

**Lucent Technologies**  
Bell Labs Innovations



**GuestWorks<sup>®</sup> *server***

Issue 4

Technicians Handbook

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Comcode 108168865  
Issue 1  
January 1998

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Single-Carrier Cabinet (SCC), AC Powered with 25Hz ring generator  
EMC Directive 89/336/EEC  
Low Voltage Directive 73/23/EEC



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#### **Acknowledgment**

This document was prepared jointly by the Lucent Technologies Customer Training & Information Products Organization and the BCS Product Documentation Development group, Lucent Technologies Bell Laboratories, Denver, CO 80234-2703.

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## About This Handbook

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This handbook provides instructions for installing the GuestWorks® *server* Issue 4, and all adjuncts offered as part of the GuestWorks *server* solution. The information provided in this handbook includes information about preparing the site, unpacking and installing the cabinets, connecting cabling and adjuncts, translating the server and adjuncts, and activating and testing the server.

### **Suggested Training**

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It is suggested that technicians installing this equipment receive training on the GuestWorks *server* and the DEFINITY® Enterprise Communications Server (ECS) Release 6 (R6), before installing this equipment. Except for connectivity of hospitality adjuncts and translations of those adjuncts, this handbook contains high-level reminders of the tasks required to install the server, and is not intended to replace normal training or standard installation documents.

### **Reasons for Reissue**

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This document replaces the GuestWorks *server* Technician's Handbook, (555-231-105, Issue 1) that is still valid on Issue 3.1 and earlier GuestWorks servers. This document is reissued for the following reasons:

- To update all information related to Issue 4 of the GuestWorks *server* product. GuestWorks Issue 4 is based on the latest DEFINITY ECS software, Release 6.2.
- To add information about the MAP/5P (Pentium<sup>\*</sup>) that is now used for all GuestWorks *server* voice messaging applications. This, and all INTUITY™ platforms, now support INTUITY AUDIX Release 4.3 and INTUITY Lodging Release 2.0.
- To add information about the compact modular cabinet (CMC) and multi-carrier cabinet (MCC) now offered with GuestWorks.

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- To add information about Mode Code integration.
- To add information about Automated Attendant and Call Vectoring, which replace the feature Direct Access Calling.

## Conventions

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The following conventions are followed in this handbook:

- All screens shown in this handbook are approximations of how the actual screens appear. Depending on the system options, the screens may vary slightly.
- The terms “attendant console” and “backup voice terminal” are used in this document. The attendant console is the model 302B, 302C, or PC console that is usually found at the front desk. The preferred backup voice terminal is the model 8434 voice terminal with attendant-type feature buttons. The model 8410 can be used as a secondary backup to the model 8434.
- Unless otherwise noted, the term MAP/X refers to the MAP/5, MAP/5P, MAP/40P, and MAP/100.



**NOTE:**

For most GuestWorks installations, the MAP/5 and MAP/5P is the voice messaging platform of choice. For very large installations that require more voice ports, the MAP/40P or MAP/100 may be used. Any differences between the platforms (other than capacities) will be noted in this handbook.

- Administration command paths and options you enter in the administration fields are shown as follows:

**change system-parameters hospitality**

- Field names referring to the administration screens are shown as follows:

Queue Length

- On the cabling diagrams, the << and >> symbols are used to show the plug-receptacle relationship. If this relationship is not known, the diagrams show a rectangular box.
- The GuestWorks *server* Issue 4 product will be offered using the compact modular cabinet (CMC), the single-carrier cabinet (SCC), or the multi-carrier cabinet (MCC). Specific cabinet models will not be mentioned except when necessary.
- Since GuestWorks uses several different cabinet types, references to the installation documents are usually non-specific. Refer to the installation document for the cabinet type you are installing.

## **Related Documents**

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- 555-020-706 — *7400A Data Module User Guide*
- 555-020-709 — *8400B Plus Data Module User's Guide*
- 555-025-600 — *DEFINITY® Business Communications Systems Security Handbook*
- 555-204-105 — *DEFINITY® Communications System Generic 3i/s/vs Maintenance*
- 555-230-034 — *DEFINITY® Business Communications System and GuestWorks® server Issue 4 Overview*
- 555-230-112 — *DEFINITY® ECS Release 6 Installation and Test for Multi-Carrier Cabinets*
- 555-230-120 — *DEFINITY® ECS Upgrades and Additions for R6vs/si*
- 555-230-121 — *DEFINITY® ECS Upgrades and Additions for R6r*
- 555-230-125 — *DEFINITY® ECS Release 6 Installation for Adjuncts and Peripherals*
- 555-230-126 — *DEFINITY® ECS Maintenance for R6r*
- 555-230-127 — *DEFINITY® ECS Maintenance for R6vs/si*
- 555-230-128 — *DEFINITY® ECS Release 6 Installation and Test for Compact Modular Cabinets*
- 555-230-129 — *DEFINITY® ECS Maintenance for R6csi*
- 555-230-211 — *DEFINITY® ECS Release 6 System Description Pocket Reference*
- 555-230-303 — *DEFINITY® Release 6 Implementation Blank Forms*
- 555-230-476 — *DEFINITY® ECS Release 6.2 Change Description*
- 555-230-522 — *DEFINITY® Release 6 Administration and Feature Description*
- 555-230-727 — *DEFINITY® System's Little Instruction Book*
- 555-230-894 — *DEFINITY® ECS Installation and Test for Single-Carrier Cabinets*
- 555-231-104 — *GuestWorks® server Technician Connectivity Training (video tape)*
- 555-231-205 — *GuestWorks® server INTUITY™ Lodging Call Accounting User's Guide*
- 555-231-601 — *DEFINITY® ECS, GuestWorks® server, and System 75 PBX Property Management System Interface Specifications*

- 555-231-735 — *DEFINITY® Business Communications System and GuestWorks® server Issue 3.0 Console Quick Reference*
- 555-231-741 — *GuestWorks® server Issue 3.0 Hospitality Operations*
- 555-231-802 — *DEFINITY® Business Communications System and GuestWorks® server Issue 4 Documentation Library (CD)*
- 585-310-169 — *INTUITY™ Messaging Solutions Release 4 MAP/40 and MAP/40s System Installation*
- 585-310-170 — *INTUITY™ Messaging Solutions Release 4 System Installation Worksheets*
- 585-310-171 — *INTUITY™ Messaging Solutions Release 4 MAP/40 Maintenance*
- 585-310-173 — *INTUITY™ Messaging Solutions Release 4 MAP/100 System Installation*
- 585-310-174 — *INTUITY™ Messaging Solutions Release 4 MAP/100 Maintenance*
- 585-310-185 — *INTUITY™ Messaging Solutions Release 4 MAP/5P System Installation*
- 585-310-186 — *INTUITY™ Messaging Solutions Release 4 MAP/5P Maintenance*
- 585-310-196 — *INTUITY™ Messaging Solutions Release 4 MAP/40P System Installation*
- 585-310-197 — *INTUITY™ Messaging Solutions Release 4 MAP/40P Maintenance*
- 585-310-257 — *INTUITY™ Messaging Solutions Integration with System 75, DEFINITY Generics 1 & 3, and R5/6*
- 585-310-234 — *INTUITY™ Lodging Property Management Specifications*
- 585-310-564 — *INTUITY™ Messaging Solutions Release 4 Administration*
- 585-310-577 — *INTUITY™ Lodging Administration*

## Overview of GuestWorks *server* Features

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Beginning with DEFINITY ECS Release 6.2, there are now different offer categories available for customers. Offer Category A contains all possible features of R6. Offer Category B contains the subset of features used by the GuestWorks *server* product and the DEFINITY Business Communications product. The following is an abbreviated list of the GuestWorks features most related to hospitality:

- Answer detection
- ASCII Data Over the Server-to-Property Management System (PMS) Link
- Attendant Backup
- Attendant Crisis Alert
- Attendant Split Swap
- Authorization Codes
- Automated Attendant (formerly named Direct Access Calling in GuestWorks Issue 3.0)
- Automatic Alternate Routing (AAR)
- Automatic Route Selection (ARS)
- Attendant-activated Automatic Wakeup service
- Attendant-activated Do Not Disturb
- Basic Call Management System (BCMS)
- Busy verification
- Call Vectoring (requires the TN750C circuit pack when using Call Vectoring for the Automated Attendant feature)
- Check-in/check-out
- Controlled restrictions (the Toll Restriction option requires activation by Lucent Technologies technical support)
- Dial by Name (activation controlled by Lucent Technologies technical support)
- Dual Automatic Wakeup
- Emergency Access to the Attendant
- Guest-activated Automatic Wakeup (requires the TN725B speech synthesizer circuit pack)
- Guest-activated Do Not Disturb (requires the TN725B speech synthesizer circuit pack)

- Integrated Services Digital Network (ISDN) access using Primary Rate Interface (PRI) and Basic Rate Interface (BRI) voice terminals and adjuncts
- Maid status
- Message Waiting lamps, either light-emitting diode (LED) or neon on guest room telephones
- Names Registration
- PC-based TERRANOVA<sup>®</sup> ECS Administration software
- PMS Interface
- Recorded announcements (requires the TN750C circuit pack)
- Room status (requires enhanced hospitality)
- Server/INTUITY/PMS Link Integration



**NOTE:**

If your installation is using the Mode Code Integration feature, the Server/INTUITY/PMS Link Integration feature is not an option.

- Terminal Translation Initialization
- Trunk identification
- Wakeup Activation via Tones



**NOTE:**

If Wakeup Activation via Tones is enabled, the Speech Synthesizer circuit pack (TN725B) is disabled from service.

- World Class Routing (WCR)

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# Installation

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This section describes the procedures you must use to install the hardware used with the GuestWorks server.

## Installation Overview

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Except for the section about connecting hospitality adjuncts and translations, the information given in this document is a high-level listing of the tasks required when installing the Lucent Technologies compact modular cabinet (CMC), single-carrier cabinet (SCC), or multi-carrier cabinet (MCC). Therefore, you should have access to the following documents when detailed information is required:

- 555-025-600 — *DEFINITY® Business Communications Systems Security Handbook*
- 555-230-112 — *DEFINITY® ECS Release 6 Installation and Test for Multi-Carrier Cabinets*
- 555-230-125 — *DEFINITY® ECS Release 6 Installation for Adjuncts and Peripherals*
- 555-230-128 — *DEFINITY® ECS Release 6 Installation and Test for Compact Modular Cabinets*
- 555-230-476 — *DEFINITY® ECS Release 6.2 Change Description*
- 555-230-894 — *DEFINITY® ECS Installation and Test for Single-Carrier Cabinets*



**NOTE:**

When the CMC is used with GuestWorks, it is also known as the Extended Stay (ES) offer.

See “Appendix A — Installation Checklist” on Page 150 for a brief listing of the tasks required to install and translate a GuestWorks server.

## Upgrade Issues

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If you are upgrading an existing GuestWorks *server* to Issue 4, certain preliminary translation work must be done before you can upgrade the server. Contact your project manager to confirm that all upgrade issues have been resolved before you begin the upgrade. In many cases, you will not need to reinstall any of the cabling between the server and the adjuncts; you will have to verify that the connections are still required.

Similarly, you will not need to readminister all of the server and adjunct translations; you will have to verify that the translations are still accurate.

## Additional Parts and Test Equipment

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Other than the tools and test equipment specified in the SCC Installation manual, you should also have the following items available on-site:

- RS232 mini-tester (provided with the GuestWorks)



**NOTE:**

The mini-tester shipped with GuestWorks shows positive voltage with a green LED and negative voltage with a red LED. This can be verified by connecting the mini-tester to a printer's EIA port, adding power to the printer, and then putting the printer on-line. The DTR lamp should then light with a positive (green) voltage. You may already have your own mini-tester that shows positive voltage as red and negative voltage as green. If this is true at your installation, the mini-tester result diagrams shown in this handbook must be read from an "opposite" perspective; that is, if the book shows that DTR should be green, and you have a mini-tester that operates in an "opposite" mode, your mini-tester will show DTR being red. This change in perspective should be true for all data leads.

- RS232 gender changers and M25A/M25B RS232 cables
- Analog line used to place test calls

See "Appendix B — Parts List" on Page 151 for a listing of the parts used in this installation. Part numbers are provided if replacements must be ordered.

## Plan and Prepare the Site

---

See the appropriate installation document for more information about the tasks in this section.

1. Inventory the equipment delivered to the customer site and verify that it matches the customer's order. If the equipment does not match the customer's order, follow the appropriate claims process or report the discrepancies to your Lucent Technologies representative. If this is a dealer-installed site, report the discrepancies to the dealer.

The equipment includes the following:

- GuestWorks *server* cabinets
- TERRANOVA ECS Administration software for a PC or a 715 management terminal
- Multi-Application Platform/X (MAP/X) for Lucent INTUITY Lodging Voice Messaging, Lucent INTUITY AUDIX<sup>®</sup> Voice Messaging, and Lucent INTUITY Lodging Call Accounting
- Attendant console (Model 302B, 302C, or a PC console)
- Multiappearance voice terminals (usually the 8400-series and 6400-series terminals; the 8434 or 6424 should be used for the primary attendant backup voice terminal)
- Guest room telephones (Teledex\* analog sets or equivalent)

If Teledex telephones are being ordered, coordinate the translations on the server with any special feature access buttons being programmed by Teledex. If programming is done ahead of time, this could save time at installation.

- Modems
- Customer documentation

All customer documentation must be delivered to the customer's representative so they can distribute it to their employees.

- Miscellaneous equipment.



**NOTE:**

Part of the miscellaneous equipment is a set of adapters, cables, and user documentation used with the Lucent INTUITY system. This equipment is packaged in a separate box with the INTUITY equipment and is labeled "Hold for Homisco Technicians - Do Not Discard!" Save this equipment for the Homisco technicians.

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\* Teledex is a registered trademark of Teledex Corporation.

2. Locate the equipment room and lay out the equipment room floor plan. When laying out the equipment locations, consider the following:
  - The MAP/X hardware must be within 50 feet of the Property Management System (PMS).
  - The server-to-MAP/X Isolating Data Interface (IDI) link must be 200 feet or less.



**NOTE:**

The CMC does not support an IDI link from the server to the MAP/X. The connectivity for this link is done from an analog port to the MAP/X. The distance limit for this connection is equal to the distance limit of the analog port.

- The call accounting link between the server and the MAP/X is limited to 50 feet unless you use a 7400A or 8400B data module. This limit assumes that you are using the Lucent INTUITY Lodging Call Accounting system; if a generic call accounting system is being used, there is still the 50 foot limit, but the placement is more flexible.

See Figure 3 for an overview of the GuestWorks connections.

