (585-310-115).

7. DEFINITY G3 Switch Administration

This chapter contains instructions for administering a DEFINITY Generic 3i (G3i), a DEFINITY Generic 3r (G3r), and a DEFINITY Generic 3s (G3s) switch to operate with an AUDIX Voice Power system R3.0. The chapter generically refers to all three switches as the DEFINITY G3.

- If you have a System 75 or DEFINITY Generic 1 (G1), refer to Chapter 6, *System 75 and DEFINITY G1 Switch Administration*, for instructions.
- If you have another type of switch, refer to the documentation provided with that switch or the switch integration package for more information.

The instructions in this chapter explain the processes, screen fields, and information necessary to integrate DEFINITY G3 switches with an AUDIX Voice Power system R3.0. If you do not understand any of the information in this chapter, refer to the documentation provided with the switch.

Before you begin the administration, you need to plan the process by deciding on options and creating call coverage paths. To plan the integration, refer to Chapter 2, *Switch Integration Planning*. Chapter 2 contains worksheets and instructions to help you plan and record your switch integration. After you complete the worksheets and return to this chapter, use the worksheets to complete the switch administration procedures.

As you integrate or "administer" the switch, you must perform the following processes:

- Assign the Class of Restrictions
- Verify or add analog channels for connection to AUDIX Voice Power
- Configure the DCP extension

Continue with the instructions on the next page to integrate the DEFINITY G3 with the AUDIX Voice Power system R3.0.

ASSIGN THE CLASS OF RESTRICTIONS

The Class of Restrictions (COR) define users' calling privileges. The COR specifies up to 95 different classes of call origination and termination privileges on the DEFINITY G3r switch and 64 classes on the DEFINITY G3i and DEFINITY G3s. CORs are assigned to allow subscribers to call the extension numbers assigned to the following services:

- Information service
- Automated attendant
- Message drop
- DCP (PC/PBX connection)

The CORs also allow the DCP to connect with call answer extension numbers and voice mail extension numbers.

You need to administer three CORs for the AUDIX Voice Power system R3.0. First, you administer a COR for the CA+VM or CA+VM+AA channels to prevent the channels from calling themselves. You administer a second COR for the DCP extension. The DCP extension must be restricted from calling itself or any subscriber extensions. The third COR you administer is for the subscriber extensions. The COR must restrict the subscriber extensions from calling the CA+VM or CA+VM+AA ports.

Use the following instructions and examples to configure the CORs for the AUDIX Voice Power system. Although you can use any COR number, AT&T recommends that you use COR 1 for the subscriber extensions, COR 8 for the CA+VM or CA+VM+AA ports, and COR 16 for the DCP extension. If you are performing an upgrade to the AUDIX Voice Power system R3.0, change any previously administered CORs to prevent them from directly calling the CA+VM or CA+VM+AA channels.

Administer the Subscriber Extension COR

1. Log on to the switch System Administration Terminal (SAT) by entering the `craft` or `inads` user id.
2. Enter your password.
3. Enter the correct terminal type for the SAT.
4. Enter **`change cor 1`** at the `command` prompt.

   After you enter the command, you see the CLASS OF RESTRICTION screen as shown in Figure 7-1 on a DEFINITY G3i and a DEFINITY G3s. If you have a DEFINITY G3r, you see the screen shown in Figure 7-2. You see several fields on the screen. The instructions in this section only indicate the fields you need to change for an AUDIX Voice Power system. Do not change the value in any field unless you are instructed. For more information on the non-AUDIX Voice Power system fields, refer to the documentation provided with your switch.

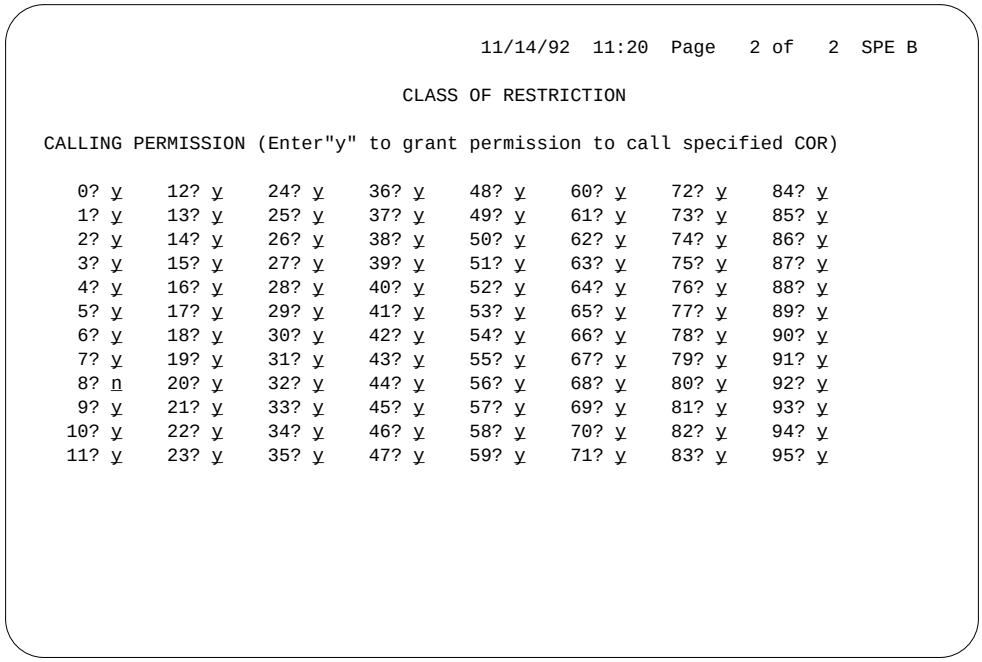
```
                              CLASS OF RESTRICTION

               COR Number: 1                                  FRL: 7
                     APLT? y              Calling Party Restriction: none
  Partitioned Group Number: 1               Called Party Restriction: none
         Service Observing? n          Forced Entry of Account Codes? n
          Priority Queuing? n             Facility Access Trunk Test? n


CALLING PERMISSION (Enter"y" to grant permission to call specified COR)

   0? y     8? n    16? y    24? y    32? y    40? y    48? y    56? y
   1? y     9? y    17? y    25? y    33? y    41? y    49? y    57? y
   2? y    10? y    18? y    26? y    34? y    42? y    50? y    58? y
   3? y    11? y    19? y    27? y    35? y    43? y    51? y    59? y
   4? y    12? y    20? y    28? y    36? y    44? y    52? y    60? y
   5? y    13? y    21? y    29? y    37? y    45? y    53? y    61? y
   6? y    14? y    22? y    30? y    38? y    46? y    54? y    62? y
   7? y    15? y    23? y    31? y    39? y    47? y    55? y    63? y
```

Figure 7-1. DEFINITY G3i and DEFINITY G3s Class of Restriction Screen

```
                                 11/14/92  11:20  Page     1 of      2  SPE B

                              CLASS OF RESTRICTION

               COR Number: 1                                  FRL: 7
                     APLT? y              Calling Party Restriction: none
  Partitioned Group Number: 1               Called Party Restriction: none
         Service Observing? n          Forced Entry of Account Codes? n
          Priority Queuing? n                    Direct Agent Calling? n
      Restricted Call List? n             Facility Access Trunk Test? n

             Access to MCT? y               Fully Restricted Service? n
```

