

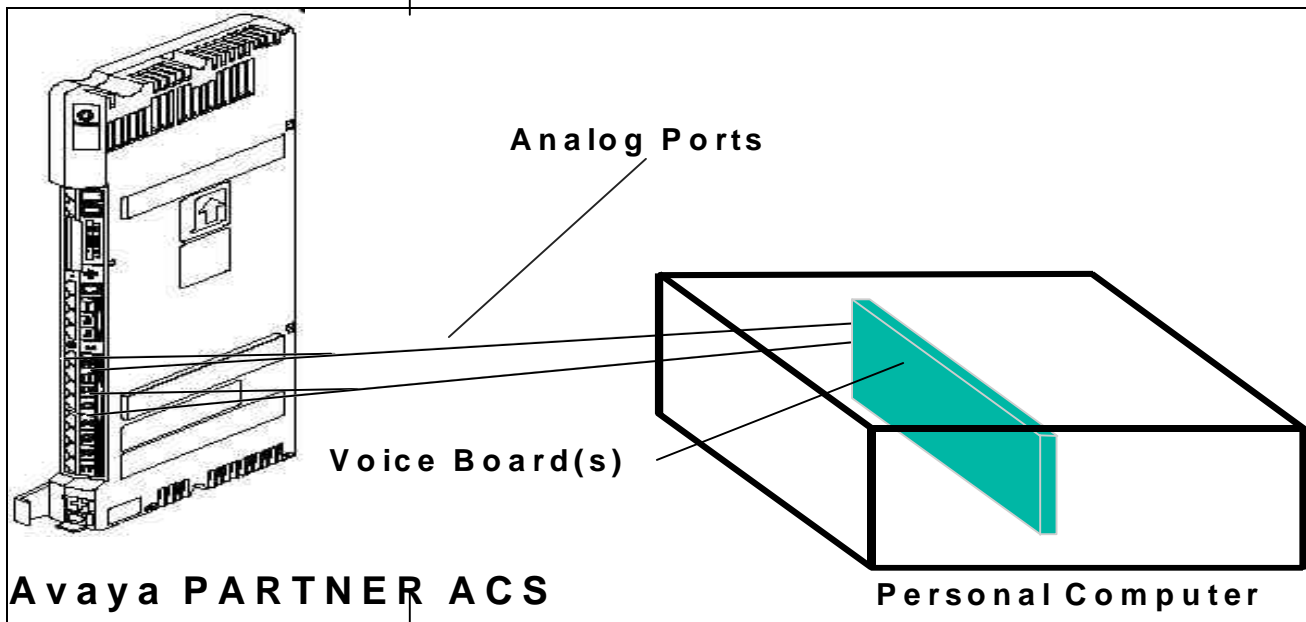
Octel® 100

Voice Processing Module

Configuration Note 7017

**Avaya / AT&T Partner II®
Avaya / AT&T Partner Plus®
Avaya Partner ACS®**

Revised 06/12/01



Inband signaling is used for integration

Supported Voice Processing Module

1.0 METHOD OF INTEGRATION

Inband signaling is used for integration. Call forward to personal greeting is achieved via DTMF signals passed from the Partner II to the Octel 100. Message waiting indicators are set and canceled by dialing a feature access code followed by the extension number. A hook-flash followed by the extension transfers the caller to the operator.

1.1 SUPPORTED VOICE PROCESSING MODULE

The Octel 100 is a Year 2000 (Y2K) compliant, PC based, enhanced voice messaging product release intended to replace the OPC, Signature Performer, CEO, CP, and CP+ product lines. For installed systems that have port capacities above 16 ports contact your OMD representative for the proper solution.

Disclaimer: Configuration Notes are designed to be a general guide reflecting Octel Communications Corporation, a subsidiary of Lucent Technologies Inc., experience configuring its systems. The information contained in this note is based on knowledge available at the time of publication and is subject to change without notice. Please understand that you may experience a problem not detailed in a Configuration Note. If so, please notify Sales Design Support Center (SDSC) at (888) 297-4700, and if appropriate we will include it in our next revision. Lucent Technologies accepts no responsibility for errors or omissions contained herein.