Additional equipment that you must consider when laying out the floor plan include the following:

- A customer-provided PC with TERRANOVA ECS Administration, or a 715 management terminal
  - Cross-connect fields
  - Space requirements and room layout; use standard floor plans found with other Lucent Technologies ECS products
  - Cable slack manager.
3. Lay out and ensure appropriate power for the server and the management terminal in the equipment room, and arrange for an electrician to install.
  4. Lay out and ensure appropriate grounding in the equipment room, including provisions for a coupled bonding conductor (CBC).
  5. Determine the location of equipment closets where feeder cables can be terminated.
  6. Determine where external trunk lines come into the building and where external trunk converters and adapters will be installed.
  7. Determine an appropriate available port circuit on the server for each telephone, trunk, and peripheral connection needed and create a provisioning plan based on standard procedures.

8. Have the customer contact the PMS vendor and, if not using the Lucent INTUITY Lodging Call Accounting, the call accounting system vendor to find out if there are any special connections required to interface with their equipment. It is highly recommended that the customer schedule the vendors to be on-site when the connections are made and the testing is done for the PMS and the call accounting. If the vendors cannot be on-site, they should at least be available remotely.
9. If this is an upgrade from an existing system, remind the customer that during the cutover all Automatic Wakeup requests and Do Not Disturb requests must be noted manually. After the cutover is complete, the customer must manually input these requests on the new server.

## Unpack the Cabinets

---



### **CAUTION:**

*Lifting the SCC or CMC equipment may require two people. The SCC may weigh as much as 130 pounds (60 kilograms) and the CMC may weigh as much as 50 pounds (23 kilograms). Use caution to avoid injury.*

See the appropriate installation document for more information about the tasks in this section.

1. Unpack the cabinets.
2. Inspect the cabinets for any damage. Report any damages according to local shipping instructions.
3. Ensure that all circuit packs are fully inserted into the proper slots according to the Customer Service Document (CSD). Report any discrepancies to your Lucent Technologies representative or authorized dealer.

## **Install and Connect the Cabinets**

---

The cabinets must be installed and connected following standard procedures as defined by Lucent Technologies. See the appropriate installation document for more information about the tasks in this section.



**DANGER:**

*If the label near the circuit breaker on the power supply is different from the voltage type at the site, notify your Lucent Technologies representative or authorized dealer immediately for a replacement power supply. Do **not**, under any circumstances, connect an incorrect power supply to power!*

1. Install earthquake floor mounting as determined by local requirements.
2. Position and stack the cabinets in the location shown in the room layout.
3. Connect the cabinet grounds.



**NOTE:**

It is very important that the cabinet grounds are connected properly for this system. Follow the instructions given in the installation documents.

4. Connect the cabinets to power.
5. Connect the standby power if it has been engineered for the site. Use the installation instructions given with the standby power product.
6. Locate and connect the Time Division Multiplexing (TDM) bus.
7. Verify the port cabinet address plugs, if required.
8. Install the ground plates. This is done differently depending on whether or not you are using earthquake protection.
9. Install the cable clamps.
10. Install the front plates (if needed for electromagnetic shielding and/or earthquake protection).
11. Install the cabinet clips (used only if you do not have earthquake protection or electromagnetic shielding).

## **Install the Management Interface**

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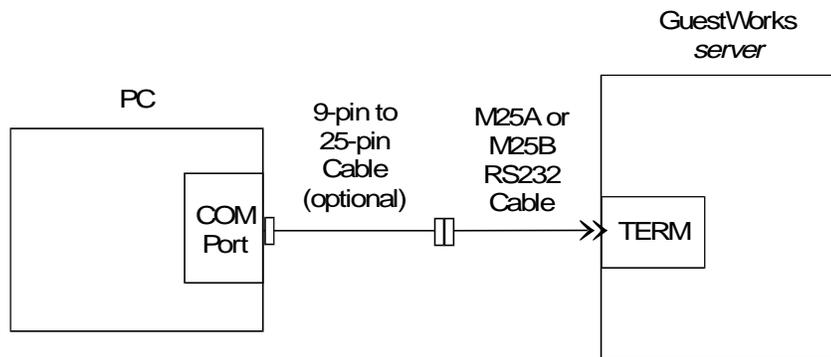
The management interface for administration can be either the customer's PC loaded with the TERRANOVA ECS Administration terminal emulation software or the 715 management terminal. The customer is supposed to set up his or her own PC with TERRANOVA ECS Administration, but technicians are responsible for connecting and setting up the 715 management terminal. For customers that use their PC for administration, you can use their PC to access administration, or you can use a laptop with terminal emulation software.

If the PC or management terminal is further than 50 feet from the server, there are two ways the remote connection can be done:

- You can install and administer a 7400A/8400B data module for the connection. See the appropriate installation document for more information.
- Customers may want to use a PC located remotely from the server. They can use the modem on the PC to dial in to the Initialization and Administration System (INADS) port.

Figure 1 shows how to connect the customer's PC directly to the server. The components used for this connection include the following:

- The TERM port on the server (this port is found on the Processor Interface Cable of the CMC hardware)
- Customer's PC, keyboard, and monitor
- One M25A or M25B RS232 cable (or equivalent 25-pin straight-through cable); see Table 10 on Page 151
- One 9-pin to 25-pin transition cable (if using a 9-pin COM port) (comcode 847106945)
- Gender changers, as needed.



**Figure 1. PC Direct Connection to the Server**

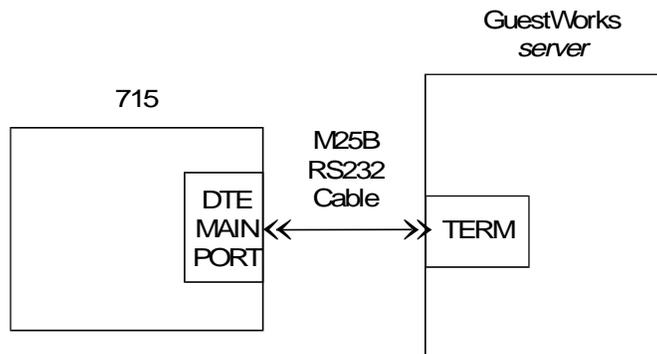
When using the TERRANOVA ECS Administration software, the customer must first access the **Controls** pull-down menu, select **Line Options**, and set the **host** option to **other**. The customer must then set the communication options as shown in Table 1.

**Table 1. TERRANOVA Communication Options**

Option	Value
Emulation	4410
Duplex	Full
Speed	9600
Parity	None
Data Bits	8
Stop Bits	1

Figure 2 shows how you connect the 715 management terminal to the server. The components used for this connection include the following:

- The TERM port on the server (this port is found on the Processor Interface Cable of the CMC hardware)
- One 715 management terminal and keyboard
- One M25B RS232 cable (or equivalent straight-through cable).



---

**Figure 2. 715 Management Terminal Connections**

Administer the 715 parameters given in Table 2. All but one of these options should default correctly, but they are given here and should be checked for proper operation.

**Table 2. 715 Options**

Terminal Option	Value
Font Size	Large (default)
Autowrap	Off (default)
Baud Rate	9600 (default)
Stop Bit	1 (default)
Data Bits	7 (default)
Parity	Space (default)
Check Parity	Yes (default)
Transmission Flow Control	Xon, Xoff (default)
Enter Key	escapeSB (must be set)

## **Install Telecommunications Cabling**

---

See the appropriate installation document for more information about the tasks in this section.

1. Install the cross-connect equipment.
2. Install the cable slack manager.
3. Label the cables and main distribution frame.
4. Route the cables from the cabinet to the cross-connect field.
5. Connect the control carrier outputs cable (the AUX port cable).
6. Install trunk cables among the network interface, the sneak fuse or circuit breaker panel, and the server cabinet.
7. Install the coupled bonding conductor grounding.

## **Activate the Server**

---

See the appropriate installation document for more information about the tasks in this section.

1. Set the write-enable switch on the flash-memory card to the write position. A flash card is provided with every server, but you may get a version that has the customer's translations already administered. Save any extra flash cards and return them for reuse per local policy.
2. Insert the flash-memory card into the TN777B circuit pack.



### **CAUTION:**

*Double-check that the flash-memory card is the one that came with the system, not a spare card. The flash-memory card that comes with the system has translation defaults that are critical for proper activation. If doing an upgrade, you may have a special flash card that contains the default translations and the customer translations.*

3. Ensure that the circuit breakers at the power panel are set to the **ON** position.
4. Set the circuit breakers on the back of each cabinet to the **ON** position.

5. After the server powers up, log into the server at the customer's PC or the 715. Use the `craft` login id and the `crftpw` password.
6. Before you do any administration, you must verify that the default translations are correctly administered for Option Category B (GuestWorks and Business Communications System offers). Check this by using the command path **display system-parameters offer-options**.

```
display system-parameters offer-options Page 1 of 1
                                     OFFER OPTIONS
Offer Category: B
Activate Offer? y

WARNING: Need to save translations and reboot to make the change permanent
```



**NOTE:**

If the Offer Category is not set to B, contact the technical support group or your regional Center of Excellence (COE). The system must be set to Offer Category B before you can do any translations.

7. Set the required country options. Use the command path **change system-parameters country-options**. There are over 20 screens that may require changes.

8. Change the craft password. Use the command path **change password craft**.

```
change password craft                               Page 1 of 1
                LOGIN ADMINISTRATION

                Password of Login Making Change:

LOGIN BEING ADMINISTERED
                Login's Name: craft
                Login Type: craft
                Service Level: super-user

LOGIN'S PASSWORD INFORMATION
                Login's Password:
                Reenter Login's Password:
                Password Aging Cycle Length (Days): 120

LOGOFF NOTIFICATION
Facility Test Call Notification? y      Acknowledgement Required? y
Remote Access Notification? y          Acknowledgement Required? y
```



**CAUTION:**

*After the craft password is changed, the new password must be safeguarded to prevent unauthorized administration changes. This password **MUST NOT BE REVEALED** to the customer.*

9. Set the date and the time. Use the command path **set time**.

```
set time                                           Page 1 of 1
                DATE AND TIME

DATE
                Day of the Week: Tuesday           Month: November
                Day of the Month: 11              Year: 1997

TIME
                Hour: 15                          Second: 00
                Minute: 30

WARNING: Change the date or time will impact BCMS, CDR and MEASUREMENTS
```

10. Set the server maintenance parameters if the Packet Controller (TN778 circuit pack) is included to support ISDN PRI and BRI. Use the command path **change system-parameters maintenance**.

```
change system-parameters maintenance                               Page 1 of 2
      MAINTENANCE-RELATED SYSTEM PARAMETERS

OPERATIONS SUPPORT PARAMETERS
  Product Identification: 1000000000
  OSS Telephone Number:
  Alarm Origination Activated? n                               Abbrev Alarm Report: y
  Cleared Alarm Notification? n                               Suspension Threshold: 5
  Restart Notification? n
  Test Remote Access Port? n
  CPE Alarm Activation Level: none
  Packet Bus Activated? y
  Customer Access to INADS Port? n

SCHEDULED MAINTENANCE
  Start Time: 05 : 00   Stop Time: 06 : 00
  Daily Maintenance: daily
  Save Translation: daily
  Control Channel Interchange: no
  System Clocks Interchange: no
  SPE Interchange: no
  EXP-LINK Interchange: no
```

11. Save the translations. Use the command path **save translation**. Label the translation card with the current date and server name.

## Connect Hospitality Adjuncts

---

The hospitality adjuncts include the following:

- **Lucent INTUITY Lodging Voice Messaging**

Lucent INTUITY Lodging Voice Messaging is an optional adjunct installed on the MAP/X platform. Lucent INTUITY Lodging is used for the guest access to voice messages, and Lucent INTUITY AUDIX is used for the office staff to access voice messaging.

- **Lucent INTUITY Lodging Call Accounting**

Lucent INTUITY Lodging Call Accounting is an optional adjunct installed on the MAP/X platform. If Lucent INTUITY Lodging Call Accounting is not purchased, other call accounting systems can be installed if the call record format is compatible with the GuestWorks *server*. Two typical formats are *Teleser* and *printer*.

Lucent INTUITY Lodging Call Accounting is based on a product from the Homisco Corporation. At most installations, you can expect a technician from Homisco to be on-site to install the software and hardware for the call accounting piece of the product. The Homisco technician will assist you in connecting the call accounting equipment.

For installations that include Lucent INTUITY Lodging Voice Messaging and Lucent INTUITY Lodging Call Accounting, all connections are shown in complete detail. For installations that include voice mail or call accounting from another vendor, the connections are shown up to a definable demarcation point. Connections beyond that demarcation point must be coordinated with the vendor.

- Property Management System (PMS)

The PMS is a vendor-provided product that interfaces to the GuestWorks server according to the *DEFINITY® Enterprise Communications Server (ECS)*, *GuestWorks® server*, and *System 75 Property Management System Interface Specifications*, (555-231-601). If the PMS follows this specification, the PMS will connect to the server when the correct cabling is installed. The PMS connections are shown up to a definable demarcation point. Connections beyond that demarcation point must be coordinated with the vendor.

- Printers

Up to two serial printers can be installed to print hospitality reports and keep a log of events as they occur on the server. Each printer connects to the server using a 7400A or 8400B data module. The printers are designated as either a "journal/schedule" printer or a "log" printer. The journal/schedule printer records Emergency Access to Attendant calls and Automatic Wakeup calls. The log printer records housekeeping updates when the PMS link is down, in addition to recording any other PMS-related events. These PMS events are shown in "Appendix D — List PMS Down Events" on Page 154.

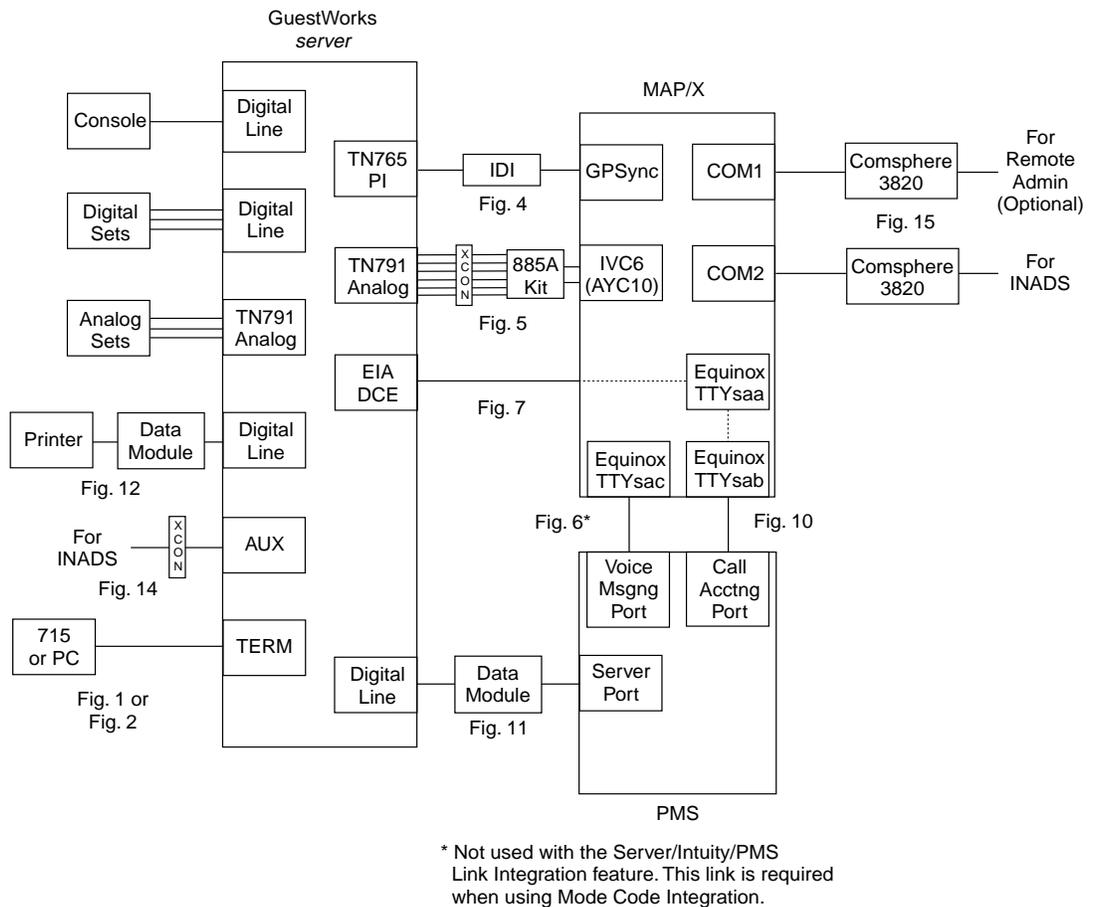


**NOTE:**

In most cases, only one printer is provided to perform both the journal/schedule and log printer functions.