Figure 7-2. Page One of the DEFINITY G3r Class of Restriction Screen

5. If you have a DEFINITY G3r, press NEXT PAGE to move to page two of the CLASS OF RESTRICTION screen as shown in Figure 7-3.



```
                                    11/14/92  11:20  Page   2 of   2  SPE B

                                CLASS OF RESTRICTION

CALLING PERMISSION (Enter"y" to grant permission to call specified COR)

   0? y    12? y    24? y    36? y    48? y    60? y    72? y    84? y
   1? y    13? y    25? y    37? y    49? y    61? y    73? y    85? y
   2? y    14? y    26? y    38? y    50? y    62? y    74? y    86? y
   3? y    15? y    27? y    39? y    51? y    63? y    75? y    87? y
   4? y    16? y    28? y    40? y    52? y    64? y    76? y    88? y
   5? y    17? y    29? y    41? y    53? y    65? y    77? y    89? y
   6? y    18? y    30? y    42? y    54? y    66? y    78? y    90? y
   7? y    19? y    31? y    43? y    55? y    67? y    79? y    91? y
   8? n    20? y    32? y    44? y    56? y    68? y    80? y    92? y
   9? y    21? y    33? y    45? y    57? y    69? y    81? y    93? y
  10? y    22? y    34? y    46? y    58? y    70? y    82? y    94? y
  11? y    23? y    35? y    47? y    59? y    71? y    83? y    95? y
```

Figure 7-3. Page Two of the DEFINITY G3r Class of Restriction Screen

Under the `Calling Permission` heading on the screen, you see the numbers 0 through 63 or 0 through 95. The numbers represent the calling permissions you can set.

6. Press TAB and move the cursor to permission `8`.
7. Enter **`n`** for permission `8`.
8. Press the `ENTER` function key to save your changes and return to the `command` prompt.

Administer the CA+VM or CA+VM+AA COR

1. At the command prompt, enter **change cor 8**

   After you enter the command, you see the CLASS OF RESTRICTION screen as shown in Figure 7-1 for a DEFINITY G3i and a DEFINITY G3s or Figure 7-2 for a DEFINITY G3r.

2. If you have a DEFINITY G3r, press NEXT PAGE to move to page two of the CLASS OF RESTRICTION screen as shown in Figure 7-3.

3. Press TAB and move the cursor to permission 8.

4. Enter **n** for permission 8.

5. Press the ENTER function key to save your changes and return to the command prompt.

Administer the DCP Extension COR

1. At the command prompt, enter **change cor 16**

   After you enter the command, you see the CLASS OF RESTRICTION screen as shown in Figure 7-1 if you have a DEFINITY G3i or DEFINITY G3s or Figure 7-2 if you have a DEFINITY G3r.

2. If you have a DEFINITY G3r, press NEXT PAGE to move to page two of the CLASS OF RESTRICTION screen as shown in Figure 7-3.

3. Press TAB and move the cursor to permission 1.

4. Enter **n** for permission 1.

5. Press TAB and move the cursor to permission 16.

6. Enter **n** for permission 16.

7. Press the ENTER function key to save your changes and return to the command prompt.

ADDING AND VERIFYING ANALOG CHANNELS

Analog channels are the channels assigned to the different services of the AUDIX Voice Power system. If you are installing an upgrade, the channels may already be administered for the AUDIX Voice Power system. The instructions in this section explain how you check the channels and make sure they are administered correctly. If they are not administered, the section provides instructions for adding and administering the channels.

You must verify the following information for each AUDIX Voice Power channel.

- Type
- Name
- LWC activation
- LWC reception
- Call waiting indication
- Attendant call waiting indication
- COR

Refer to worksheet A in Chapter 2, *Switch Integration Planning*, of this document to make sure you check each AUDIX Voice Power analog channel extension. Use the following instructions to check the channel extensions.

1. Enter `display station X` at the `command` prompt. After you enter the command, you see the STATION screen as shown in Figure 7-4 for a DEFINITY G3i and a DEFINITY G3s or Figure 7-5 for a DEFINITY G3r.

NOTE

Do not enter `X`. `X` represents the channel extensions from worksheet A. Enter a channel extensions instead of `X`.

```
                                11/14/92  11:20  Page     1 of      2  SPE B

                                     STATION

Extension: 4005     BCC:0
     Type: 2500             Lock Messages? _n_                  COR: 8
     Port: 04C1101          Security Code: ___                  COS: 1
     Name: AVP 01           Coverage Path: ___                Tests: y

FEATURE OPTIONS

        LWC Reception: spe                        Coverage Msg Retrieval? _y_
       LWC Activation? _y_                                 Auto Answer? n
          CDR Privacy? _n_                           Data Restriction? _n_
Redirect Notification? _y_                      Call Waiting Indication? _n_
  Off Premise Station? _n_                  Att. Call Waiting Indication? _n_
                                               Distinctive Audible Alert? _y_
     Switchhook Flash? _y_                    Message Waiting Indication: LED
                                                     Adjunct Supervision? _y_
```

Figure 7-4. DEFINITY G3i and DEFINITY G3s Station Screen

```
                                11/14/92  11:20  Page     1 of      2  SPE B

                                     STATION

Extension: 5000     BCC:0
     Type: 2500             Lock Messages? _n_                  COR: 8
     Port: 04C1101          Security Code: ___                  COS: 1
     Name: AVP 01           Coverage Path: ___                Tests: y

FEATURE OPTIONS

        LWC Reception: spe                        Coverage Msg Retrieval? _y_
       LWC Activation? _y_                                 Auto Answer? n
          CDR Privacy? _n_                           Data Restriction? _n_
Redirect Notification? _y_                      Call Waiting Indication? _n_
  Off Premise Station? _n_                  Att. Call Waiting Indication? _n_
                                               Distinctive Audible Alert? _y_
     Switchhook Flash? _y_                    Message Waiting Indication: LED
                                                     Adjunct Supervision? _y_

          Audix Name: _
  Message Server Name: _
```

Figure 7-5. DEFINITY G3r Station Screen

2. Compare the values on the your screen with the values shown in Table 7-1.

Table 7-1. Analog Channel Station Screen Field Assignments

Field	Value
Type	2500
COR	8
LWC Reception	spe
LWC Activation	y
Call Waiting Indication	n
Att. Call Waiting Indication	n
Switchhook Flash	y

- If any of the information does not appear as shown in Table 7-1 or if the analog extensions have not been assigned, continue to step 3.
- If the information on the screen matches the information in Table 7-1, press CANCEL and proceed to step 13.

3. To add analog extensions or correct any existing station, press CANCEL to exit the station display screen and return to the `command` prompt.
4. Enter `add station X` to add analog extensions.

   Enter `change station X` to change existing analog extensions.

NOTE

Do not enter `X`. `X` represents the channel extensions from worksheet A. Enter the station number that you need to add or change.

5. Enter **`2500`** in the `Type` field.
6. Enter a descriptive name for the extension in the `Name` field.
7. Enter **`8`** in the `COR` field. If you created a different COR for the CA+VM or CA+VN+AA ports, enter that COR number.
8. Enter **`spe`** in the `LWC Reception` field.
9. Enter **`y`** in the `LWC Activation` field.
10. Enter **`n`** in the `Call Waiting Indication` field.
11. Enter **`n`** in the `Att. Call Waiting Indication` field.
12. Enter **`y`** in the `Switchhook Flash` field.
13. Press the `ENTER` function key to save your changes and return to the `command` prompt.
14. Repeat steps 1 through 12 for each analog extension.

After you check each analog station, proceed to the next section, *Configure the DCP Extension*.