Ordering Information

2.0 ORDERING INFORMATION

There are many options available for this product, depending on the application. Voice Boards supported:

Dialogic DIALOG/4

Fax Boards supported:

Brooktrout TruFax 200

Optional Remote Service

Internal Modem

Please consult with your sales representative.

2.1 VOICEMAIL PORTS SUPPORT

The standard configuration for this integration is 16 ports maximum.

This integration will support 16 ports

Switch hardware requirements

3.0 PARTNER II / PARTNER PLUS HARDWARE REQUIREMENTS

- 206E Module, supports up to 6 Octel 100 Ports

Switch software requirements

3.1 PARTNER II / PARTNER PLUS SOFTWARE REQUIREMENTS

PARTNER II:

- Release 3.1
- Release 4.0.1

PARTNER Plus:

- Release 4.0

PARTNER ACS

- Release 1.0

Additional Material Requirements

3.2 ADDITIONAL MATERIAL REQUIREMENTS

The board used to interface Octel 100 voice mail is a four-port board. System configurations may reflect partial use of a board. The board used to interface Octel 100 fax reception and retrieval is a two-port board.

- You will need:
 - One RJ-14 jack with 4-conductor line cord for every two Octel 100 ports
- One analog line for remote service access
- One RJ-11 Jack for above and 2-conductor modular telephone cord.

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- If FaxMail is installed:
 - One analog line per fax port
 - One RJ-11 jack for every Brooktrout TruFax® 200 fax port

Supported integration features

4.0 SUPPORTED FEATURES

[✓] Items are supported

System Forward to Personal Greeting		Multiple Return to Operator	[✓]
All Calls	[]	Direct Call	[✓]
Ring/no answer	[]	Auto Attendant	[✓]
Busy	[]	Outcalling	[✓]
Busy/No Answer	[✓]	Personal Greeting of Original-Called Party	
Do Not Disturb	[✓]	Multiple Call Forward	[]
Station Forward to Personal Greeting		Double Call Forward	[]
All Calls	[]	Call Coverage	[]
Ring/no answer	[]	Intercom Paging	[✓]
Busy	[]	Supervised Transfers¹	
Busy/No Answer	[]	Call Screening ²	[✓]
Do Not Disturb	[]	Call Queuing ³	[✓]
Flexible Forwarding		Intercom Paging	[✓]
Forward to No Answer Greeting	[]	Identify Calling Party (Ver. 1.5 and up)	
Forward to Busy Greeting	[]	System Forward to Personal Greeting	[✓]
Intercom/CO Forwarding	[]	Station Forward to Personal Greeting	[]
Message Waiting		Flexible Forwarding (NA with CO)	[]
LCD Display	[]	Record Telephone Conversation	[]
LED	[✓]		
Lamp	[]		
Audible / Stutter Dial Tone	[]		

Notes: ¹See Section 7.1 ²See Section 7.3 ³See Section 7.4

Disconnect Type

4.1 DISCONNECT TYPE

Positive disconnect is achieved by Drop in Loop Current. For proper external disconnect supervision, Ground start or Supervised Loop start CO lines are recommended.

Configuring switch system parameters

5.0 CONFIGURING THE AVAYA PARTNER II

Before you begin programming, it is recommended that a hard copy of the customer database be obtained to verify existing programming.

Configuring Auto Line Select

5.1 CONFIGURING AUTO LINE SELECT FOR OCTEL 100 PORTS

Note: You should program Automatic Line Select before programming any other features.