### Overall GuestWorks Connectivity

Figure 3 shows the overall connectivity for the GuestWorks server when using the MAP/X for Lucent INTUITY Lodging Voice Messaging, Lucent INTUITY Lodging Call Accounting, plus connections to a PMS. References to the detailed connectivity drawings are shown in this figure. Table 3 also gives references to the detailed connectivity drawings based on the equipment you are installing.



**Figure 3. Overall GuestWorks server Connectivity**

**Table 3. Matrix for Cabling Diagrams**

From...	To...					
	Server	INTUITY Lodging Voice Messaging	INTUITY Voice Ports	INTUITY Lodging Call Accounting	Generic Call Accounting	PMS
Server		Figure 4	Figure 5	Figure 7	Figure 8	Figure 11
INTUITY Lodging Voice Messaging	Figure 4					Figure 6*
INTUITY Lodging Call Accounting	Figure 7					Figure 10

\* This cabling is not required when using the Server/INTUITY/Link Integration feature.

In Figure 3, there are a variety of digital line circuit packs and voice terminal/data modules that can be used. Table 4 shows which circuit packs should be used to support the different digital voice terminals and data modules.

**Table 4. Digital Line Circuit Packs and Terminal Equipment Compatibility**

Terminal Equipment	Circuit Packs			
	TN754B (4-wire)	TN2181 (2-wire)	TN2214 (2-wire)	TN2224 (2-wire)
302B Console (2-wire/4-wire)	Yes	Yes	Yes	Yes
302C Console (2-wire/4-wire)	Yes	Yes	Yes	Yes
6400-Series terminals (2-wire)	No	Yes	Yes	Yes
7400-Series terminals (4-wire)	Yes	No	No	No
8400-Series terminals (2-wire)	Yes	Yes	Yes	Yes
9400-Series terminals (2-wire)*	No	Yes	Yes	Yes

\* Not supported in the United States.

### **Server-to-INTUITY Admin Link (Standard)**

---

Figure 4 shows a detailed connection between the Processor Interface (PI) port on the server and the GPSync card on the MAP/X. This connection is typically used for any GuestWorks installation using the MAP/X and SCC or MCC hardware. See "Server-to-INTUITY Admin Link (Mode Code Integration)" on Page 25 for information on how to install this type of functional connection when using Mode Code Integration.

This data link transfers information to support the Lucent INTUITY AUDIX service for office staff voice messaging. The components used for this connection include the following:

- The PI port (TN765) on the server (SCC or MCC)
- One H600-210 Group 3 cable (50 feet)

The distance limit between the server and the 105C Isolating Data Interface (IDI) is 200 feet. If you need a cable longer than the 50 foot cable provided, order a Group 4 cable (100 feet) or a Group 5 cable (200 feet). See "Appendix B — Parts List" on Page 151 for a list of cables.



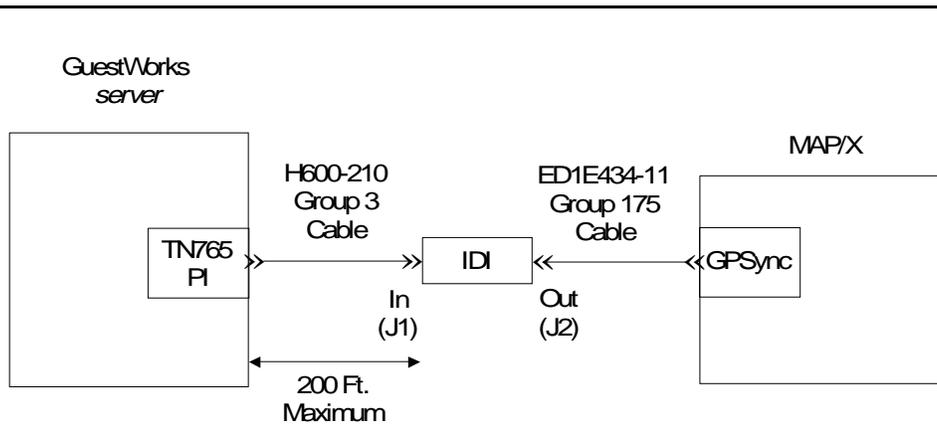
**NOTE:**

If you do locate the server more than 50 feet from the MAP/X and are using the coresident Lucent INTUITY Lodging Call Accounting system on the MAP/X, the call accounting link limit (50 feet) must be taken into account.

- One 105C IDI unit (comcode 107422735)

The 105C IDI provides electrical isolation and protection between the server and the Lucent INTUITY hardware.

- One ED1E434-11 Group 175 cable (4.5 feet)
- One GPSync card (comcode 406801647) installed in the MAP/X; usually located in slot 1.



---

**Figure 4. Server-to-INTUITY Admin Link (Standard)**

## **Server-to-INTUITY Admin Link (Mode Code Integration)**

---

When using Mode Code Integration, the administrative link between the server and the MAP/X (the link that transfers information to support the Lucent INTUITY AUDIX service for office staff voice messaging) connects by way of an analog port on the server and a voice port on the MAP/X. This connection is no different than the voice port connections shown in “Server-to-INTUITY Voice Port Connections” on Page 26 (Figure 5).



**NOTE:**

When using a voice port on the MAP/X for Mode Code Integration, you lose one connection normally used to access the Lucent INTUITY system for leaving and retrieving messages. The voice port used for Mode Code Integration is dedicated for sending mode codes between the server and the MAP/X. This may affect the voice messaging traffic-handling of the system.

Mode Code Integration is always used when the server uses the CMC hardware (which does not have a PI circuit pack), but it can also be used with SCC and MCC hardware. See “Server-to-INTUITY Admin Link (Standard)” on Page 23 for information on the standard administrative link used with SCC or MCC hardware.



**NOTE:**

When using Mode Code Integration, you cannot take advantage of the Server/INTUITY/PMS Link Integration feature. This means that you must install the link shown in “INTUITY Lodging-to-PMS Link” on Page 28.

Mode Code Integration between the server and the MAP/X is described in more detail in the following documents:

- 555-230-522 — *DEFINITY Release 6 Administration and Feature Description*
- 585-310-185 — *INTUITY Messaging Solutions Release 4 MAP/5P System Installation*
- 585-310-257 — *INTUITY Messaging Solutions Integration with System 75, DEFINITY Generics 1 & 3, and R5/6*

## Server-to-INTUITY Voice Port Connections

Figure 5 shows the connections between the TN791 analog circuit pack ports on the server and the IVC6 (AYC10) voice port card on the MAP/X. This connection is used for two purposes:

- For guests and office staff to call the Lucent INTUITY system to retrieve their voice messages
- For the administrative link between the server and the MAP/X when using Mode Code Integration (see Page 25).

The components used for this connection include the following:

- One or two IVC6 (AYC10) cards in the MAP/X (comcode 106406580)  
Each IVC6 card supports six voice ports. You can have up to 12 ports for voice messaging. If you have 12 voice ports, you must install two of the 885A connector kits. This figure shows connections for one kit using all six voice ports. Depending on the customer's order, you will install 4, 6, 8, 10, or 12 voice ports.
- Two or four ED5P208-30 Group 16 modular cords  
You need two cords for each IVC6 card.
- One 885A connector kit for each IVC6 card installed in the MAP/X (comcode 601419666)  
These kits come with the 885A connecting block (comcode 106079270), six RJ11C 2-wire modular cords (comcode 103732582), and two RJ25 6-wire modular cords. The two RJ25 6-wire modular cords are not used in this application. **Do not use the RJ25 cords for any GuestWorks connections; the wiring in the RJ25 cords will not work in this application.**
- Four to twelve 103A modular connecting blocks (one for each voice port) (comcode 105164818)
- Standard cross-connect hardware
- TN791 analog interface.

**NOTE:**

Each TN791 supports 16 analog voice connections. The TN791 wires out the same as a TN746B. When making cross-connects for voice messaging, skip every other port to spread out the voice messaging traffic (for example, 0, 2, 4, 6, and so on); do not connect the voice ports in a contiguous fashion (that is, 0, 1, 2, and so on). This is recommended because the TN791 supports simultaneous ringing for only 4 out of 8 ports on each half of the circuit pack. See more about this circuit pack in "Appendix E — Circuit Pack Characteristics" on Page 157.

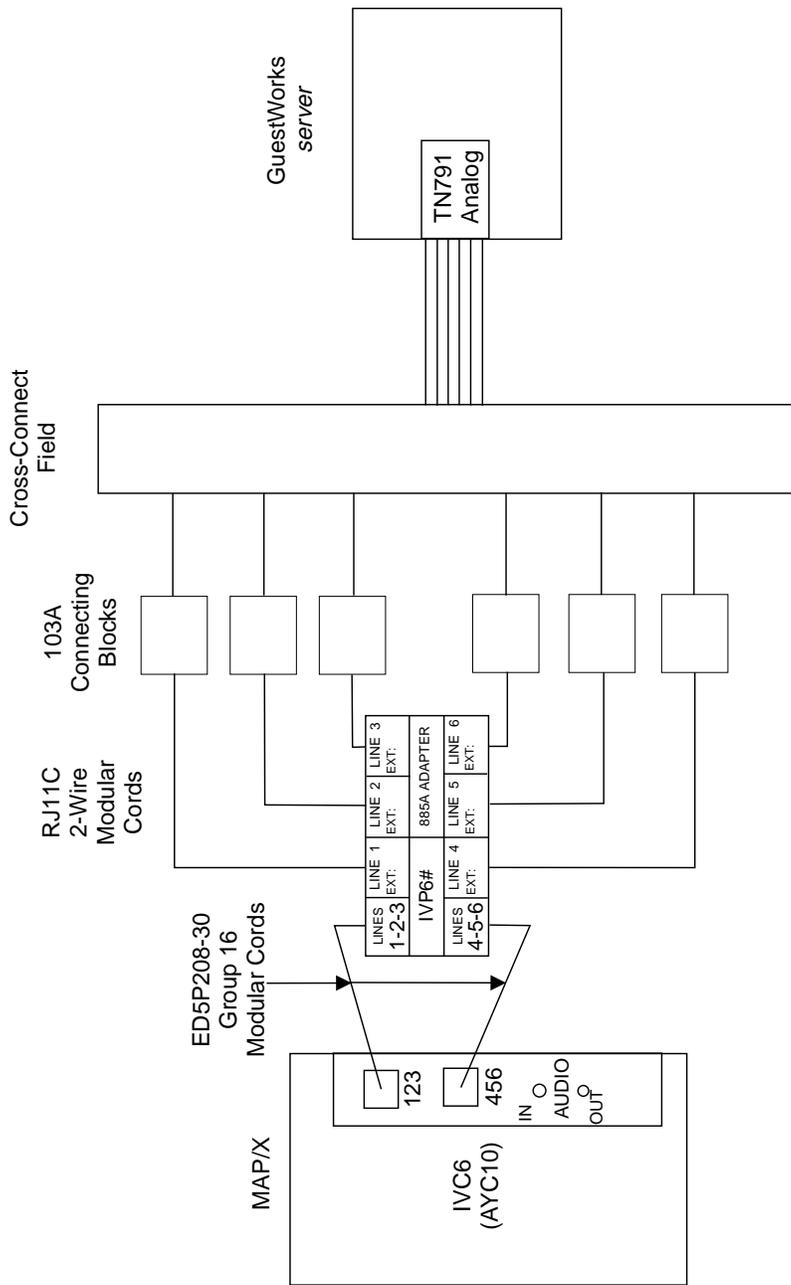


Figure 5. Server-to-INTUITY Voice Port Connections

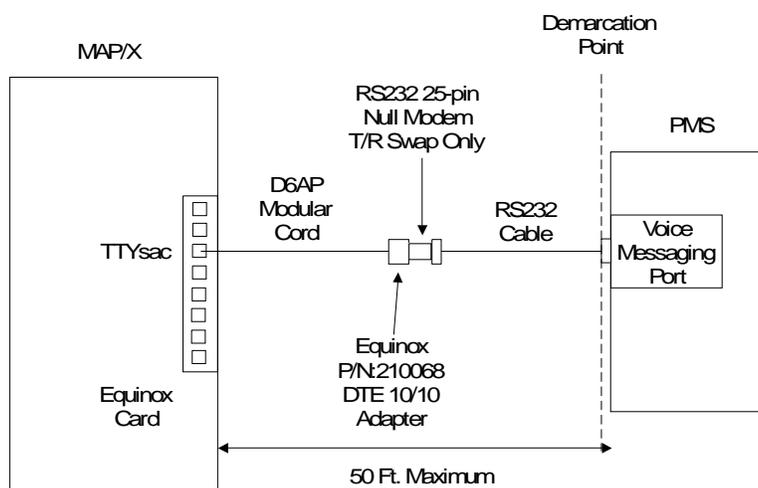
## INTUITY Lodging-to-PMS Link

Figure 6 shows one of the connections between the MAP/X and the PMS. This connection is used to activate and deactivate guest voice messaging mailboxes when guests check-in and check-out.

**⇒ NOTE:**  
 If the Server/INTUITY/PMS Link Integration feature is used, this connection is not required. See “INTUITY Lodging-to-PMS Translations” on Page 113 for more information about this feature. If Mode Code Integration is used, this link is required and cannot be removed.

The components used for this connection include the following:

- One Equinox card on the MAP/X (comcode 407009406; J1P260AA1, List 12)  
 For this connection, use the third port on the Equinox card. This port is not marked on the card, but is administered in software as port TTYsac.
- One D6AP modular cord (comcode 102937604)
- One Equinox P/N:210068 DTE 10/10 adapter (DB25 DTE, comcode 406983155); see “Appendix C — Connector Pinouts”
- One null modem with transmit/receive swapped (all other leads are straight-through) (comcode 407122043)
- One RS232 cable (use gender changers as needed).