CONFIGURE THE DCP EXTENSION

To integrate the DEFINITY G3i, DEFINITY G3r, or DEFINITY G3s with an AUDIX Voice Power system R3.0, you must configure a digital station for the DCP connection. Use the instructions in this section to configure the DCP station.

1. Enter `add station X` at the `command` prompt. After you enter the command, you see page one of the STATION screen as shown in Figure 7-6 for a DEFINITY G3i and a DEFINITY G3s or Figure 7-7 for a DEFINITY G3r.

NOTE

Do not enter X. X represents the number of the DCP port extension. Enter the extension assigned to the DCP port as recorded on worksheet B in Chapter 2.

```
                                11/14/92  11:20  Page     1 of      5  SPE B

                                    STATION

Extension: 5000          BCC:0
     Type: PC    Set: 7404D          Lock Messages? n             COR: 16
     Port: 04B101                    Security Code: ___           COS: 1
     Name: AVP DCP Link              Coverage Path: ___

FEATURE OPTIONS

         LWC Reception: msa-spe                    Coverage Msg Retrieval? y
        LWC Activation? y                                    Auto Answer? n
          SMDR Privacy? n                                Data Restriction? n
 Redirect Notification? y                      Idle Appearance Preference? n
PCOL/TEG Call Alerting? n
                                                Restrict Last Appearance? y
           Data Module? y
        Display Module? y
```

Figure 7-6. DEFINITY G3i and DEFINITY G3s DCP Station Screen

```
                                11/14/92  11:20  Page     1 of      5  SPE B

                                    STATION

Extension: 5000          BCC:0
     Type: PC    Set: 7404D          Lock Messages? n             COR: 16
     Port: 04B101                    Security Code: ___           COS: 1
     Name: AVP DCP Link              Coverage Path: ___

FEATURE OPTIONS

         LWC Reception: msa-spe                  Coverage Msg Retrieval? y
        LWC Activation? y                                   Auto Answer? n
           CDR Privacy? n                             Data Restriction? n
 Redirect Notification? y                   Idle Appearance Preference? n
POOL/TEG Call Alerting? n
                                              Restrict Last Appearance? y
           Data Module? y
        Display Module? y

           Audix Name: __
  Message Server Name: __
```

Figure 7-7. DEFINITY G3r DCP Station Screen

2. Enter **PC** in the `Type` field. After you enter the value, the appearance of the screen changes.
3. Enter **7404D** in the `Set` field.
4. Enter **AVP DCP Link** in the `Name` field.
5. Enter **16** for the DCP COR in the `COR` field. If you assigned a different COR to the DCP, enter the number you assigned.
6. Enter **y** in the `Restrict Last Appearance` field.
7. Press NEXT PAGE to move to page two of the STATION screen. If you have a DEFINITY G3i or a DEFINITY G3s, the screen appears as shown in Figure 7-8. If you have a DEFINITY G3r, the screen appears as shown in Figure 7-9.

```
                                11/14/92  11:20  Page     2 of      5  SPE B

                                    STATION

SITE DATA:
     Room: 32s24                                          Headset? n
     Jack: 2B-4
    Cable: ____



ABBREVIATED DIALING
               List 1: ______       List 2: ______       List 3: ______

BUTTON ASSIGNMENTS
  1: call-appr                                        6: call-appr
  2: call-appr                                        7: call-appr
  3: call-appr                                        8: call-appr
  4: call-appr                                        9: call-appr
  5: call-appr                                        9: call-appr
                                10: call-appr
```

Figure 7-8. Page Two of the DEFINITY G3i or DEFINITY G3s Station Screen

```
                                11/14/92  11:20  Page     2 of      5  SPE B

                                    STATION

SITE DATA:
     Room: 32s24                                          Headset? n
     Jack: 2B-4                                           Speaker? n
    Cable: ____                                          Mounting: D
    Floor: ______                                    Cord Length: 0
 Building: ______                                      Set Color: 0


ABBREVIATED DIALING
               List 1: ______       List 2: ______       List 3: ______

BUTTON ASSIGNMENTS
  1: call-appr                                        6: call-appr
  2: call-appr                                        7: call-appr
  3: call-appr                                        8: call-appr
  4: call-appr                                        9: call-appr
  5: call-appr                                        9: call-appr
                                10: call-appr
```

Figure 7-9. Page Two of the DEFINITY G3r Station Screen

8. Enter **call-appr** in each of the ten Button Assignments fields.
9. Press NEXT PAGE until you see page four of the STATION screen as shown in Figure 7-10. The screen appears the same for the DEFINITY G3i and the DEFINITY G3r.

```
                                11/14/92  11:20  Page     4 of      5  SPE B

                                    STATION

DISPLAY BUTTON ASSIGNMENTS

  1: normal
  2:
  3:
  4:
  5:
  6:
  7:
```

Figure 7-10. Page Four of the DEFINITY G3i, G3r, and G3s Station Screen

10. Enter **normal** in field 1 under the Display Button Assignments heading.
11. Press NEXT PAGE until you see page five of the STATION screen as shown in Figure 7-11 for a DEFINITY G3i and a DEFINITY G3s or Figure 7-12 for a DEFINITY G3r.

```
                                11/14/92  11:20  Page     5 of      5  SPE B

                                    STATION

DATA MODULE:

Data Extension: 4296                    BCC? 2_                ITC: restricted
          Name: AVP DCP data            COR: 1                      COS: 1


ABBREVIATED DIALING
List 1: ______

SPECIAL DIALING OPTION:




ASSIGNED MEMBER ( Station with a data extension button for this data module )

         Ext              Name
```

Figure 7-11. Page Five of the DEFINITY G3i or DEFINITY G3s Station Screen

```
                                11/14/92  11:20  Page     5 of      5  SPE B

                                    STATION

DATA MODULE:

Data Extension: 4296              BCC? 2_           ITC: restricted
          Name: AVP DCP data            COR: 1                      COS: 1


ABBREVIATED DIALING
List 1: ______

SPECIAL DIALING OPTION:




ASSIGNED MEMBER ( Station with a data extension button for this data module )

         Ext              Name
```

Figure 7-12. Page Five of the DEFINITY G3r Station Screen

12. In the `Data Extension` field, enter an open or unused extension that fits in the dial plan. The DEFINITY G3 requires the extension, but the AUDIX Voice Power system R3.0 does not use the number.
13. Press the `ENTER` function key to save the information and return to the `command` prompt.

Return to *Administering System Parameters*, in Chapter 4, *Initial Administration* in *AUDIX Voice Power R3.0 Installation* (585-310-111).

8. Acceptance Tests

Do not perform any tasks in this chapter until you complete the required tasks in *6386/33 and 6386/25 Voice Processing Hardware Installation* (585-310-111) and *AUDIX Voice Power System Release 3.0 Software Installation* (585-310-115). The installation documents explain when you must use the instructions in this chapter. If you have not performed the tasks in the installation documents, complete the tasks now.

This chapter explains how to administer the switch to perform acceptance tests for the AUDIX Voice Power system R3.0. You must perform the following two tasks to administer a System 75, DEFINITY G1, or DEFINITY G3 series switch for acceptance tests.

- Administer the coverage path
- Administer the test subscriber stations

As explained in *AUDIX Voice Power R3.0 Planning* (585-310-602), two test subscribers should have been administered on the switch for acceptance tests. If you have not established the test subscribers, refer to the instructions in the planning document and administer the two test subscribers. After administering the test subscribers, continue with the procedures in this chapter to administer the switch for acceptance tests.