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This procedure determines the line the Octel 100 is connected to when it comes off hook to make a call. For Octel 100 ports, program the extensions to select intercom first as follows:

1. Feature 0 0 System Program System Program Central Tel Program
2. Enter the extension number of the Octel 100 port
3. Press * *
4. Press Left Intercom then press the buttons on the phone that correspond to the Lines you want to give Octel 100 access to for Outcalling (Message Delivery, FaxMail, etc.)
5. Press * *

Do this for each Octel 100 port

5.2 ASSIGNING OCTEL 100 EXTENSIONS TO VMS HUNT GROUP

*Note: We **are** compatible with a PARTNER MAIL Voice Messaging System, an auxiliary device that connects to the system through extension jacks. We **are not** compatible with a PARTNER MAIL Voice Messaging System that resides in the control unit. Hunt Group 7 is used exclusively for the ports connected to the Octel 100. Do not assign any other extensions to this group.*

Program Hunt Group 7 as follows:

1. Feature 0 0 System Program System Program # 5 0 5
2. At GROUP prompt, enter 7 (VMS Hunt Group)
The display reads: Hunt Group 7
Extension:
3. Enter the extension number of the Octel 100 port to be programmed.
4. To assign or unassign, press Next Data until the correct value displays.
5. To assign another port, press Next Item until the extension number is shown on the display. Then repeat step 4.

Do this for each Octel 100 port

Note: When the Octel 100 ports are programmed into a hunt group, the switch sends a #06#### and the Day/Night Code (See Note at bottom of Section 6.1). This causes multiple ports to come off hook simultaneously on the Octel 100. This happens only on initial programming and should not re-occur unless you re-program the ports.

Assigning Extensions to VMS Hunt Group

Configuring VMS Hunt Group for Auto Attendant

5.3 CONFIGURING VMS HUNT GROUP FOR AUTO-ATTENDANT

This procedure explains how to use Group Call Distribution to assign outside lines to ring into the VMS Hunt Group, which allows Octel 100 to act as an Automated Attendant.

The VMS Hunt Schedule will specify when the lines will ring into the VMS Hunt Group (all the time, only during the day [when Night Service is Off], or only at night [when Night Service is On]).

You can program the lines to ring immediately (after second ring) or delayed (after the fourth ring) by using the VMS Hunt Delay.

Program Group Call Distribution as follows:

1. Feature 0 0 System Program System Program # 2 0 6
2. At GROUP prompt, enter 7 (VMS Hunt Group)
3. At LINE prompt, enter the line you wish to program.
(for example, to assign or unassign line 1, enter 0 1)
4. To assign or remove, press Next Data until the correct value displays.
5. To assign or unassign another line, press Next Item until the line number is shown on the display. Then repeat step 4.

Do the above for each line on the system.

Program the VMS Hunt Schedule as follows:

1. Feature 0 0 System Program System Program # 5 0 7
2. Press Next Data until the correct value displays.
(1 = Always, 2 = Day Only, 3 = Night Only)

Program VMS Hunt Delay as follows:

1. Feature 0 0 System Program System Program # 5 0 6
2. Press Next Data until the correct value displays.
(1 = Immediate, 2 = Delayed)

5.4 CONFIGURING VMS COVER FOR SUBSCRIBERS

Configuring VMS Cover for Subscribers

Automatic VMS Cover will automatically route unanswered intercom and transferred calls to Octel 100 after three rings so callers can leave a message.

Program Automatic VMS Cover as follows:

1. Feature 00 System Program System Program # 3 1 0

The display reads: AutoVMS Cover

Extension:

2. Enter the extension number of the subscriber to be covered by Octel 100.
3. To assign or unassign, press Next Data until the correct value displays.
4. To program another extension, press Next Item or Prev Item until the extension number displays. Then repeat step 3.

To allow subscribers to turn VMS Cover on and off, the administrator can program a VMS Cover button. If a VMS Cover button has been programmed for an extension, the subscriber controls VMS Cover even if Automatic VMS Cover has been assigned.