**Figure 6. INTUITY Lodging-to-PMS Link**

### Test Procedure for INTUITY Lodging-to-PMS Link

Using the RS232 Mini-Tester (see the Note on Page 8), check the status of the link where the Equinox adapter connects to the null modem as shown in Figure 6. The leads marked with an asterisk are controlled by the Lucent INTUITY system, and the PMS controls the other leads. Translations for this connection begin on Page 113.

With the mini-tester connected to only the Equinox adapter coming from the MAP/X, the mini-tester should show the following:

TD* ● red	dark ○ RD
RTS* ○ dark	dark ○ CTS
DSR ○ dark	green ● DTR*
CD ○ dark	

With the mini-tester connected to only the PMS at the null modem, the mini-tester should show the following:

TD* ○ dark	red ● RD
RTS* ○ dark	red ● CTS
DSR ● red	dark ○ DTR*
CD ● red	

After the connection is complete but in an idle state, the mini-tester should show the following:

TD* ● red	red ● RD
RTS* ○ dark	red ● CTS
DSR ● red	green ● DTR*
CD ● red	

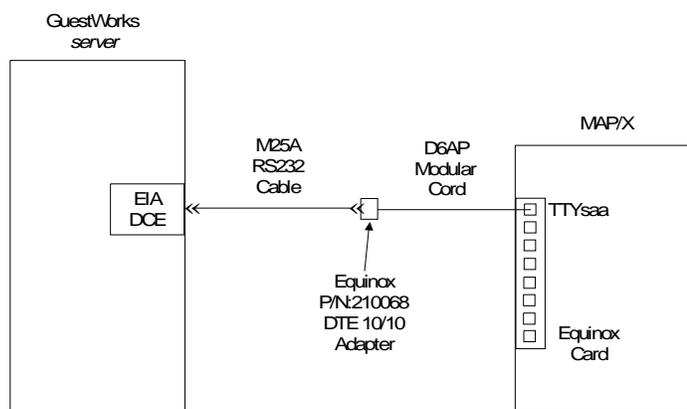
## Server-to-Call Accounting Link (with INTUITY Lodging Call Accounting)

Figure 7 shows the connection between the DCE port on the server and the MAP/X. This connection is used to transfer Call Detail Recording (CDR) information to the Lucent INTUITY Lodging Call Accounting software. The components used for this connection include the following:

- The EIA DCE port on the server (this port is found on the Processor Interface Cable of the CMC hardware)
- One M25A RS232 cable (or equivalent straight-through cable) (comcode 105193668)
- One Equinox P/N:210068 DTE 10/10 adapter (DB25 DTE, comcode 406983155); see “Appendix C — Connector Pinouts”
- One D6AP modular cord (comcode 102937604)
- One Equinox card on the MAP/X (comcode 407009406; J1P260AA1, List 12).

For this connection, use the first port on the Equinox card. This port is not marked on the card, but is administered in software as port TTYsaa.

⇒ **NOTE:**  
 If the distance from the server and the MAP/X is farther than 50 feet, see “Server-to-Call Accounting Link using 7400A or 8400B Data Modules” on Page 34.



**Figure 7. Server-to-Call Accounting Link (with INTUITY Lodging Call Accounting)**

### Test Procedure for Server-to-Call Accounting Link

Using the RS232 Mini-Tester (see the Note on Page 8), check the status of the link where the Equinox adapter connects to the M25A cable as shown in Figure 7. The leads marked with an asterisk are controlled by the server, and the INTUITY system controls the other leads. Translations for this begin on Page 120.

With the mini-tester connected to only the M25A cable, the mini-tester should show the following:

TD ○ dark	red ● RD*
RTS ○ dark	green ● CTS*
DSR* ● green	dark ○ DTR
CD* ● green	

With the mini-tester connected to only the Equinox adapter, the mini-tester should show the following:

TD ● red	dark ○ RD*
RTS ○ dark	dark ○ CTS*
DSR* ○ dark	green ● DTR
CD* ● red	

After the connection is complete, the mini-tester should show the following (if any of the server leads are dark on an end-to-end connection, the processor pack should be replaced):

TD ● red	red ● RD*
RTS ○ dark	green ● CTS*
DSR* ● green	green ● DTR
CD* ● green	

Another way to test this connection is to connect a dumb terminal to the port and look for call records being sent to the terminal.

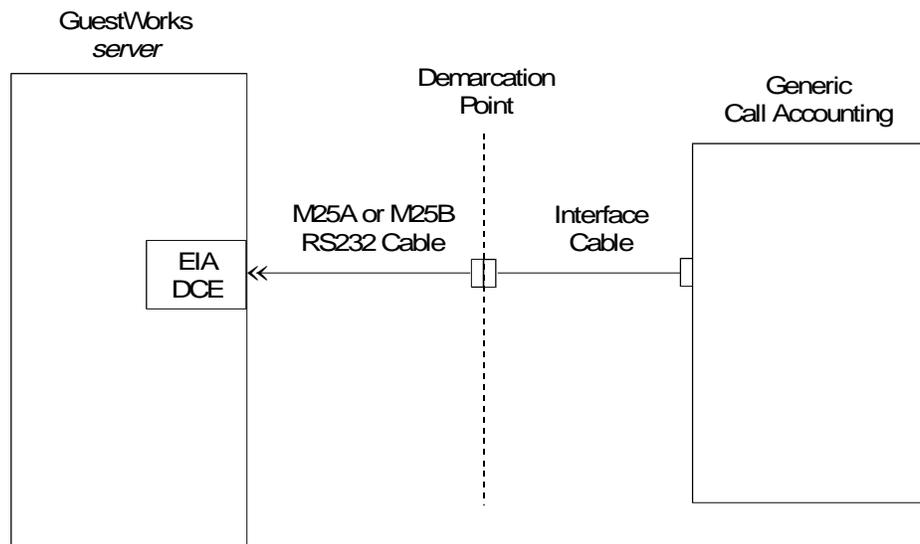
## Server-to-Call Accounting Link (Generic Call Accounting)

Figure 8 shows the connection between the DCE port on the server and a generic call accounting system. This connection is used to transfer CDR information to the call accounting system. The components used for this connection include the following:

- The EIA DCE port on the server (this port is found on the Processor Interface Cable of the CMC hardware)
- One M25A or M25B cable plus gender changers as needed (or equivalent 25-pin straight-through cable)
- One cable to connect from the M25 cable and the interface port on the call accounting system (customer- or vendor-supplied).

**NOTE:**

If the distance from the server and the generic call accounting system is farther than 50 feet, see "Server-to-Call Accounting Link using 7400A or 8400B Data Modules" on Page 34



**Figure 8. Server-to-Call Accounting Link (Generic Call Accounting)**

### Test Procedure for Server-to-Call Accounting Link

Using the RS232 Mini-Tester (see the Note on Page 8), check the status of the link at the demarcation point as shown in Figure 8. The leads marked with an asterisk are controlled by the server, and the generic call accounting controls the other leads. Translations for this connection begin on Page 120.

With the mini-tester connected to only the M25 cable from the server, the mini-tester should show the following:

TD ○ dark	red ● RD*
RTS ○ dark	green ● CTS*
DSR* ● green	dark ○ DTR
CD* ● green	

With the mini-tester connected to only the interface cable to the generic call accounting, the mini-tester should show the following:

TD ● red	dark ○ RD*
RTS ● green	dark ○ CTS*
DSR* ○ dark	green ● DTR
CD* ○ dark	

After the connection is complete, the mini-tester should show the following (if any of the server leads are dark in an end-to-end connection, the processor pack should be replaced):

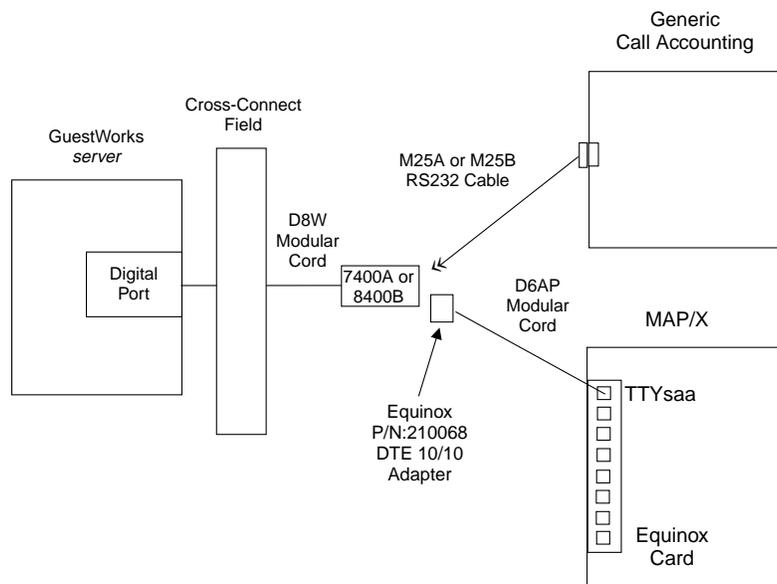
TD ● red	red ● RD*
RTS ● green	green ● CTS*
DSR* ● green	green ● DTR
CD* ● green	

Another way to test this connection is to connect a dumb terminal to the port and look for call records being sent to the terminal.

## Server-to-Call Accounting Link using 7400A or 8400B Data Modules

Figure 9 shows the connection between the server and the call accounting system (INTUITY Lodging Call Accounting or generic call accounting) when using a 7400A or 8400B data module. This connection is used when the distance between the server and the call accounting system is greater than 50 feet. The components used for this connection include the following:

- One digital communications protocol (DCP) port on the server; the 7400A data module uses a TN754B 4-wire digital port, and the 8400B data module uses a TN2214 or TN2224 2-wire digital port
- Standard cross-connect hardware
- One D8W modular cord
- One 7400A DCP data module optioned as shown in Table 5 or an 8400B data module optioned as shown on Page 36
- One DB9-to-DB25 transition cable when using the 8400B data module
- One M25A or M25B cable (or equivalent 25-pin straight-through cable); see Table 10.



**Figure 9. Server-to-Call Accounting Link using 7400A or 8400B Data Modules**

The options for the 7400A used for the server-to-call accounting connection are given in Table 5. These options must match the PMS communication parameters, which are usually 9600 bps, 8 data bits, 1 stop bit, and no parity.

The data module interface board must be positioned at the DCE location, and the interface option must be set for Answer-Only mode.

**Table 5. 7400A Options for Server-to-Call Accounting Link**

<b>Set Interface</b>	<b>Set Values</b>
Option	Answer-only mode
<b>Set Option Displays</b>	<b>Set Values</b>
*Set 300 speed	OFF
*Set 1200 speed	OFF
*Set 2400 speed	OFF
*Set 4800 speed	OFF
*Set 9600 speed	ON
*Set 19200 speed	OFF
Set Answer	AUTO
Set Break DISC	LONG
Set CI Lead	OFF
Set CH Lead	OFF
Set CTS Lead	NORMAL
Set DCD Lead	NORMAL
Set DSR Lead	NORMAL
Set DTR Detect	50
Set DTR Lead	FOLLOW
Set LL Lead	OFF
Set Remote Loop	GRANT
Set RI Lead	ON
Set RL Lead	OFF
Set SIGLS DISC	ON
Set TM Lead	OFF

\* Verify the speed setting with the call accounting vendor.  
Enable other speeds as needed.

The options on the 8400B must be set using an ASCII data terminal or a PC using a terminal emulation package (such as TERRANOVA ECS Administration). You must connect the data terminal or PC to the EIA interface connector on the back of the 8400B. For the server-to-PMS link, only a subset of options must be changed. These options are changed using the AT command set. Use the following steps to set the options on the 8400B:

1. Set the speed on the data terminal or terminal emulation package to match the speed of the call accounting system. By doing this, the speed on the 8400B will autobaud to match the correct speed.
2. From the data terminal or PC, type **a t** . This automatically sets the speed and parity for the connection. The OK prompt should display.
3. Type the following command as shown. Before you press  on the last string of commands, make sure that the command has been entered correctly; the **e0** option in this command turns off keyboard echo, which means that after you enter this command, any future keyboard entries will not be displayed.

```
at&f   
ats24=1   
at&c1&d2&s1q0x0s0=1   
ate0&w0&w1&y0 
```

4. Disconnect the data terminal or PC from the 8400B.
5. Reconnect the unit as shown in Figure 9.
6. Cycle power on the 8400B (disconnect the line cord momentarily).

If your call accounting system requires a different set of options, consult the *8400B Plus Data Module User's Guide*, (555-020-709).

## INTUITY Lodging Call Accounting-to-PMS Link

Figure 10 shows another connection between the MAP/X and a PMS. This connection is used to transmit the call accounting information from the MAP/X to the PMS. This call detail information has been reformatted from its format on the server for use by the PMS.



### NOTE:

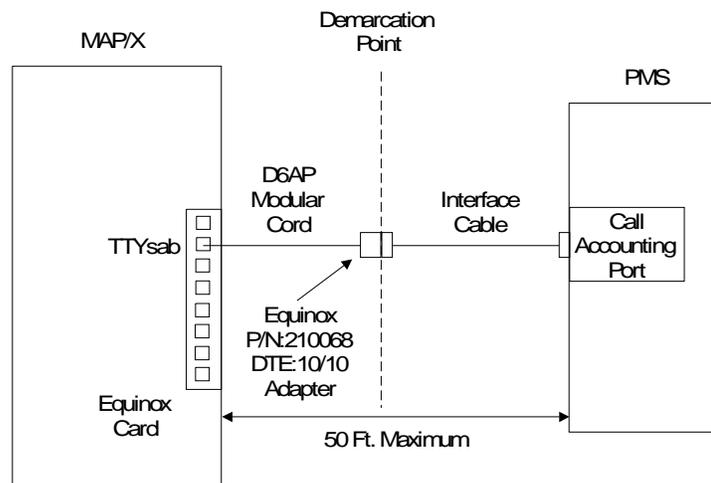
This link between the MAP/X and the PMS is required to transmit call detail records between the call accounting system and the PMS. This link is separate from the Server/INTUITY/PMS Link Integration feature that allows you to remove one of the links in the integrated solution. See “INTUITY Lodging-to-PMS Link” on Page 28 for more information.

The components used for this connection include the following:

- One Equinox card on the MAP/X (comcode 407009406; J1P260AA1, List 12)

For this connection, use the second port on the Equinox card. This port is not marked on the card, but is administered in software as port TTYsab.

- One D6AP modular cord (comcode 102937604)
- One Equinox P/N:210068 DTE 10/10 adapter (DB25 DTE, comcode 406983155); see “Appendix C — Connector Pinouts”
- One cable used to connect to the PMS (customer- or vendor-supplied).