ADMINISTER THE CALL COVERAGE PATH

A coverage path directs the switch to transfer unanswered or busy calls to a hunt group, a service, or another extension. Coverage paths also allow you to specify the following:

- Unanswered call time intervals (number of rings)
- Call coverage criteria
- Coverage path points used to redirect calls

On the coverage path screen, you assign the call coverage points. These coverage points tell the switch where to direct the call when busy or not answered. Usually hunt groups, attendant stations, or specific extensions are assigned as coverage points. Use the following instructions to administer the coverage path.

1. At the `enter command` prompt, enter **`add coverage path X`**

NOTE

If you receive the message `"XX" Identifier previously assigned; please select another`, you entered an assigned coverage path. Use the `list coverage path` command to help you select another coverage path that does not exist.

X represents the acceptance test coverage path number you listed on worksheet B in Chapter 2, *Switch Integration Planning*. The sample screen on the next page uses coverage path number `5`.

After you enter the command, you see the COVERAGE PATH screen as shown in Figure 8-1 on the next page.

```
                              COVERAGE PATH

                     Coverage Path Number: 5
                         Next Path Number: _  Linkage


COVERAGE CRITERIA

Station/Group Status     Inside Call     Outside Call
            Active?           n               n
              Busy?           y               y
      Don't Answer?           y               y      Number of Rings: 2
               All?           n               n
DND/SAC/Goto Cover?           y               y


COVERAGE POINTS

           Point 1: 2000_             Point 3: __
           Point 2: 0_
```

Figure 8-1. Coverage Path Screen

NOTE

The COVERAGE PATH screen on the System 75, DEFINITY G1, and DEFINITY G3, switches appear the same.

2. In the `Active` field, enter **n** for both `Inside Call` and `Outside Call`.
3. In the `Busy` field, enter **y** for both `Inside Call` and `Outside Call`.
4. In the `Don't Answer` field, enter **y** for both `Inside Call` and `Outside Call`.
5. Enter the number of rings from 1 to 99 in the `Number of Rings` field.

   The number you enter tells the system how many times to let the user's telephone ring before recognizing a *no answer* condition and sending the call to the first coverage path. For the acceptance tests, enter a small number such as 2 to speed up the acceptance test process.
6. In the `All` field, enter **n** for both `Inside Call` and `Outside Call`.
7. In the `DND/SAC/Goto Cover` field, enter **y** for both `Inside Call` and `Outside Call`.
8. Enter the DCP extension as the first coverage point in the `Point 1` field. You selected and recorded the DCP extension on worksheet B in Chapter 2, *Switch Integration Planning*.
9. Enter the second coverage point in the `Point 2` field.

   For AUDIX Voice Power, enter the attendant extension.
10. Press the ENTER function key to save your changes and return to the `enter command` prompt.

Proceed to the next section, *Administer the Test Subscriber Stations*.

ADMINISTER THE TEST SUBSCRIBER STATIONS

Station refers to each telephone connected to the AUDIX Voice Power system. Before a subscriber, administrator, or attendant can use the AUDIX Voice Power system, you must administer each station's configuration to match the requirements of the system. The requirements include assigning each station the correct coverage path, which you created in the previous section. The coverage path directs the switch to transfer unanswered or busy calls to the AUDIX Voice Power hunt group, a service, or another destination.

Worksheet B in Chapter 2, *Switch Integration Planning*, instructed you to select and record two test subscribers. Use the two test subscriber stations and their extensions as you complete the instructions in this section.

- If you are administering a System 75 or DEFINITY G1 switch, refer to the heading *Administering Stations on a System 75 or DEFINITY G1*.
- If you are administering a DEFINITY G3 switch, refer to the heading *Administering Stations on a DEFINITY G3*.

Administering Stations on a System 75 or DEFINITY G1

Use the following instructions to administer the test subscriber stations on a System 75 or DEFINITY G1. If you are administering a DEFINITY G3 switch, refer to the heading *Administering Stations on a DEFINITY G3*.

1. At the `enter command` prompt, enter **`change station X`**

   NOTE

   X represents one of the test subscriber station extensions. Enter the station extension instead of *X*. Refer to worksheet B in Chapter 2 for the test subscriber extensions. The sample screen on the next page uses station extension `4005`.

   If you receive the message `XXXX Identifier not assigned`, you entered a station extension not entered in the system.

   After you enter the command, you see the STATION screen as shown in Figure 8-2. The cursor appears in the `Type` field.

```
                                    STATION

Extension: 4005          Lock Messages? n          COR: 1          Room: ____
     Type: 2500          Security Code: ___        COS: 1          Jack: ____
     Port: 1A0305        Coverage Path: 5        Tests: y          Cable: ____
     Name: ______

FEATURE OPTIONS

        LWC Reception: none      Headset? n    Coverage Msg Retrieval? y
       LWC Activation? n     Auto Answer? n          Data Restriction? n
Redirect Notification? y                       Call Waiting Indication? n
  Off Premise Station? n                 Att. Call Waiting Indication? n
                                            Distinctive Audible Alert? y
                                          Message Waiting Indication: LED
                                         Station Adjunct Supervision? y

ABBREVIATED DIALING
               List 1: ______       List 2: ______       List 3: ______

HOT LINE DESTINATION
                Abbreviated Dialing List Number (from above 1, 2, or 3): ___
                                                          Dial Code: ___
```

Figure 8-2. System 75 and DEFINITY G1 Station Screen

2. In the `Coverage Path` field, enter the coverage path you created for AUDIX Voice Power in the first section of this chapter.

   If you do not remember the coverage path number, refer to worksheet B in Chapter 2.

3. Enter **`1`** in the `COR` field.
4. Enter **`1`** in the `COS` field.
5. In the `LWC Reception` field, enter **`none`**
6. In the `LWC Activation` field, enter **`n`**
7. Enter **`n`** in the `Call Waiting Indication` field.
8. Enter **`n`** in the `Att. Call Waiting Indication` field.
9. Press the ENTER function key to save your changes and return to the `enter command` prompt.
10. Repeat steps 1 through 9 for the second test subscriber station.

When you complete the station administration for both test subscribers, return to Chapter 10, *Acceptance Tests*, in *AUDIX Voice Power System Release 3.0 Software Installation* (585-310-115) and complete the acceptance test procedure.

Administering Stations on a DEFINITY G3

Use the following instructions to administer the test subscriber stations on a DEFINITY G3i, a DEFINITY G3r, or a DEFINITY G3s switch. If you are administering a System 75 or DEFINITY G1 switch, refer to the heading *Administering Stations on a System 75 or DEFINITY G1*.

1. At the `enter command` prompt, enter **`change station X`**

NOTE

X represents one of the test subscriber station extensions. Enter the station extension instead of *X*. Refer to worksheet B in Chapter 2 for the test subscriber extensions. The sample screen below uses station extension `4005`.

If you receive the message `XXXX Identifier not assigned`, you entered a station extension not entered in the system.