Program VMS Cover and Do Not Disturb buttons as follows:

1. Feature 00 System Program System Program Central Tel Program
2. Enter the extension number to be programmed with this feature
3. Press a programmable button with lights. (Each Feature requires a separate button.)
4. Press Feature XX (where XX = Feature being programmed)
Feature 15 = VMS Cover
Feature 01 = DND
5. To program another extension, press Next Item or Prev Item until the extension number displays. Then repeat steps 3 and 4.

If an extension has both VMS Cover and Do Not Disturb activated, intercom and transferred calls are routed immediately to subscriber's mailbox

5.5 CONFIGURING VOICE MAIL TRANSFER BUTTON

The system administrator can pre-program a button to transfer a call directly into a voice mailbox on Octel 100. The subscriber will press the button plus the target mailbox number, and the call will be sent directly to the mailbox personal greeting.

Program the Voice Mail Transfer button as follows:

1. Feature 00 System Program System Program Central Tel Program
2. Enter the extension number of the phone to be programmed with this feature.
3. Press a programmable button on the phone.
4. Press Feature 14

(Note: If the Voice Mail Transfer button is not programmed for an extension, the subscriber can transfer the caller directly into a target mailbox as follows:

Configuring Voice Mail Transfer Button

Press **Feature 1 4** plus the subscribers mailbox number)

Configuring Intercom Paging

5.6 CONFIGURING INTERCOM PAGING

Program Intercom Paging as follows:

From Station 10

1. Feature 0 0 System Program System Program # 502

The display reads: **Group Number: 1**

Enter the a Group Number for the phones you want paged (1-4). Usually All Page is configured for Group 1.

Extension:

Enter the extension numbers of the subscribers to be included in the Group.

The display reads: **Calling Group 1 XX 1 or 2** (XX is the extension that you added; 1= extension is assigned to the Group, 2 = extension is not assigned to the Group).

3. To assign or unassign, press Next Data until the correct value displays.
4. To program another extension, press Next Item or Prev Item until the extension number displays. Then repeat step 3.

Octel 100 Configuration

6.0 CONFIGURING THE OCTEL 100

Integration codes should already be configured for your switch. Section 6.1 provides the Octel 100 System Setup parameters as well as the detection of caller id when available from the switch. Octel 100 System Setup sections may be checked to verify that this is done. If the integration codes are not correct, run the Integrator program and select the AVAYA Partner II / Partner Plus switch.

Integration for Octel 100

6.1 OCTEL 100

Outside Line Access Code	9,
Off Hook Delay (OFFHDLY)	10
Hook Flash Interval (FLINTVL)	60
DTMF Tone Length (TONELEN)	8

Transfer, Paging and Screening Parameters

Custom Transfer Code	&,XDR
Intercom Paging Code	&,C3*71NR
Transfer Release Code when Busy	&
Transfer Release Code when No Answer	&
Call Screening Release Code when Busy	&
Call Screening Release Code when No Answer	&
Call Screening Release Code when Reject	&,&

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Call Screening Release Code When Transfer &,&
Release Code for Intercom Paging &

Message Waiting Parameters

Permit Message Waiting Lights ✓
Message Waiting Light Prefix ON #09
Message Waiting Light Prefix OFF #10

Hangup Detection Parameters

Dial Tone Detection Time (DTONDET) 600
Loop Drop Time (LCDTIME) 20

Inband Parameters

Total Number of DID Digits 15
DID Terminating Character *
Seconds to Wait for First Digit 1
Milliseconds to Wait for Next Digit 500

Inband Templates

#00#R#XX# Auto Login
#02#S#R# Go to Voice Mail
#02##R# Go to Voice Mail
#03##R# Go to Voice Mail
#02#XX#R# Go to Voice Mail
#02#S#7R# Go to Voice Mail
#02#XX#7R# Go to Voice Mail
#03##7R# Go to Voice Mail
#06### Go to VM GET MailBox See both Notes below
#10### Go to VM GET MailBox See both Notes below
#11### Go to VM GET MailBox See both Notes below

These Codes apply to the Inband Template:

R = Receiving Mailbox

S = Sending Mailbox X = Ignore Character

Valid Characters are: ~ \$ * # 0-9 A-D F N T

Note: *Some versions of the Integrator Utility added an Inband Code that resembled Go VM,Get M~ox instead of Go to VM Get Mailbox as above. This integration will fail if the Inband Information is not corrected. To correct this, Open the System Setup and verify the Inband information is as described in Inband Templates above.*

Note: *The AVAYA Partner II / Partner Plus will call the VMS Hunt Group every half hour and signal the Voice Mail System as to what mode it is currently in (Day or Night). It will send #10### during the Day Mode and #11### during the Night Mode. Octel 100 determines what mode it is in with each new call and does not require this signaling from the Partner II / Partner Plus. Octel 100 can be programmed to "absorb" the digits sent by using an otherwise unused code -- Go AA, get MB (this parameter is not directly needed and so is*

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available for this indirect means of eliminating irritating calls each half hour to the default operator).

Note: Verify all these dialing sequences for your switch

7.0 CONSIDERATIONS / ALTERNATIVES

The following items should be considered, below:

- Supervised Transfers - Call Analysis
- Running Call Analysis Manually
- Call Screening
- Call Queuing

Important notes concerning this integration

Supervised Transfers - Call Analysis

7.1 SUPERVISED TRANSFERS - CALL ANALYSIS

The Partner II and the Partner Plus MLS phones have two intercom paths so they will never return a true busy signal. The only way to get a busy signal from an MLS phone is to put it in DND mode. (See section 5.4 for how to program a DND button). OCA should not be run to a Single Line phone because the busy will not pass consistently.

If the Octel 100 is programmed to execute a supervised transfer, Handsfree Announce must be disabled; also ensure that VMS Cover is not programmed for the station.

Running Call Analysis Manually

7.2 RUNNING CALL ANALYSIS MANUALLY

During the system installation the Call Analysis (OCA) program will be run. This program can also be run from the OS/2 system at any time Octel 100 is not running by selecting the Call Analysis icon. The purpose of OCA is to analyze the various tones and cadences returned by the switch during a supervised transfer, thus enabling the Octel 100 to monitor call progress.

OCA must be run manually and in Advanced mode for the AVAYA Partner Plus and the AVAYA Partner II.

To run OCA manually, Set Channel **IN** to **0**, leave Channel **OUT** as it is, enter a physical extension number in the Phone Number field. It is best to use the extension of a phone that is next to you as you will be asked to make the phone busy and to let the phone ring. Make sure the extension you are using does not have hands free announce or any type of call forwarding active. Select the **Advanced** button then select **Start**. After selecting Start, a pick list will appear, select to run Ring first. After running the Ring test select to **Save** the tone. From the **Advanced** menu select **Start** again and then select to run Busy. Place the MLS extension in DND mode. After running the Busy test select to **Save** the tone. After the manual tests have been completed, Exit OCA and restart the PC as well as the Octel 100. If the Octel 100 is set to come up on PC startup, the Octel 100 will boot automatically.

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Call Screening**7.3 CALL SCREENING**

If Call Screening is used, and the Subscriber chooses to either Reject the call or Re-direct the call, the Subscriber must wait until the entire "Please hang up now to transfer the caller" prompt is voiced before actually hanging up. If they hang up before the entire phrase is played the caller will be disconnected and then recalled to the Main Greeting.

Call Queuing**7.4 CALL QUEUING**

The Partner II and the Partner Plus MLS phones have two intercom paths so they will never return a busy signal. The only way to get a busy signal from an MLS phone is to put it in DND mode. (See section 5.4 for how to program a DND button).

Call Queuing only works if the MLS phone is in DND. Call Queuing will not work on a single line phone. (See Section 7.1)

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AVAYA Inc.

1001 Murphy Ranch Road

Milpitas, CA 95035-7912

(408) 577-7000

<http://www.avaya.com>

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