**Figure 10. INTUITY Lodging Call Accounting-to-PMS Link**

## Server-to-PMS Link

Figure 11 shows the connection between the server and the PMS. This connection is used to transfer the normal hospitality information such as names registration, check-in, check-out, and so on. The components used for this connection include the following:

- One digital communications protocol (DCP) port on the server; the 7400A data module uses a TN754B 4-wire digital port, and the 8400B data module uses a TN2214 or TN2224 2-wire digital port
- Standard cross-connect hardware
- One D8W modular cord
- One 7400A DCP data module optioned as shown in Table 6 or an 8400B data module optioned as shown on Page 40
- One DB9-to-DB25 transition cable when using the 8400B data module
- One M25A or M25B cable (or equivalent 25-pin straight-through cable); see Table 10.

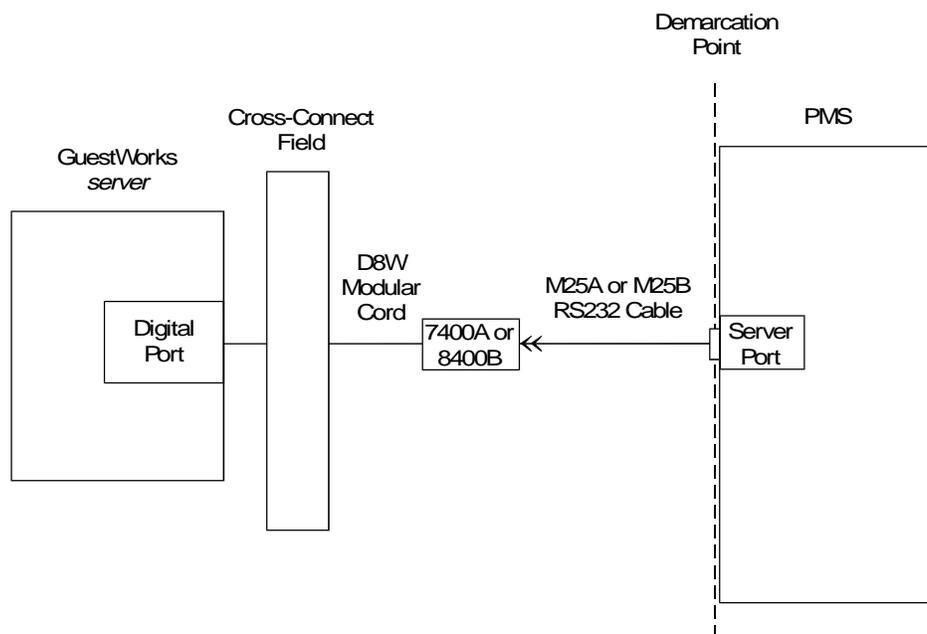


Figure 11. Server-to-PMS Link

The options for the 7400A used for the server-to-PMS connection are given in Table 6. These options must match the PMS communication parameters, which are usually 9600 bps, 8 data bits, 1 stop bit, and no parity.

The data module interface board must be positioned at the DCE location, and the interface option must be set for Answer-Only mode.

**Table 6. 7400A Options for Server-to-PMS Link**

<b>Set Interface</b>	<b>Set Values</b>
Option	Answer-only mode
<b>Set Option Displays</b>	<b>Set Values</b>
*Set 300 speed	OFF
*Set 1200 speed	OFF
*Set 2400 speed	OFF
*Set 4800 speed	OFF
*Set 9600 speed	ON
*Set 19200 speed	OFF
Set Answer	AUTO
Set Break DISC	LONG
Set CI Lead	OFF
Set CH Lead	OFF
Set CTS Lead	NORMAL
Set DCD Lead	NORMAL
Set DSR Lead	NORMAL
Set DTR Detect	50
Set DTR Lead	FOLLOW
Set LL Lead	OFF
Set Remote Loop	GRANT
Set RI Lead	ON
Set RL Lead	OFF
Set SIGLS DISC	ON
Set TM Lead	OFF

\* The speed is typically set to 9600 for Transparent mode and 1200 for Normal mode. Verify the speed setting with the PMS vendor. Enable other speeds as needed.

The options on the 8400B must be set using an ASCII data terminal or a PC using a terminal emulation package (such as TERRANOVA ECS Administration). You must connect the data terminal or PC to the EIA interface connector on the back of the 8400B. For the server-to-PMS link, only a subset of options must be changed. These options are changed using the AT command set. Use the following steps to set the options on the 8400B:

1. Set the speed on the data terminal or terminal emulation package to match the speed of the PMS link. By doing this, the speed on the 8400B will auto-baud to match the correct speed.
2. From the data terminal or PC, type **a t** . This automatically sets the speed and parity for the connection. The OK prompt should display.
3. Type the following command as shown. Before you press  on the last string of commands, make sure that the command has been entered correctly; the **e0** option in this command turns off keyboard echo, which means that after you enter this command, any future keyboard entries will not be displayed.

```
at&f   
ats24=1   
at&c1&d2&s1q0x0s0=1   
ate0&w0&w1&y0 
```

4. Disconnect the data terminal or PC from the 8400B.
5. Reconnect the unit as shown in Figure 11.
6. Cycle power on the 8400B (disconnect the line cord momentarily).

If your PMS requires a different set of options, consult the *8400B Plus Data Module User's Guide*, (555-020-709).

### Test Procedure for Server-to-PMS Link

Using the RS232 Mini-Tester (see the Note on Page 8), check the status of the link at the 7400A or 8400B as shown in Figure 11 before you connect to the PMS. The leads marked with an asterisk are controlled by the server, and the PMS controls the other leads. Translations for this connection begin on Page 122.

When the mini-tester is connected to only the 7400A or 8400B, the mini-tester should show the following:

TD ○ dark	red ● RD*
RTS ○ dark	red ● CTS*
DSR* ● red	dark ○ DTR
CD* ● red	

**⇒ NOTE:**  
RTS will be lit on the front panel of the 7400A. The CTS lead shows green when used with an 8400B.

With the mini-tester connected to only the PMS, the mini-tester should show the following:

TD ● red	dark ○ RD*
RTS ● green	dark ○ CTS*
DSR* ○ dark	green ● DTR
CD* ○ dark	

After the connection is complete, the link will be idle, but the mini-tester should show the following (if any of the server leads are dark in an end-to-end connection, the processor circuit pack should be replaced):

TD ● red	red ● RD*
RTS ● green	red ● CTS*
DSR* ● red	green ● DTR
CD* ● red	

## **Journal/Log Printer Connections on the Server**

Figure 12 shows how to connect either a journal/schedule printer or a log printer to the server. These printers are used to run hospitality service reports, and to report failed Automatic Wakeup calls and Do Not Disturb requests.



**NOTE:**

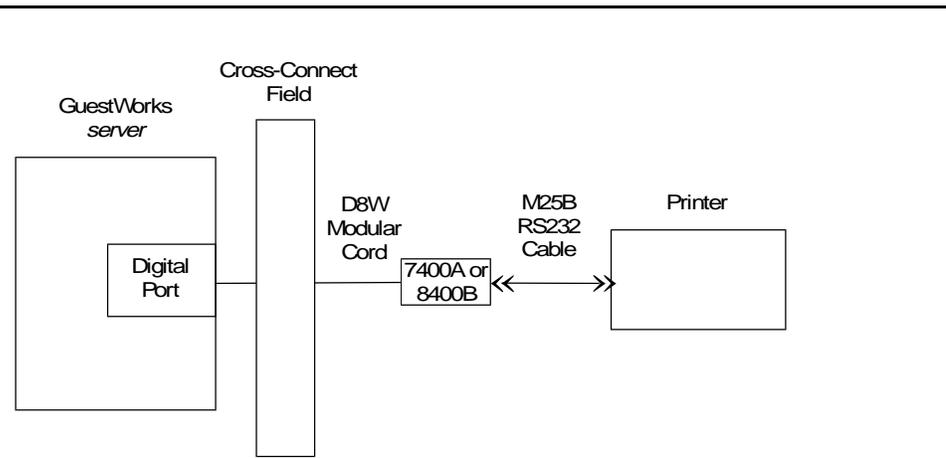
In most cases, only one printer is provided to perform both the journal/schedule and log printer functions.

The components used for each printer connection include the following:

- One or two DCP ports on the server; the 7400A data module uses a TN754B 4-wire digital port, and the 8400B data module uses a TN2214 or TN2224 2-wire digital port
- Standard cross-connect hardware
- One or two D8W modular cords
- One or two 7400A DCP data modules optioned as shown in Table 7, or one or two 8400B DCP data modules optioned as shown on Page 45
- One or two DB9-to-DB25 transition cable when using the 8400B data module
- One or two M25B cables (or equivalent 25-pin straight-through cables); see Table 10
- One or two model 572 journal/log serial printers (or equivalent; in many cases, a similar Okidata\* printer is now being shipped for GuestWorks).

---

\* Registered trademark of OKI Electric Co., LTD.



---

**Figure 12. Printer Connections on the Server**

**Table 7. 7400A Options for Journal/Log Printers**

<b>Set Interface</b>	<b>Set Values</b>
Option	Answer-only mode
<b>Set Option Displays</b>	<b>Set Values</b>
Set 300 speed	OFF
Set 1200 speed	OFF
Set 2400 speed	OFF
Set 4800 speed	OFF
Set 9600 speed	ON
Set 19200 speed	OFF
Set Answer	AUTO
Set Break DISC	LONG
Set CI Lead	OFF
Set CH Lead	OFF
Set CTS Lead	NORMAL
Set DCD Lead	NORMAL
Set DSR Lead	NORMAL
Set DTR Detect	50
Set DTR Lead	FOLLOW
Set LL Lead	OFF
Set Remote Loop	GRANT
Set RI Lead	ON
Set RL Lead	OFF
Set SIGLS DISC	ON
Set TM Lead	OFF

The options on the 8400B must be set using an ASCII data terminal or a PC using a terminal emulation package (such as TERRANOVA ECS Administration). You must connect the data terminal or PC to the EIA interface connector on the back of the 8400B. For the journal/log printers, only a subset of options must be changed. These options are changed using the AT command set. Use the following steps to set the options on the 8400B:

1. Set the speed on the data terminal or terminal emulation package to match the speed of the PMS link. By doing this, the speed on the 8400B will auto-baud to match the correct speed.
2. From the data terminal or PC, type **a t** . This automatically sets the speed and parity for the connection. The OK prompt should display.
3. Type the following command as shown. Before you press  on the last string of commands, make sure that the command has been entered correctly; the **e0** option in this command turns off keyboard echo, which means that after you enter this command, any future keyboard entries will not be displayed.

```
at&f   
ats24=1   
at&c1&d2&s1q0x0s0=1   
ate0&w0&w1&y0 
```

4. Disconnect the data terminal or PC from the 8400B.
5. Reconnect the unit as shown in Figure 12.
6. Cycle power on the 8400B (disconnect the line cord momentarily).

If your printer requires a different set of options, consult the *8400B Plus Data Module User's Guide*, (555-020-709).

**Table 8. Model 572 (or Equivalent) Journal/Log Printer Options**

Function		Menu	
Number	Name	Number	Status
01	FORM LENGTH	09	11
02	LPI	01	6
03	CPI	01	10
04	LQ or NLQ	01	LQ
05	BUZZER	01	ON
06	FONT	02	FONTCART
07	RESOLUTION	01	144
11	BUFFER	02	N-LINE
13	PW ON MODE	01	ON-LINE
14	DIRECTION	01	B1-DIR.1
15	BUFF FULL	02	LF + CR
16	P.E.	01	ACTIVE
17	AUTO CARRIAGE RETURN (CR)	01	CR + LF
18	ZERO	01	0
22	AUTO LINE FEED	01	CR ONLY
31	1" SKIP	01	OFF
32	CHAR.SET (GO, GL)	02	USA
33	CHAR.SET (G1, GR)	01	UK
34	CHAR SET (G2)	03	GE
35	CHAR SET (G3)	07	LINE DRAWING
81	OFF-LINE STATE	01	ALL RECEIVE
82	DSR	02	OFF
83	REQUEST TO SEND TIMING	01	RTS
84	CD	02	OFF
85	CLEAR TO SEND (CTS)	02	OFF
91	OVER RUN	02	256
92	DATA BIT	02	8
93	PROTOCOL	03	XON/XOFF
94	STOP BIT	01	1
95	PARITY	01	NONE
96	PBS	01	9600

### Test Procedure for Journal/Log Printers

Using the RS232 Mini-Tester (see the Note on Page 8), check the status of the connection at the 7400A or 8400B as shown in Figure 12. The leads marked with an asterisk are controlled by the server, and the printer controls the other leads. Translations for this connection begin on Page 139.

With the mini-tester connected to only the 7400A or 8400B, the mini-tester should show the following:

TD <input type="radio"/> dark	red <input checked="" type="radio"/> RD*
RTS <input type="radio"/> dark	red <input checked="" type="radio"/> CTS*
DSR* <input checked="" type="radio"/> red	dark <input type="radio"/> DTR
CD* <input checked="" type="radio"/> red	

**⇒ NOTE:**  
 RTS will be lit on the front panel of the 7400A. The CTS lead shows green when used with an 8400B.

With the mini-tester connected to only the printer, the mini-tester should show the following:

TD <input checked="" type="radio"/> red	dark <input type="radio"/> RD*
RTS <input checked="" type="radio"/> green	dark <input type="radio"/> CTS*
DSR* <input type="radio"/> dark	green <input checked="" type="radio"/> DTR
CD* <input type="radio"/> dark	

After the connection is complete, the link is idle and no software is running, but the mini-tester should show the following:

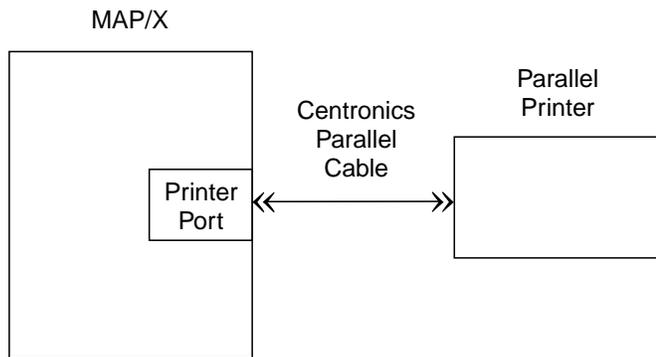
TD <input checked="" type="radio"/> red	red <input checked="" type="radio"/> RD*
RTS <input checked="" type="radio"/> green	red <input checked="" type="radio"/> CTS*
DSR* <input checked="" type="radio"/> red	green <input checked="" type="radio"/> DTR
CD* <input checked="" type="radio"/> red	

### Printer Connection on the INTUITY

---

Figure 13 shows how to connect a printer to the MAP/X. This is an optional printer that the customer may purchase to print Lucent INTUITY Lodging Call Accounting reports. The components used for this connection include the following:

- One Centronics parallel printer cable (customer-provided)
- One parallel printer (customer-provided).