After you enter the command, you see the STATION screen as shown in Figure 8-3 for a DEFINITY G3i and a DEFINITY G3s or Figure 8-4 for a DEFINITY G3r. The cursor appears in the `Type` field.

```
                                11/14/92  11:20  Page     1 of      2  SPE B

                                    STATION

Extension: 4005           BCC:0
     Type: 2500             Lock Messages? n                  COR: 1
     Port: 04C1101          Security Code: ___                COS: 1
     Name: AVPLT01          Coverage Path: 5                Tests: y

FEATURE OPTIONS

        LWC Reception: none                        Coverage Msg Retrieval? y
       LWC Activation? n                                   Auto Answer? n
         SMDR Privacy? n                                Data Restriction? n
Redirect Notification? y                          Call Waiting Indication? n
  Off Premise Station? n                     Att. Call Waiting Indication? n
                                                Distinctive Audible Alert? y
     Switchhook Flash? y                      Message Waiting Indication: LED
                                                     Adjunct Supervision? y
```

Figure 8-3. DEFINITY G3i and DEFINITY G3s Station Screen

```
                                11/14/92  11:20  Page     1 of      2  SPE B

                                     STATION

Extension: 4005           BCC:0
     Type: 2500             Lock Messages? _n_                 COR: 1
     Port: 04C1101 _        Security Code: ___                 COS: 1
     Name: AVP 01           Coverage Path: 5_                Tests: y

FEATURE OPTIONS

        LWC Reception: none_                          Coverage Msg Retrieval? _y_
       LWC Activation? _n_                                    Auto Answer? n
          CDR Privacy? _n_                                Data Restriction? _n_
Redirect Notification? _y_                          Call Waiting Indication? _n_
  Off Premise Station? _n_                     Att. Call Waiting Indication? _n_
                                                  Distinctive Audible Alert? _y_
     Switchhook Flash? _y_                      Message Waiting Indication: LED
                                                       Adjunct Supervision? _y_

           Audix Name: _
  Message Server Name: __
```

Figure 8-4. DEFINITY G3r Station Screen

2. In the `Coverage Path` field, enter the coverage path you created for AUDIX Voice Power in the first section of this chapter.

   If you do not remember the coverage path number, refer to worksheet B in Chapter 2.

3. Enter **`1`** in the `COR` field.
4. Enter **`1`** in the `COS` field.
5. In the `LWC Reception` field, enter **`none`**
6. In the `LWC Activation` field, enter **`n`**
7. Enter **`n`** in the `Call Waiting Indication` field.
8. Enter **`n`** in the `Att. Call Waiting Indication` field.
9. Enter **`y`** in the `Switchhook Flash` field.
10. Press the ENTER function key to save your changes and return to the `command` prompt.
11. Repeat steps 1 through 10 for the second test subscriber station.

When you complete the station administration for both test subscriber, return to Chapter 10, *Acceptance Tests*, in *AUDIX Voice Power System Release 3.0 Software Installation* (585-310-115) and complete the acceptance test procedure.

REMOVING TEST SUBSCRIBERS FROM COVERAGE

Do not perform the tasks in this section until you complete all acceptance test procedures in Chapter 10 of *AUDIX Voice Power System Release 3.0 Software Installation* (585-310-115). The installation document explains when you must use the instructions in this section. If you have not performed the tasks in the installation document, complete the tasks now.

After you complete the acceptance tests tasks, you must remove the test subscribers from the AUDIX Voice Power system coverage. To perform the task, remove the coverage path assigned to the test subscriber stations. Use the following instructions to perform the process.

1. At the `enter command` prompt, enter `change station X`

   NOTE

   X represents the first test subscriber station extension. Enter the extension instead of *X*.

   After you enter the command, you see the STATION screen.

2. Press (TAB) and move the cursor to the `Coverage Path` field.
3. Press the space bar to blank-out the field.
4. Press the (ENTER) function key to save your changes and return to the `enter command` prompt.
5. Repeat steps 1 through 4 process for the second test subscriber.

You have removed the test subscriber from the AUDIX Voice Power system coverage. Return to Chapter 10, *Acceptance Tests*, in *AUDIX Voice Power System Release 3.0 Software Installation* (585-310-115) and complete the acceptance tests.

9. Cut-to-Service Tasks

Do not perform any tasks in this chapter until you complete the necessary cut-to-service tasks in Chapter 11, *Cut-to-Service*, of *AUDIX Voice Power System Release 3.0 Software Installation* (585-310-115). The installation document explains when you must use the instructions in this chapter. If you have not performed the tasks in the installation document, complete the tasks now.

This chapter explains how to administer the switch for the AUDIX Voice Power system cut-to-service process. Cutting over an AUDIX Voice Power system requires you to change the coverage path used by all subscribers. Performing a cut-to-service provides all subscribers with voice mailboxes. Make sure you have informed your subscribers and trained your attendants *before* you change the coverage path.

To perform cut-to-service, you must perform the following two tasks:

- Administer the call coverage path
- Administer the subscribers

Continue with the procedures on the next page to administer the switch for cut-to-service.

ADMINISTER THE CALL COVERAGE PATH

A coverage path directs the switch to transfer unanswered or busy calls to a hunt group, a service, or another extension. Coverage paths also allow you to specify the following:

- Unanswered call time intervals (number of rings)
- Call coverage criteria
- Coverage path points used to redirect calls

On the coverage path screen, you assign the call coverage points. These coverage points tell the switch where to direct a busy or unanswered call. Usually hunt groups, attendant stations, or specific extensions are assigned as coverage points. For an AUDIX Voice Power system, set the DCP extension number as the first coverage point.

To use the AUDIX Voice Power system, you add or modify the coverage path assigned to the subscriber stations. Use the instructions in this section to add or modify the AUDIX Voice Power coverage path.

1. At the `command` prompt, enter **`add coverage path X`**

NOTE

X represents the cut-to-service coverage path number you recorded on worksheet B in Chapter 2. The sample screen on the next page uses coverage path number `5`.

If you receive the message `"XX" Identifier previously assigned; please select another`, you entered an assigned coverage path. Enter **`change coverage path X`** instead.

After you enter the command, you see the COVERAGE PATH screen as shown in Figure 9-1.

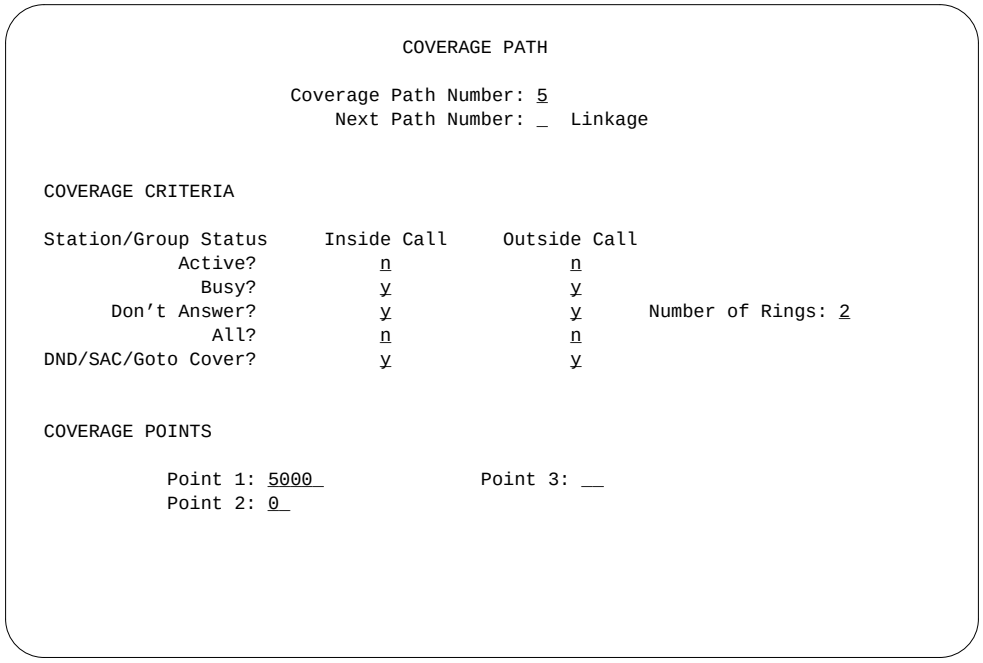


Figure 9-1. Coverage path screen

NOTE

The COVERAGE PATH screen on the System 75, DEFINITY G1, and DEFINITY G3 series switches appear the same.