---

**Figure 13. Printer Connection on the INTUITY**

## Server-to-INADS Connections

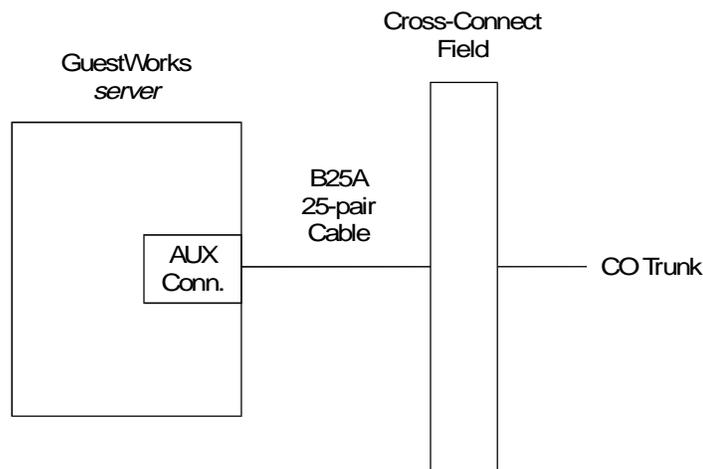
---

Figure 14 shows how the INADS port is connected at the server for remote maintenance access.

**⇒ NOTE:**  
This INADS connection is typically installed only for installations in the United States. Contact your local support organization to see if INADS is required in your service area.

The components used for this connection include the following:

- The AUX connector on the server (this port is found on the Processor Interface Cable of the CMC hardware)
- One B25A 25-pair cable for cross-connections [tie the central office (CO) trunk to the last pair on this cable]
- Standard cross-connect hardware
- One CO trunk for dedicated access.



---

**Figure 14. INADS Connection for Remote Access**

## INADS Acceptance

After connecting the CO trunk for INADS access, call the INADS hotline at 1-800-248-1111 in the United States. If the installation is outside of the United States, contact your Center of Excellence (COE) for information about registering the server. You will be instructed to give them the dial-up number, the customer identification number, serial number, and other information. You will also be instructed to add some information to the maintenance-related system parameters screen.

```
change system-parameters maintenance                               Page 1 of 2
      MAINTENANCE-RELATED SYSTEM PARAMETERS

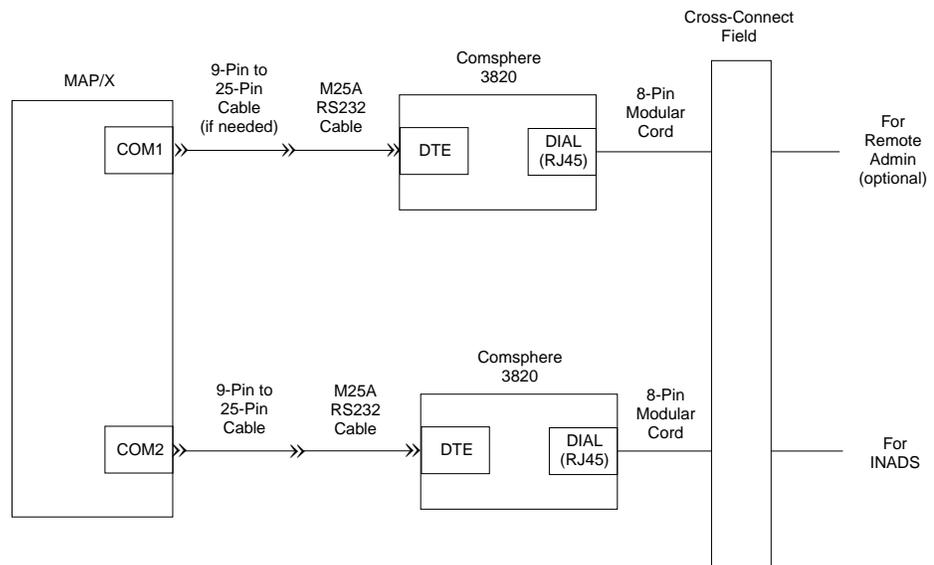
OPERATIONS SUPPORT PARAMETERS
  Product Identification: 1000000000
    OSS Telephone Number:
  Alarm Origination Activated? n      Abbrev Alarm Report: y
  Cleared Alarm Notification? n      Suspension Threshold: 5
  Restart Notification? n
  Test Remote Access Port? n
  CPE Alarm Activation Level: none
  Packet Bus Activated? n
  Customer Access to INADS Port? n

SCHEDULED MAINTENANCE
  Start Time: 05 : 00   Stop Time: 06 : 00
  Daily Maintenance: daily
  Save Translation: daily
  Control Channel Interchange: no
  System Clocks Interchange: no
  SPE Interchange: no
  EXP-LINK Interchange: no
```

## MAP/X Remote Access Connections

Figure 15 shows how to connect the Paradyne Comsphere<sup>\*</sup> 3820 modems to the MAP/X for remote access. The INADS access is required, but the remote administration is optional. See the Lucent INTUITY documentation for more information about this remote access connection. The components required for this connection include the following:

- One or two Comsphere 3820 modems (comcode 107560534)
- One straight-through 9-pin to 25-pin transition cable (required for the INADS connection) (comcode 847106945)
- One or two M25A cables (or equivalent straight-through cable) (comcode 105193668)
- One or two 8-pin modular cords
- Standard cross-connect hardware
- One or two CO or DID trunks.



**Figure 15. MAP/X Remote Access Connections**

\* Comsphere is a registered trademark of Paradyne Corp.

## INADS Alarm Origination Download

You can have the Comsphere 3820 automatically configured by doing an alarm origination download. To start this download, do the following:

1. Use the **Customer/Services Administration, Alarm Management** command to display the following screen:

Alarm Management	
Product ID	2200000000
Alarm Destination	18005353573
Alarm Origination	ACTIVE
Alarm Level	MAJOR
Alarm Suppression	INACTIVE
Clear Alarm Notification	ACTIVE

2. Enter the information as shown in the screen, using your actual Product ID, Alarm Destination phone number (the INADS number) and Alarm Level (MINOR or MAJOR depending on the maintenance contract).
3. Once the options are correct, press **F3** to save the options. Press  to continue.
4. Press **F8** to select the Chg Keys function.
5. Press **F1** to select the Test Alarm function.
6. Select the Execute Alarm Origination Test menu item.
7. Press **y** to start the test. The alarm origination download takes 2 to 5 minutes to complete.
8. After the download is complete, select the Review Latest Test Results menu item. The result message should say Alarm origination test successful.

For more details on this procedure, see the appropriate MAP/X installation document.

---

# Translations and Testing

---

The following sections contain translations and testing required to successfully administer the GuestWorks *server*, the Lucent INTUITY Lodging Voice Messaging, and the Lucent INTUITY Lodging Call Accounting. Only the most important fields are highlighted with either required or suggested translations. Unless specified otherwise, the server defaults are acceptable.

Most Lucent INTUITY Lodging installations will involve the MAP/5P hardware platform. In some cases, though, customers will have the MAP/40P, MAP/100, or MAP/100P. The screens shown in this section apply for all of these platforms.



**NOTE:**

While you are doing these translations, occasionally save what you have done using the command **save translation**. This could save you time retranslating if you lose power during installation. It takes about 10 minutes for each translation save to complete.

## Miscellaneous Translations

---

The following miscellaneous translations should be done before you administer the links to the GuestWorks adjuncts:

- Time of day and date on the Lucent INTUITY system
- Server special applications
- Dial plan on the server and the Lucent INTUITY system
- Class of restriction (COR) on the server
- Class of service (COS) on the server and the Lucent INTUITY system
- Lucent INTUITY system and FAX parameters
- Trunk groups on the server
- Feature access codes on the server
- Station translations on the server
- Subscribers on the Lucent INTUITY system
- Attendant Backup
- Attendant console button layouts

- Backup voice terminal button layouts
- Automatic Wakeup Options
- Recorded Announcements
- Emergency Access to Attendant
- Attendant Crisis Alert
- Call Vectoring
- Dial by Name
- Trunk-to-Trunk Transfer.

### **Time of Day and Date (INTUITY)**

---

Use the **Customer/Services Administration, System Management, UNIX Management, UNIX Date and Time** command to set the time and date on the Lucent INTUITY.

```
+-----+
+                UNIX Date and Time                +
+-----+
| Date:                April 22, 1997                |
| Time:                3:39                            |
| AM/PM:              PM                             |
| Time Zone:          Mountain                        |
| Is Daylight Savings Time used: YES                 |
+-----+
```

The server time of day and date should already be set. See Page 18 for information about setting the time of day and date on the server if it is not correct.

## Special Applications (Server)

Use the following screens to verify that the hospitality-related features paid for by the customer have been enabled. Those features are:

- Attendant Split Swap
- Controlled Toll Restriction replaces (see "Controlled Restrictions" on Page 127 for more information)
- Dial by Name.

If all the customer's features have not been enabled correctly, call the technical support organization (or your COE) and have them dial in and enable the features.

```

display system-parameters special-applications                               Page 1 of 2
                                SPECIAL APPLICATIONS

Password 1:                               Password 2:
Change Key:                               Re-enter Key:

                                (SA7330) - Attendant Split Swap? y
                                (SA7311) - CDR Record Answering Party? n
                                (SA7409a) - Flash to Answer CW/Hold? n
                                (SA7409b) - Cancel ARS using '*'? n
                                (SA7291) - TAAS Pickup During Day? n
                                (SA7483) - Enhance Emergency Alert? n
                                (SA7448) - Automatic Exclusion by COS? n      Cvg/hold? n
                                (SA7608) - 7405ND Numeric Terminal Display? n  7434ND? n
                                (SA7474) - Cover Internal on Night Service? n
                                (SA7487) - Cover External on Trunk on Hold? n

                                (SA7923) - Controlled Toll Restriction replaces: none

```

```

display system-parameters special-applications                               Page 2 of 2
                                SPECIAL APPLICATIONS

(SA7666) - COS Conference Tone Check? n
(SA7880) - ASAI Internally Measured Data? n
(SA7779) - Enhanced DID Routing? n
(SA7777) - Night Service on DID Trunk Groups? n
(SA7778) - Display UUI Information? n
(SA7776) - Display Incoming Digits for ISDN Trunk Groups? n
(SA7852) - # and * in Vector Collect Step? none
(SA7933) - Busy Tone with SAC and No Available Cvg Points? n
(SA7844) - Station Used as Virtual Extension? n
(SA7963) - Dial by Name? y
(SA7990) - Service Observe Physical Set? n
(SA7991) - Variable Length Account Code? n
(SA7710) - Enhanced Display for 8434 on Redirected Calls? n

```

## Dial Plan (Server)

Use the following screens to administer the server dial plan based on the customer's requirements.

**⇒ NOTE:**  
 The PMS interface supports 3-, 4-, or 5-digit extensions, but be aware that prefixed extensions do not send the entire number across the interface. Only the assigned extension number is sent. Therefore, you should not use prefixed extensions for numbers that are also going to use the Insert/Delete Digit function (see "Hospitality Parameters" on Page 123).

```
change dialplan                                     Page 1 of 1
                                         DIAL PLAN RECORD

North American Area Code: 303                Local Node Number:
ARS Prefix 1 Required? y                    ETA Node Number:
Uniform Dialing Plan: none                  ETA Routing Pattern:

FIRST DIGIT TABLE
First                                         Length
Digit - 1 -      - 2 -      - 3 -      - 4 -      - 5 -      - 6 -
1:                                     extension
2:                                     extension
3:                                     extension
4:                                     extension
5:                                     extension
6:                                     extension
7: misc
8: fac
9: fac
0: attd
*:                                     fac
#:          fac
```

```
change second-digit 7
                                         SECOND DIGIT TABLE FOR DIGIT 7

SECOND DIGIT TABLE
Digit Identification  Number of      Digit Identification  Number of
                       Digits                       Digits
0: tac                2                5:                    0
1: extension          3                6:                    0
2: tac                3                7:                    0
3: fac                3                8: extension          4
4: fac                3                9: extension          4
```

## Dial Plan (INTUITY)

The following screen identifies the range of mailboxes that can be activated by the Lucent INTUITY. This is part of the Lucent INTUITY **AUDIX Administration** and must be administered to match the server's dial plan.

```

change machine                                     Page 1 of 2
                                     MACHINE PROFILE
Machine Name: local                               Type: local                               Location: local

Voiced Name? n                                   Extension Length: 3
Voice ID: 0                                       Default Community: 1

ADDRESS RANGES
Prefix      Start Ext.  End Ext.    Warnings
1:          100      799
2:
3:
4:
5:
6:
7:
8:
9:
10:

```

If you change the `Extension Length` field, you must stop and restart the voice system. To stop the voice system, use the path **Customer/Services Administration, System Management, System Control, Stop Voice System**. To start the voice system, use the path **Customer/Services Administration, System Management, System Control, Start Voice System**.

## Class of Restriction (Server)

You must create several Classes of Restriction (COR) to separate features and services among the different groups of users and equipment. The COR also controls calling permissions between CORs. You can restrict one group of users from calling another group through the COR. The following is a list of these general COR groups (and the COR number used in the screen examples):

- Guest rooms (COR 1)
- Front desk and housekeeping (COR 2; same setup as COR 1)
- Office staff (COR 3; same setup as COR 1)
- Guest services (room service, kitchen, etc) (COR 4)
- Vectors (COR 30)
- Lucent INTUITY AUDIX voice ports and hunt groups (COR 40; same setup as COR 30)

- Netcon, processor interface, and data modules (COR 50)
- Trunk groups (each trunk group must have a unique COR) (COR 20 and COR 21).

The following screens show typical COR assignments for each of the groupings. All levels of restriction must be agreed upon by the customer.

This is an example COR for the guest rooms, front desk and housekeeping, and the office staff:

```

change cor 1                                     Page 1 of 2
                                     CLASS OF RESTRICTION
COR Number: 1
COR Description: GUEST ROOMS
FRL: 7                                         APLT? y
Can Be Service Observed? n                   Calling Party Restriction: none
Can Be A Service Observer? n                 Called Party Restriction: none
Time of Day Chart: 1                         Forced Entry of Account Codes? n
Priority Queuing? n                           Direct Agent Calling? n
Restriction Override: all                     Facility Access Trunk Test? n
Restricted Call List? n                       Can Change Coverage? n
Access to MCT? y                             Fully Restricted Service? n
Category For MFC ANI: 7
Send ANI for MFE? n
Hear System Music on Hold? y                 PASTE (Display PBX Data on Phone)? n
Automatic Charge Display? n
Can Be Picked Up By Directed Call Pickup? n
Can Use Directed Call Pickup? n
    
```

```

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

This is an example COR for the guest services:

```

change cor 4                                     Page 1 of 2
                                     CLASS OF RESTRICTION
COR Number: 4
COR Description: GUEST SERVICES
FRL: 3                                           APLT? y
Can Be Service Observed? n                       Calling Party Restriction: none
Can Be A Service Observer? n                     Called Party Restriction: none
Time of Day Chart: 1                             Forced Entry of Account Codes? n
Priority Queuing? n                               Direct Agent Calling? n
Restriction Override: all                         Facility Access Trunk Test? n
Restricted Call List? n                           Can Change Coverage? n
Access to MCT? y                                 Fully Restricted Service? n
Category For MFC ANI: 7
Send ANI for MFE? n
Hear System Music on Hold? y                     PASTE (Display PBX Data on Phone)? n
Automatic Charge Display? n
Can Be Picked Up By Directed Call Pickup? n
Can Use Directed Call Pickup? n
    
```

```

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

This is an example COR for the Call Vectoring procedures, Lucent INTUITY AUDIX voice ports, and Lucent INTUITY AUDIX hunt groups:

```

change cor 30                                     Page 1 of 2
                                     CLASS OF RESTRICTION

COR Number: 30
COR Description: CALL VECTORING

FRL: 0                                           APLT? y
Can Be Service Observed? n                       Calling Party Restriction: outward
Can Be A Service Observer? n                     Called Party Restriction: none
Time of Day Chart: 1                             Forced Entry of Account Codes? n
Priority Queuing? n                               Direct Agent Calling? n
Restriction Override: all                         Facility Access Trunk Test? n
Restricted Call List? n                           Can Change Coverage? n

Access to MCT? y                                 Fully Restricted Service? n
Category For MFC ANI: 7
Send ANI for MFE? n
Hear System Music on Hold? y                     PASTE (Display PBX Data on Phone)? n
Automatic Charge Display? n
Can Be Picked Up By Directed Call Pickup? n
Can Use Directed Call Pickup? n
    
```

```

change cor 40                                     Page 2 of 2
                                     CLASS OF RESTRICTION

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

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

This is an example COR for the netcon, processor interface link, and data modules:

```

change cor 50                                     Page 1 of 2
                                         CLASS OF RESTRICTION

COR Number: 50
COR Description: NETCON/PROC LINK/DATA MODULES

FRL: 7                                           APLT? y
Can Be Service Observed? n                     Calling Party Restriction: none
Can Be A Service Observer? n                   Called Party Restriction: none
Time of Day Chart: 1                           Forced Entry of Account Codes? n
Priority Queuing? n                             Direct Agent Calling? n
Restriction Override: all                       Facility Access Trunk Test? n
Restricted Call List? n                         Can Change Coverage? n

Access to MCT? y                               Fully Restricted Service? n
Category For MFC ANI: 7
Send ANI for MFE? n
Hear System Music on Hold? y                   PASTE (Display PBX Data on Phone)? n
Automatic Charge Display? n
Can Be Picked Up By Directed Call Pickup? n
Can Use Directed Call Pickup? n
    
```

```

change cor 50                                     Page 2 of 2
                                         CLASS OF RESTRICTION

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

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

This is an example COR for an outgoing trunk group. Each trunk group must have a unique COR:

```

change cor 20                                     Page 1 of 2
                                     CLASS OF RESTRICTION
COR Number: 20
COR Description: OUTGOING TRUNK GROUP
FRL: 0                                           APLT? y
Can Be Service Observed? n                       Calling Party Restriction: none
Can Be A Service Observer? n                     Called Party Restriction: none
Time of Day Chart: 1                             Forced Entry of Account Codes? n
Priority Queuing? n                               Direct Agent Calling? n
Restriction Override: all                         Facility Access Trunk Test? n
Restricted Call List? n                           Can Change Coverage? n
Access to MCT? y                                 Fully Restricted Service? n
Category For MFC ANI: 7
Send ANI for MFE? n
Hear System Music on Hold? y                     PASTE (Display PBX Data on Phone)? n
Automatic Charge Display? n
Can Be Picked Up By Directed Call Pickup? n
Can Use Directed Call Pickup? n
    
```

```

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

This is an example COR for an incoming trunk group. Each trunk group must have a unique COR:

```

change cor 21                                     Page 1 of 2
                                     CLASS OF RESTRICTION
COR Number: 21
COR Description: INCOMING TRUNK GROUP
FRL: 0                                           APLT? y
Can Be Service Observed? n                     Calling Party Restriction: none
Can Be A Service Observer? n                   Called Party Restriction: none
Time of Day Chart: 1                           Forced Entry of Account Codes? n
Priority Queuing? n                             Direct Agent Calling? n
Restriction Override: all                       Facility Access Trunk Test? n
Restricted Call List? n                         Can Change Coverage? n
Access to MCT? y                               Fully Restricted Service? n
Category For MFC ANI: 7
Send ANI for MFE? n
Hear System Music on Hold? y                   PASTE (Display PBX Data on Phone)? n
Automatic Charge Display? n
Can Be Picked Up By Directed Call Pickup? n
Can Use Directed Call Pickup? n
    
```

```

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

### Class of Service (Server)

You must assign the Class of Service (COS) on the server. A unique COS must be assigned to each of the following groups of users and equipment types on the server:



**CAUTION:**

*Do not assign the Client Room feature to the front desk, housekeeping, office staff, and guest services COS. If assigned as a Client Room COS, the name field on the station form will not be saved in translations. In addition, do not assign Console Permissions to any Class of Service except for the attendant consoles and backup voice terminals.*

- Front desk and housekeeping (COS 0)  
Voice terminals and attendant consoles used for check-in/check-out and Message Waiting Notification must have Console Permissions enabled in the COS. Designated stations used for housekeeping updates must have Console Permissions enabled in the COS.
- Guest rooms (COS 1)  
Guest rooms where Message Waiting Notification is used to light message lamps must have Client Room enabled in the COS.
- Office staff (COS 2)
- Guest services (COS 3)
- Data modules (COS 15).

The following screen shows an example COS using the COS numbers given in the previous list. Features assigned with the COS must be approved by the customer.

change cos	CLASS OF SERVICE															Page	1	of	1
	0	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15			
Auto Callback	Y	n	y	y	n	n	n	n	n	n	n	n	n	n	n	n			
Call Fwd-All Calls	n	n	y	n	n	y	n	n	n	n	n	n	n	n	n	n			
Data Privacy	n	y	n	n	n	n	n	n	n	n	n	n	n	n	n	n			y
Priority Calling	y	n	y	y	n	n	n	n	n	n	n	n	n	n	n	n			
Console Permissions	y	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n			
Off-hook Alert	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n			
Client Room	n	y	n	n	n	n	n	n	n	n	n	n	n	n	n	n			
Restrict Call Fwd-Off Net	n	y	n	y	y	y	y	y	y	y	y	y	y	y	y	y			n
Call Forwarding Busy/DA	n	n	y	n	n	n	n	n	n	n	n	n	n	n	n	n			
Personal Station Access (PSA)	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n			
Extended Forwarding All	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n			
Trk-to-Trk Transfer Override	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n			
QSIG Call Offer Originations	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n	n			

### Class of Service (INTUITY)

Use the following screens to administer the Lucent INTUITY COS for the guest rooms and the office staff Lucent INTUITY AUDIX subscribers. To access the Lucent INTUITY COS screens, use the **AUDIX Administration** path. On Page 1, the **Type** field must be set to **call-answer**.

```
change cos 0                                     Page 1 of 2
                                     CLASS OF SERVICE

Name: class00      COS Number: 0      Modified? y
Addressing Format: extension

Login Announcement Set: System
System Multilingual is ON      Call Answer Primary Annc. Set: System
Call Answer Language Choice? n  Call Answer Secondary Annc. Set: System

PERMISSIONS
Type: call-answer      Announcement Control? y      Outcalling? n
Priority Messages? n      Broadcast: none      IMAPI Access? y
IMAPI Message Transfer? n      Fax Creation? y      Trusted Server Access? y
```

```
change cos 0                                     Page 2 of 2
                                     CLASS OF SERVICE

INCOMING MAILBOX      Order: fifo      Category Order: nuo
Retention Times (days), New: 10      Old: 10      Unopened: 10

OUTGOING MAILBOX      Order: fifo      Category Order: unfda
Retention Times(days),File Cab: 10      Delivered/Nondeliverable: 5

Voice Mail Message (seconds), Maximum Length: 300      Minimum Needed: 32
Call Answer Message (seconds), Maximum Length: 120      Minimum Needed: 8

End of Message Warning Time (seconds):

Maximum Mailing Lists: 25      Total Entries in all Lists: 250
Mailbox Size (seconds), Maximum: 1200      Minimum Guarantee: 0
```

## System Parameters (INTUITY)

Use the following screens to assign the Lucent INTUITY system parameters. The parameters will vary according to the customer's needs.

```
change system-parameters features                               Page 1 of 4
                      SYSTEM-PARAMETERS FEATURES

LOG-IN PARAMETERS
  Login Retries: 3                      Consecutive Invalid Attempts: 18
  System Guest Password:                 Minimum Password Length: 6

PASSWORD AGING LIMITS (DAYS)
  Password Expiration Interval: 0      (0 for no password aging)
  Minimum Age Before Changes: 0
  Expiration Warning: 0                (0 for no warning)

INPUT TIME LIMITS (SECONDS)
  Normal: 60      Full Mailbox Timeout: 5      Wait (*W): 180
  Between Digits at Auto-attendent or Standalone Menu: 3 (3-12)

DISCONNECT OPTIONS
  Quick Silence Disconnect? n          Silence Limit? 30 (5-30 seconds)
```

```
change system-parameters features                               Page 2 of 4
                      SYSTEM-PARAMETERS FEATURES

MISCELLANEOUS PARAMETETERS
  Broadcast Mailbox Extension:
  System Prime Time, Start: 08:00      End: 17:00d Length: 6
  Increment(1/s), Rewind: s           Advance: s

FEATURE ACTIVATION
  Traffic Collection? y
  Name Record by Subscriber? y
  Multiple Personal Greetings? y
  End of Message Warning? y           Warning Time (seconds): 15
  Priority on Call Answer? n
  Call Answer Disable? n
  Address Before Record? n

MULTIMEDIA PARAMETERS
  Fax Print Destination Prefix:
  Text to Speech Conversion: none
```

There are several fields important to system security. On Page 3, the Transfer Type field should be set to **enhanced\_cover\_0**. This will restrict the voice ports from calling trunk access codes assigned to the trunk groups. The Transfer Restriction field should be set to **subscribers** to restrict call transfers out of Lucent INTUITY AUDIX for subscribers (office staff) only and not guests. The Covering Extension field must have either the attendant console extension number or a front desk extension number. If the Covering Extension is not administered, callers that "zero out" from the voice messaging system will hear "Operator not assigned," and the caller cannot receive assistance.

```
change system-parameters features                                     Page 3 of 4
                        SYSTEM-PARAMETERS FEATURES

CALL TRANSFER OUT OF AUDIX
  Transfer Type: enhanced_cover_0                                Transfer Restriction: subscribers
  Covering Extension: 195

ANNOUNCEMENT SETS
  System: us-eng                                               Administrative:

RESCHEDULING INCREMENTS FOR UNSUCCESSFUL MESSAGE DELIVERY
Incr 1: 0 days 0 hrs 5 mins      Incr 2: 0 days 0 hrs 15 mins
Incr 3: 0 days 0 hrs 30 mins     Incr 4: 0 days 1 hrs 0 mins
Incr 5: 0 days 2 hrs 0 mins      Incr 6: 0 days 6 hrs 0 mins
Incr 7: 1 days 0 hrs 0 mins      Incr 8: 2 days 0 hrs 0 mins
Incr 9: 7 days 0 hrs 0 mins      Incr10: 14 days 0 hrs 0 mins
```

```
change system-parameters features                                     Page 4 of 4
                        SYSTEM-PARAMETERS FEATURES

NETWORKING PARAMETERS

  Automatic Deletion of Non-administered Remote Subscribers
  Days without Activity: 0                                         Even If on a Mailing List? n
```

## **FAX Parameters (Server and INTUITY)**

---

Integrating FAX machines with the INTUITY system requires special setup on the server. Many properties have their FAX machines connected to a dedicated central office (CO) trunk. To integrate the FAX machine with the functionality of the INTUITY FAX services, you should do the following to aid you in setting up the best solution possible:

- Connect the dedicated CO FAX line to a CO trunk circuit on the server.
- Translate the CO trunk to have an Incoming Destination of some previously-unassigned extension (for example, extension 2500). See “Trunk Groups (Server)” on Page 70 for more information.
- Route calls intended for the CO trunk and the extension (2500) to the INTUITY hunt group. See “Voice Port Hunt Groups (Server)” on Page 105 for more information.
- On the INTUITY, the extension (2500) must be set up as DNIS service `LGfax`. See “Services to Phone Number Mapping (INTUITY)” on Page 106 for more information.
- The FAX machine must be connected to an analog circuit on the server (for example, extension 3500).
- On the INTUITY, the FAX machine extension (3500) must be administered as the Guest Services FAX Machine number. See “FAX Parameters (INTUITY)” on Page 69 for more information.
- To send a FAX from the FAX machine, hotel staff and guests must remember to dial a prefix (typically 9) to gain access to a CO line. All preprogrammed numbers must be updated with this new dialing plan.

## FAX Parameters (INTUITY)

If FAX messaging is installed on the Lucent INTUITY system, use the following screens to enable FAX messaging options. See *INTUITY Lodging Administration*, (585-310-577), and *INTUITY Messaging Solutions Release 4 Administration*, (585-310-564), for more information.

Use the **Lodging Administration, FAX Add-on Administration, FAX System Parameters Administration** command to enable the system FAX messaging options.

```
+-----+
+           FAX System Parameter Administration           +
+-----+
+           Allow delivery of FAX to any number?: Yes    +
+ Maximum number of digits allowed in the FAX number:15 +
+   Naximum number of tries to deliver a FAX:5         +
+ Maximum number of channels to use for FAX delivery:2  +
+           First retry interval (min):5                +
+           Second retry interval (min):10              +
+           Subsequent retries interval (min):30        +
+           String of digits to prefix to the FAX number:99 +
+ Use prefix only if entered number is greater than:6  digits +
+           Guest services FAX machine:810              +
+-----+
```

Use the **Lodging Administration, FAX Add-on Administration, Guest FAX Profile Administration** command to enable the system FAX messaging options.

```
+-----+
+           Guest FAX Profile Administration             +
+-----+
+           Extension:733                                +
+           FAX mailbox for guest ON?:Yes              +
+           Naximum number of FAX messages:3          +
+           Deliver FAX messages to any phone number?:Yes +
+ Keep FAX messages active in the mailbox after delivery?:No +
+           Extension of the in-room FAX machine:345    +
+-----+
```

## Trunk Groups (Server)

Use the following screen to assign each trunk group. Each trunk group must have a different COR, enable CDR Reports for every trunk group, and the Dial Access field should be set to n.

```

add trunk-group 1                                     Page 1 of 10
                                     TRUNK GROUP
Group Number: 1                                     Group Type: co           CDR Reports: y
Group Name: Outside Call                           COR: 20                 TN: 1                 TAC: 710
Direction: two-way                                 Outgoing Display? n
Dial Access? n                                     Busy Threshold: 10      Night Service:
Queue Length: 0                                     Country: 1              Incoming Destination: attd
Comm Type: voice                                   Auth Code? n           Digit Absorption List:
Prefix-1? y                                         Trunk Flash? n         Toll Restricted? y

TRUNK PARAMETERS
Trunk Type: ground-start
Outgoing Dial Type: tone                           Cut-Through? n
Trunk Termination: rc                             Disconnect Timing(msec): 500

Auto Guard? n   Call Still Held? n   Sig Bit Inversion: none
Terminal Balanced? n   RA Trunk Loss: 0db

Trunk Gain: high

Disconnect Supervision - In? y   Out? n   Cyclical Hunt? y
Answer Supervision Timeout: 10   Receive Answer Supervision? n
    
```



**NOTE:**

When the Lucent INTUITY Lodging Call Accounting package is first installed, the set of extensions and trunks administered on the GuestWorks server is coordinated with Homisco. If extensions and trunks are added at a later date, Homisco must be notified so changes can be added to the call accounting package.