2. In the `Active` field, enter **n** for both `Inside Call` and `Outside Call`.
3. In the `Busy` field, enter **y** for both `Inside Call` and `Outside Call`.
4. In the `Don't Answer` field, enter **y** for both `Inside Call` and `Outside Call`.
5. Enter the number of rings from 1 to 99 in the `Number of Rings` field.

   The number you enter tells the system how many times to let the user's telephone ring before recognizing a *no answer* condition and sending the call to the first coverage path. Enter a small number such as 4.
6. In the `All` field, enter **n** for both `Inside Call` and `Outside Call`.
7. In the `DND/SAC/Goto Cover` field, enter **y** for both `Inside Call` and `Outside Call`.
8. Enter the DCP extension as the first coverage point in the `Point 1` field. You selected and recorded the DCP extension on worksheet B in Chapter 2, *Switch Integration Planning*.
9. Press the ENTER function key to save your changes and return to the `command` prompt.

Proceed to the next section, *Administer the Subscribers*.

ADMINISTER THE SUBSCRIBERS

After you administer the call coverage path, you must administer the subscriber stations. Each subscriber station must contain the correct information for the AUDIX Voice Power system R3.0 to operate.

Use the instructions in this section to administer the stations.

- If you are administering a System 75 or DEFINITY G1 switch, refer to the heading *Administering Stations on a System 75 or DEFINITY G1*.
- If you are administering a DEFINITY G3 switch, refer to the heading *Administering Stations on a DEFINITY G3*.

Administering Stations on a System 75 or DEFINITY G1

Use the following instructions to administer each subscriber station on a System 75 or DEFINITY G1. If you are administering a DEFINITY G3 switch, refer to the heading *Administering Stations on a DEFINITY G3*.

1. At the `enter command` prompt, enter **`change station X`**

   NOTE

   X represents a subscriber station extension. Enter the station extension instead of *X*. For a list of subscribers, refer to Appendix A, Table A-1 in *AUDIX Voice Power R3.0 Planning* (585-310-602). The sample screen on the next page uses station extension `4005`.

   If you receive the message `XXXX Identifier not assigned`, you entered a station extension not entered in the system. Use the `add station` command to add the subscriber.

   After you enter the command, you see the STATION screen as shown in Figure 8-2. The cursor appears in the `Type` field.

```
                                    STATION

Extension: 4005          Lock Messages? n          COR: 1          Room:
     Type: 2500          Security Code:            COS: 1          Jack:
     Port: 1A0305        Coverage Path: 5        Tests: y          Cable:
     Name:

FEATURE OPTIONS

        LWC Reception: none      Headset? n    Coverage Msg Retrieval? y
       LWC Activation? n     Auto Answer? n          Data Restriction? n
Redirect Notification? y                      Call Waiting Indication? n
  Off Premise Station? n                 Att. Call Waiting Indication? n
                                            Distinctive Audible Alert? y
                                          Message Waiting Indication: LED
                                         Station Adjunct Supervision? y

ABBREVIATED DIALING
               List 1:          List 2:          List 3:

HOT LINE DESTINATION
                Abbreviated Dialing List Number (from above 1, 2, or 3):
                                                          Dial Code:
```

Figure 9-2. System 75 and DEFINITY G1 Station Screen

2. In the `Coverage Path` field, enter the coverage path you created for AUDIX Voice Power in the first section of this chapter.

   If you do not remember the coverage path number, refer to worksheet B in Chapter 2.

3. Enter **`1`** in the `COR` field.
4. Enter **`1`** in the `COS` field.
5. In the `LWC Reception` field, enter **`none`**
6. In the `LWC Activation` field, enter **`n`**
7. Enter **`n`** in the `Call Waiting Indication` field.
8. Enter **`n`** in the `Att. Call Waiting Indication` field.
9. Press the ENTER function key to save your changes and return to the `enter command` prompt.
10. Repeat steps 1 through 9 for each subscriber station.

When you complete the station administration for all subscribers, return to Chapter 11, *Cut-to-Service*, in *AUDIX Voice Power System Release 3.0 Software Installation* (585-310-115) and complete the cut-to-service procedure.

Administering Stations on a DEFINITY G3

Use the following instructions to administer all subscriber stations on a DEFINITY G3i, a DEFINITY G3r, or a DEFINITY G3s. If you are administering a System 75 or DEFINITY G1 switch, refer to the heading *Administering Stations on a System 75 or DEFINITY G1*.

1. At the `enter command` prompt, enter **`change station X`**

NOTE

X represents a subscriber station extension. Enter the station extension instead of *X*. For a list of subscriber extensions, refer to Appendix A, Table A-1, in *AUDIX Voice Power R3.0 Planning* (585-310-602). The sample screen below uses station extension `4005`.

If you receive the message `XXXX Identifier not assigned`, you entered a station extension not entered in the system. Use the `add station` command to add the subscriber.

After you enter the command, you see the STATION screen as shown in Figure 9-3 on a DEFINITY G3i and a DEFINITY G3s or Figure 9-4 on a DEFINITY G3r. The cursor appears in the `Type` field.

```
                              11/14/92  11:20  Page     1 of      2  SPE B

                                   STATION

Extension: 4005            BCC:0
     Type: 2500             Lock Messages? _n_                 COR: 1
     Port: 04C1101          Security Code: ___                 COS: 1
     Name: Doe Jane          Coverage Path: 5_                 Tests: y

FEATURE OPTIONS

        LWC Reception: none                        Coverage Msg Retrieval? _y_
       LWC Activation? _n_                                 Auto Answer? n
          CDR Privacy? _n_                            Data Restriction? _n_
Redirect Notification? _y_                       Call Waiting Indication? _n_
  Off Premise Station? _n_                  Att. Call Waiting Indication? _n_
                                               Distinctive Audible Alert? _y_
     Switchhook Flash? _y_                    Message Waiting Indication: LED
                                                     Adjunct Supervision? _y_
```

Figure 9-3. DEFINITY G3i and DEFINITY G3s Station Screen

```
                                11/14/92  11:20  Page     1 of      2  SPE B

                                     STATION

Extension: 4005                      BCC:0
     Type: 2500                Lock Messages? n                    COR: 1
     Port: 04C1101             Security Code: ___                  COS: 1
     Name: Doe Jane             Coverage Path: 5                  Tests: y

FEATURE OPTIONS

        LWC Reception: none                          Coverage Msg Retrieval? y
       LWC Activation? n                                     Auto Answer? n
          CDR Privacy? n                                Data Restriction? n
Redirect Notification? y                           Call Waiting Indication? n
  Off Premise Station? n                       Att. Call Waiting Indication? n
                                                  Distinctive Audible Alert? y
     Switchhook Flash? y                        Message Waiting Indication: LED
                                                       Adjunct Supervision? y

           Audix Name: _
  Message Server Name: __
```

Figure 9-4. DEFINITY G3r Station Screen

2. In the `Coverage Path` field, enter the coverage path you created for AUDIX Voice Power in the first section of this chapter.

   If you do not remember the coverage path number, refer to worksheet B in Chapter 2.

3. Enter **`1`** in the `COR` field.
4. Enter **`1`** in the `COS` field.
5. In the `LWC Reception` field, enter **`none`**
6. In the `LWC Activation` field, enter **`n`**
7. Enter **`n`** in the `Call Waiting Indication` field.
8. Enter **`n`** in the `Att. Call Waiting Indication` field.
9. Enter **`y`** in the `Switchhook Flash` field.
10. Press the ENTER function key to save your changes and return to the `command` prompt.
11. Repeat steps 1 through 10 for all subscriber stations.

When you complete the station administration for all subscribers, return to Chapter 11, *Cut-to-Service*, in *AUDIX Voice Power System Release 3.0 Software Installation* (585-310-115) and complete the cut-to-service procedure.

CUT-FROM-SERVICE

When you install system upgrades or perform system maintenance, you may have to cut the AUDIX Voice Power system from service. To perform the task, you must change coverage point 1 in the coverage path from the AUDIX Voice Power hunt group to the attendant station extension. Do not perform the cut-from-service task unless the installation or upgrade documents instructs you to cut-from-service.

Use the following instructions to perform the cut-from-service process.

1. At the Switch Access Terminal (SAT) `enter command` prompt, enter `change coverage path X`

   NOTE

   X represents the coverage path number you listed on worksheet B in Chapter 2, *Switch Integration Planning*. The number relates to the current AUDIX Voice Power coverage path. Enter the coverage path number from worksheet B instead of *X*.

   After you enter the command, you see the COVERAGE PATH screen.

   On the coverage path screen, you see several fields. The instructions in this section only explain the fields you need to change to cut from AUDIX Voice Power system service. If you need more information on screen fields not explained here, refer to the documentation supplied with your switch.

2. The `Point 1` field currently contains the AUDIX Voice Power DCP extension. Set the `Point 1` field to the attendant station extension.

   Instead of sending the call to the AUDIX Voice Power system, the switch now sends the call to the attendant station.

3. Press the (ENTER) function key to save your changes and return to the `enter command` prompt.

You have completed the cut-from-service process. Return to the document that instructed you to perform the cut-from-service process.

A. Troubleshooting

This appendix provides troubleshooting information to help you isolate and correct problems that may occur with the AUDIX Voice Power system R3.0. The information in this appendix only covers switch related AUDIX Voice Power system problems including call handling problems and message waiting lamp problems.

The problems outlined in this appendix only refer to System 75, DEFINITY G1, and DEFINITY G3 problems. If you do not find your problem in this appendix, refer to *AUDIX Voice Power System Release 3.0 Maintenance* (585-310-113) for more AUDIX Voice Power system R3.0 troubleshooting procedures.

PROBLEM LIST AND ACTION

This section contains a list of problems with possible causes and solutions for each problem. Read the information to help you isolate and correct telephone interface problems. You hear many of the problem symptoms as spoken prompts on the AUDIX Voice Power system.

The caller is never transferred to the voice mailbox or is transferred to an attendant when no one answers the subscriber's phone.

Possible Cause:	The call coverage path for the extension has been incorrectly administered in the switch.
Solution:	Refer to Chapter 9, *Cut-to-Service*, in this document to administer the call coverage path for the subscribers.

The AUDIX Voice Power system does not answer calls received on the CA+VM or CA+VM+AA services. Incoming calls continue to ring.

Possible Cause:	The call coverage path is not administered correctly in the switch.
Solution:	Refer to Chapter 9, *Cut-to-Service*, in this document to administer the call coverage path for the subscribers.

Possible Cause:	Phone-to-channel mapping was not done for the channel(s) assigned to the CA+VM or CA+VM+AA service.
Solution:	Refer to Chapter 13, *System Tuning* in *AUDIX Voice Power System Release 3.0 Administration* (585-310-532) for information on mapping extensions to channels.

Possible Cause:	The Class of Restrictions (COR) on the switch has been incorrectly administered.
Solution:	Refer to Chapter 6, *System 75 and DEFINITY G1 Administration*, or Chapter 7, *DEFINITY G3 Administration*, in this document for instructions on administering the COR.

Possible Cause:	The switch integration software has not been installed on the system.
Solution:	Install the switch integration software. Refer to Chapter 4, *Software Installation*, of this document for instructions on installing the software.

Possible Cause:	The switch has a "mixed dial plan." Station extensions consist of different ranges of numbers.
Solution:	Administer the switch so the analog station extension are the maximum size or move the analog channel extensions to a nonmixed area of the dial plan.

Possible Cause:	Call appearances for the DCP extension are not administered correctly on the switch.
Solution:	Administer the DCP station extension on the switch to include "call_appr" for all ten call appearances. Refer to Chapter 6, *System 75 and DEFINITY G1 Administration*, or Chapter 7, *DEFINITY G3 Administration*, in this document for instructions on administering the DCP station extension.

The caller hears the reorder tone (howler tone).

Possible Cause:	The channel is not administered properly in the switch.
Solution:	Refer to Chapter 6, *System 75 and DEFINITY G1 Administration*, or Chapter 7, *DEFINITY G3 Administration*, in this document for instructions on administering the channels.

When subscribers attempt to access voice mail, the AUDIX Voice Power system transfers the call to the attendant.

Possible Cause:	On an System 75 R1V1 switch, subscribers cannot access the voice mail service directly.
Solution:	Place the non-integrated "voice_mail" service in a hunt group to allow subscribers to access the voice mail service directly by calling the hunt group extension. Refer to Chapter 6, *System 75 and DEFINITY G1 Administration*, in this document for instructions on administering the hunt group for the System 75 R1V1.

Possible Cause:	The System 75, DEFINITY G1, and DEFINITY G3 switches have an override parameter that, depending on the setting, sends a call to an attendant.
Solution:	Set the switch attendant timeout parameter to 90.

Voice mail prompts prompts interrupt conversation.

Possible Cause:	The AUDIX Voice Power system installer selected the wrong switch version when prompted to identify the switch software.
Solution:	Refer to *Changing the Switch Type* in Chapter 4, *Software Installation*, in this document for instructions on selecting the correct switch type.

Possible Cause:	The analog stations are configured with the call-waiting feature activated. On the AUDIX Voice Power system, a switchhook flash is used to pick up a call waiting and to transfer a call.
Solution:	Disable the call-waiting feature for each AUDIX Voice Power system analog station on the switch.

The caller hears silence rather than ringing or music-on-hold during a call transfer.

Possible Cause:	The switch music-on-hold parameter is not set correctly.
Solution:	Set the switch music-on-hold parameter to **yes**. If the switch has a music-on-hold board, the caller will hear music. If that board is not installed, the caller will hear ringing.

Outside calls directed to the voice mail service by the attendant do not reach the voice mail service and are returned to the console after 5 or 6 seconds.

Possible Cause:	When handling a trunk-group call directed or redirected from the attendant, the switch strips the trunk-group number. This causes the DCP software to treat the number as a bad DCP buffer and the AUDIX Voice Power system returns the call to the attendant.
Solution:	Refer to the section titled *Administer the Switch Integration Package* in Chapter 5, *AUDIX Voice Power System R3.0 Switch Parameters*, of this document for instructions on adding trunk names.

Callers accessing the call answer service hear the generic greeting instead of the personal greeting recorded by the individual subscriber.

Possible Cause:	The call was initially handled by the automated attendant. The caller used the * T or # feature to transfer to a non-AUDIX Voice Power system subscriber. The called station was busy or ring/no answer and returned to the automated attendant. The automated attendant played the generic greeting.
Solution:	To ensure that the personal greeting is used, the subscriber must be registered on the AUDIX Voice Power system as having switch call coverage. On the switch, the subscriber must have a coverage path to the DCP station extension.

Possible Cause:	The subscriber's name in the switch database does not match the subscriber's name in the AUDIX Voice Power database. The AUDIX Voice Power system provides "nonintegrated" call answer service and the caller must enter the extension of the person for whom the message is intended.
Solution:	Check that the subscriber's name matches *exactly* in the switch and AUDIX Voice Power system databases, including the use of upper- and lower-case letters.

Pressing a valid select code or * T inside the automated attendant does not transfer calls.

Possible Cause:	For the analog stations, the switch is administered with the switchhook flash set to **no**.
Solution:	Administer the analog stations on the switch to allow the switchhook flash. Refer to Chapter 6, *System 75 and DEFINITY G1 Administration*, or Chapter 7, *DEFINITY G3 Administration*, in this document for instructions on setting the switchhook flash.

A call transfers to coverage but the call appearance indicator stays active. If a user picks up on that appearance, the callers hears the call answer message.

Possible Cause:	While installing the switch integration software, the installer entered an incorrect version number for the switch software.
Solution:	Refer to *Changing the Switch Type* in Chapter 4, *Software Installation*, in this document for instructions on selecting the correct switch type.

An outside caller accesses the automated attendant service and presses 0 to speak with an attendant. The caller is not connected to the attendant, but is put on hold for several seconds after which the automated attendant menu is replayed.

Possible Cause:	The call is being transferred to the attendant by an intelligent transfer. If the call encounters a busy or ring/no answer condition during an intelligent transfer, the call is returned to the AUDIX Voice Power system.
Solution:	Administer the switch and the AUDIX Voice Power system so that a blind transfer occurs when a caller presses 0. A blind transfer occurs when a registered subscriber is configured with no switch call coverage. Refer to the switch vendor's documentation and to Chapter 10, *Subscriber Administration*, of *AUDIX Voice Power System Release 3.0 Administration* (585-310-532) for instructions.

A subscriber has one or more messages, but the MWL is not turned on.

Possible Cause:	The switch administration for leave word calling on the analog stations is set to "audix."
Solution:	Change the administration of the analog channels on the switch so that leave word calling is administered as follows: **y** for R1V1, **yes** for R1V2, **ap-spe** for R1V3, and **msa-spe** for R1V4/G1 and a G3.

Abbreviations

ALT	assemble, load, and test
AUDIX	Audio Information Exchange
CA+VM	call answer + voice mail
CA+VM+AA	call answer + voice mail + automated attendant
COR	class of restriction
COS	class of service
CPU	central processing unit
DCP	digital communications protocol
DIP	data interface process
FACE	framed access command environment
FMLI	form and menu language interpreter
FOOS	facility out of service
I/O	input/output
IVP4	Integrated Voice Processing board (4 analog channels)
IVPSS	Integrated Voice Processing System Software
LWC	leave word calling
MANOOS	manual out of service
MWL	message waiting lamp
PEC	price element code
POST	power-on self test
RAM	random access memory
SID	switch integration device
SIMM	single inline memory module
TSC	Technical Support Center
TRIP	tip ring interface process
VDC	video display card
WGS	Work Group Station

Glossary

administration The process of setting up software on a system so that the software functions as needed.

analog The representation of numerical quantities by means of physical variables such as translation, rotation, voltage, or resistance (contrasted with *digital*.) In teleprocessing usage, an analog channel usually refers to a voice-grade telephone line.

attendant console A larger, special-purpose telephone with numerous lines and features used by the attendant or operator to answer and transfer calls.

Audio Information Exchange (AUDIX) A complete voice-mail messaging system accessed and operated by touch-tone telephones and integrated with a switch or PBX.

automated attendant A feature that allows customers to set up a main number with a menu of options that route callers to an appropriate department at the touch of a button.

backup A duplicate copy of a file system saved on a removable cartridge or a separate disk than the original. You can restore the back-up file system if the original active version becomes corrupted (damaged) or lost.

call answer A feature that allows the AUDIX Voice Power™ system to answer a call and record a message when the subscriber is not available.

call coverage A switch feature that defines a preselected path for calls to follow if the first or second coverage points are not answered.

channel A telecommunications transmission path for voice and/or data.

class of restriction (COR) The set of call origination and termination parameters given to subscribers when they are administered on the system.

class of service (COS) The set of features and calling privileges given to subscribers when they are administered on the system.

cold boot A process of restarting the computer by turning the computer off then on. A cold boot erases the contents of the system's volatile memory.

configuration The set of hardware and software components selected for a system, including internal components and external or peripheral components.

coverage path An ordered sequence of coverage points to which coverage calls are redirected.

data base A collection of file systems and files in disk memory that store the voice and nonvoice or program information necessary for the operation of the AUDIX Voice Power system and the switch.

data link The connection from the AUDIX Voice Power computer to the switch interface boards that enables nonvoice data messages to pass between the AUDIX Voice Power system and the switch. The link setup varies depending on your configuration.

data terminal equipment (DTE) A standard type of data interface normally used for the endpoints in a connection. Normally, the AUDIX Voice Power system and most terminals are DTE devices.

default A value automatically supplied by the system if you do not specify any other value.

digital Discontinuous or discrete data or signals such as zero (0) or one (1), as opposed to continuous analog signals.

digital communications protocol (DCP) A 64-Kbps digital data transmission code with a 160-Kbps bipolar bit stream divided into two information (I) channels and one signaling (S) channel.

direct call A call made directly to the AUDIX Voice Power hunt group extension, usually for voice mail retrieval.

direct inward dialing (DID) A feature that allows an incoming call from the public network to reach a specific telephone without attendant assistance. DID calls to DID-restricted telephone lines are routed to an attendant or recorded announcement, depending on the option selected.

extension A one- to five-digit number that routes calls through a switch or private network. Extension numbers are primarily associated with telephones and data terminals, but can also be used for functions associated with specific features.

field An area on a screen, menu, or report where you type information or see information displayed.

file system A collection of related files, programs, or data stored on disk.

Generic An AT&T DEFINITY Communications System software release.

host switch The switch or PBX connected directly to the AUDIX Voice Power system over the data link.

hunt group A group of analog ports on the switch usually administered to search for available ports in a circular pattern.

leave word calling (LWC) A switch feature that allows the calling party to leave a standard (nonvoice) message for the called party using a feature button or dial access code.

local installation A system, adjunct, or piece of peripheral equipment installed physically near the host switch or system.

maintenance The process of identifying system errors and correcting them, or taking steps to prevent problems from occurring.

message waiting lamp (MWL) A small light on a telephone that lights or flashes when the subscriber has voice mail messages.

switch integration device (SID) A protocol converter connected between a non-AT&T switch and the AUDIX Voice Power system. The SID converts switch call information into Simplified Message Desk Interface (SMDI) format and passes the information on to the AUDIX Voice Power system.

system administrator	The person at the customer site responsible for AUDIX Voice Power system administration.
terminal-based	A term applied to tasks performed at the AUDIX Voice Power computer terminal or information pertaining to the terminal interface.
voice link	The call distribution group, or hunt group, of analog ports on the switch.
voice mail	An AUDIX Voice Power feature similar to a "verbal letter" that you can send to one or more AUDIX Voice Power system subscribers. The AUDIX Voice Power system acts as an electronic post office that delivers spoken messages.
warm boot	A process to restart the computer while you have the computer turned on.

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