## Feature Access Codes (Server)

The following screens show the different features that can have feature access codes assigned. Unless the customer requests a feature or a feature is needed for maintenance personnel, do not assign a feature access code for features not being used.

```
change feature-access-codes                                     Page 1 of 5
                                     FEATURE ACCESS CODE (FAC)
Abbreviated Dialing List1 Access Code: #1
Abbreviated Dialing List2 Access Code: #2
Abbreviated Dialing List3 Access Code: #3
Abbreviated Dial - Prgm Group List Access Code: *03
Announcement Access Code: *26
Answer Back Access Code: #9
Auto Alternate Routing (AAR) Access Code:
Auto Route Selection (ARS) - Access Code 1: 9      Access Code 2: 8
Automatic Callback Activation: *22      Deactivation: *20
Call Forwarding Activation Busy/DA:      All: *47      Deactivation: *48
Call Park Access Code: #8
Call Pickup Access Code: #7
Answer Hold-Unhold Access Code:
CDR Account Code Access Code:
Data Origination Access Code:
Data Privacy Access Code:
Emergency Access to Attendant Access Code: *91
```

```
change feature-access-codes                                     Page 2 of 5
                                     FEATURE ACCESS CODE (FAC)
Facility Test Calls Access Code:
Flash Access Code: *15
Group Control Restrict Activation:      Deactivation:
Hunt Group Busy Activation:      Deactivation:
ISDN Access Code:
Last Number Dialed Access Code: #5
Leave Word Calling Message Retrieval Lock:
Leave Word Calling Message Retrieval Unlock:
Leave Word Calling Send A Message: *51
Leave Word Calling Cancel A Message: *50
Malicious Call Trace Activation:      Deactivation:
PASTE (Display PBX data on Phone) Access Code:
Personal Station Access (PSA) Associate Code:      Dissociate Code:
Per Call CPN Blocking Code Access Code:
Per Call CPN Unblocking Code Access Code:
Print Messages Access Code:
Priority Calling Access Code: *77
Program Access Code: #0
Refresh Terminal Parameters Access Code:
Send All Calls Activation: *72      Deactivation: *70
```

change feature-access-codes Page 3 of 5

FEATURE ACCESS CODE (FAC)  
Station Security Code Change Access Code:  
Terminal Dial-Up Test Access Code: \*31  
Terminal Translation Initialization Merge Code: Separation Code:  
Transfer to AUDIX Access Code: \*29  
Trunk Answer Any Station Access Code: #6  
User Control Restrict Activation: \*27 Deactivation: \*28  
Voice Coverage Message Retrieval Access Code: \*35  
Voice Principal Message Retrieval Access Code: \*36  
Whisper Page Activation Access Code:

change feature-access-codes Page 4 of 5

FEATURE ACCESS CODE (FAC)  
Automatic Call Distribution Features

After Call Work Access Code:  
Assist Access Code:  
Auto-In Access Code:  
Aux Work Access Code:  
Login Access Code:  
Logout Access Code:  
Manual-in Access Code:

Call Vectoring/Prompting Features  
Converse Data Return Code:

change feature-access-codes Page 5 of 5

FEATURE ACCESS CODE (FAC)  
Hospitality Features

Automatic Wakeup Call Access Code: \*98  
Housekeeping Status (Client Room) Access Code: \*81  
Housekeeping Status (Client Room) Access Code: \*82  
Housekeeping Status (Client Room) Access Code: \*83  
Housekeeping Status (Client Room) Access Code: \*84  
Housekeeping Status (Client Room) Access Code:  
Housekeeping Status (Station) Access Code:  
Verify Wakeup Announcement Access Code: \*89  
Voice Do Not Disturb Access Code: \*33

## Stations (Server)

You must assign the voice terminals for the office staff, the front desk, guest room services, and guest rooms. Use the following screens to administer the office staff and front desk voice terminals. Depending on the model of the voice terminal, the screens show different fields. This example shows the model 8434 used as an attendant backup voice terminal.



**NOTE:**

When the Lucent INTUITY Lodging Call Accounting package is first installed, the set of extensions and trunks administered on the GuestWorks server is coordinated with Homisco. If extensions and trunks are added at a later date, Homisco must be notified so changes can be added to the call accounting package.

```

add station 195                                     Page 1 of 5
                                                    STATION
Extension: 195                                     Lock Messages? n      BCC: 0
Type: 8434D                                       Security Code:        TN: 1
Port: 01A0201                                    Coverage Path 1:      COR: 2
Name: FRONT DESK                                  Coverage Path 2:      COS: 0
                                                    Hunt-to Station:

STATION OPTIONS
  Data Module? y                                Personalized Ringing Pattern: 1
  Speakerphone: 2-way                          Message Lamp Ext: 195
  Display Language: english                    Mute Button Enabled? y
                                                    Expansion Module? n
                                                    MM Complex Data Ext:
    
```

```

add station 195                                     Page 2 of 5
                                                    STATION
FEATURE OPTIONS
  LWC Reception: none                          Auto Select Any Idle Appearance? n
  LWC Activation? n                            Coverage Msg Retrieval? y
  CDR Privacy? n                               Auto Answer: none
  Redirect Notification? y                    Data Restriction? n
  Per Button Ring Control? n                  Idle Appearance Preference? n
  Bridged Call Alerting? n                    Restrict Last Appearance? y
  Active Station Ringing: single

  H.320 Conversion? n                          Per Station CPN - Send Calling Number?

                                                    Display Client Redirection? n
                                                    Select Last Used Appearance? n
    
```

```
add station 195                                     Page 3 of 5
                                                    STATION

SITE DATA
  Room:                                             Headset? n
  Jack:                                             Speaker? n
  Cable:                                           Mounting: d
  Floor:                                           Cord Length: 0
  Building:                                        Set Color:

ABBREVIATED DIALING
  List1: personal 1      List2:                List3: system

BUTTON ASSIGNMENTS
  1: call-appr          6: autodial   Number:
  2: call-appr          7: autodial   Number:
  3: call-appr          8: autodial   Number:
  4: call-appr          9: autodial   Number:
  5: last-numb         10: int-aut-an
```

```
add station 195                                     Page 4 of 5
                                                    STATION

FEATURE BUTTON ASSIGNMENTS

  1: atd-qcalls          13: pms-alarm
  2: atd-qtime          14: cdrl-alm
  3: night-serv         15: aut-msg-wt Ext: 399
  4: aut-msg-wt Ext: 699 16: autodial   Number: *271
  5: auto-wkup          17: autodial   Number: *281
  6: ext-dn-dst         18: next
  7: check-in           19: delete-msg
  8: check-out          20:
  9: mwn-act            21:
  10: mwn-deact         22:
  11:                   23:
  12: autodial   Number: #6 24:
```

```
add station 195                                     Page 5 of 5
                                                    STATION

SOFTKEY BUTTON ASSIGNMENTS

1: lwc-store
2: lwc-cancel
3: consult
4: auto-cback
5: timer
6: call-fwd Ext:
7: call-park
8: exclusion
9: date-time
10: priority
11: abr-prog
12: abr-spchar Char: ~p
13: abr-spchar Char: ~s
14: abr-spchar Char: ~m
15: abr-spchar Char: ~w
```

**⇒ NOTE:** Use the following screens to add guest room telephones. Once you have created one telephone, use the **duplicate** command to create the rest of the guest rooms since all rooms should have the same features, COS, and COR. The Message Waiting Indicator is hardware-dependent and must match the type of message waiting lamps on the guest telephones. This can vary from room to room.

```
add station 107                                     Page 1 of 3
                                                    STATION

Extension: 107                                     Lock Messages? n      BCC: 0
Type: 2500                                         Security Code:        TN: 1
Port: 01A0201                                     Coverage Path 1: 1    COR: 1
Name: GUEST ROOM                                  Coverage Path 2:      COS: 1
                                                    Hunt-to Station:      Tests? y

STATION OPTIONS
Off Premise Station? n                            Message Waiting Indicator: neon
```

```

add station 107                                     Page 2 of 3
                                                    STATION
FEATURE OPTIONS
  LWC Reception: audix
  LWC Activation? n
  CDR Privacy? n
  Redirect Notification? y
  Per Button Ring Control? n
  Bridged Call Alerting? n
  Switchhook Flash? y
  Ignore Rotary Digits? n
  H.320 Conversion? n
  Coverage Msg Retrieval? n
  Auto Answer: none
  Data Restriction? y
  Call Waiting Indication? n
  Att. Call Waiting Indication? n
  Distinctive Audible Alerting? n
  Adjunct Supervision? y
  Per Station CPN - Send Calling Number?
  
```

On Page 3, enter the room number in the Room field and enter **call-appr** in the Line Appearance field. Also, you may want to populate an Abbreviated Dialing system list to be used for one-button access to guest services.

```

add station 107                                     Page 3 of 3
                                                    STATION
SITE DATA
  Room: 107
  Jack:
  Cable:
  Floor:
  Building:
  Headset? n
  Speaker? n
  Mounting: d
  Cord Length: 0
  Set Color:

ABBREVIATED DIALING
  List1: System 1      List2:      List3:

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

  Line Appearance: call-appr
  
```

After you have administered the guest rooms, you can use the **list station** command to display the stations.

## Subscribers (INTUITY)

The following screens show an example of how office staff subscribers should be administered on the Lucent INTUITY. Access these screens using the **AUDIX Administration** command. The default class of service, **class00**, is a good option to use.

```

add subscriber 150                                     Page 1 of 2
                                     SUBSCRIBER

      Name: Jean Collins                               Locked? n
      Extension: 150                                   Password:
      COS: class00                                     Miscellaneous:
      Switch Number: 1                                 Covering Extension: 161
      Community ID: 1                                  Broadcast Mailbox? n
      Secondary Ext:

```

On Page 2, you must set the Type field to **call-answer**.

```

add subscriber 150                                     Page 2 of 2
                                     SUBSCRIBER CLASS OF SERVICE PARAMETERS
Addressing Format: extension
                                     Login Announcement Set: System
System Multilingual is ON                 Call Answer Primary Annc. Set: System
Call Answer Language Choice? n           Call Answer Secondary Annc. Set: System

PERMISSIONS
  Type: call-answer      Announcement Control? y      Outcalling? n
  Priority Messages? n   Broadcast: none      IMAPI Access? y
  IMAPI Message Transfer? n  Fax Creation? y  Trusted Server Access? y

INCOMING MAILBOX      Order: fifo      Category Order: nuo
  Retention Times (days), New: 10      Old: 10      Unopened: 10
OUTGOING MAILBOX      Order: fifo      Category Order: unfda
  Retention Times(days), File Cab: 10    Delivered/Nondeliverable: 5

Voice Mail Message (seconds), Maximum Length: 300 Minimum Needed: 32
Call Answer Message (seconds), Maximum Length: 120 Minimum Needed: 8
  End of Message Warning Time (seconds):
  Maximum Mailing Lists: 25      Total Entries in all Lists: 250
Mailbox Size (seconds), Maximum: 3600      Minimum Guarantee: 0

```



### NOTE:

Mailboxes are created automatically for the guest rooms (when the INTUITY-to-PMS link comes up) and do not require subscriber administration.

## Attendant Backup (Server)

Use the following screen to administer the Attendant Backup parameters. In addition, you must assign a  button to the backup voice terminals. See Page 83 for more information.

- The `Calls in Queue Warning` level should be set to **1** if the customer uses the backup voice terminals for most call handling. If the customer uses the attendant console, you can set this level to a higher threshold.
- The `Ext Alert Port (TAAS)` field must have an analog circuit equipment location administered even if you do not have external ringing equipment connected to the circuit. This is required to allow the Attendant Backup feature to work properly.
- The `Backup Alerting` field must be enabled. Enter a **y** in this field.
- The `No Answer Timeout` controls when ringing at the console will stop after a call is waiting in queue. When the timeout occurs, the console stops ringing, but the call can still be answered. A good value to begin with is **10**.
- The `Alerting` field controls the timeout limit before the console automatically goes into Night mode and Position Busy when calls are not answered. This is a good feature to administer in the situation where the attendant takes a break or leaves at the end of the day, and forgets to put the console into Night service. For example, if the `No Answer Timeout` field is set to **10** seconds and the `Alerting` field is set to **10** seconds, the following occurs: a call rings at the console, after 10 seconds the console ringing shuts off, the call continues to queue for 10 seconds, then the console goes into Night mode and Position Busy. The call can now be answered from a backup voice terminal.

```

change console-parameters                                     Page 1 of 3
                                CONSOLE PARAMETERS
Attendant Group Name: OPERATOR
                                COS: 1                      COR: 1
Calls in Queue Warning: 1
Ext Alert Port (TAAS): 01A1216    Attendant Lockout? y
                                CAS: none
                                Night Service Act. Ext.: 195
                                IAS (Branch)? n             IAS Tie Trunk Group No.:
IAS Att. access Code:             Alternate FRL Station:
Backup Alerting? y                DID-LDN Only to LDN Night Ext? n
TIMING
Time Reminder on Hold (sec): 30    Return Call Timeout (sec): 30
Time in Queue Warning (sec): 15
INCOMING CALL REMINDERS
No Answer Timeout (sec): 10        Alerting (sec): 10
                                Secondary Alert on Held Reminder Calls? y
ABBREVIATED DIALING
List1:                             List2:                List3: system
                                COMMON SHARED EXTENSIONS
Starting Extension: 670            Count: 3

```

## Attendant Console Recommended Button Layout (Server)

---

The attendant console feature buttons are assigned using the **change attendant 1** command. The recommended button layout differs depending on whether or not the property has voice messaging, a PMS, or call accounting.



**NOTE:**

Although the button layout between the Model 302B and Model 302C attendant consoles differ, you still have 8 display buttons and 24 feature buttons that can be administered. The examples in this section are based on the punch-out button labels that come with the 302B console. You must administer the same buttons for the 302C console, but the button label sheets must be typed on-site. For a PC console, the electronic "button labels" should be similar to the labels shown in this section.

For information on installing the attendant console, see the appropriate installation document.

Figure 16 shows the recommended button layout for the eight display buttons.

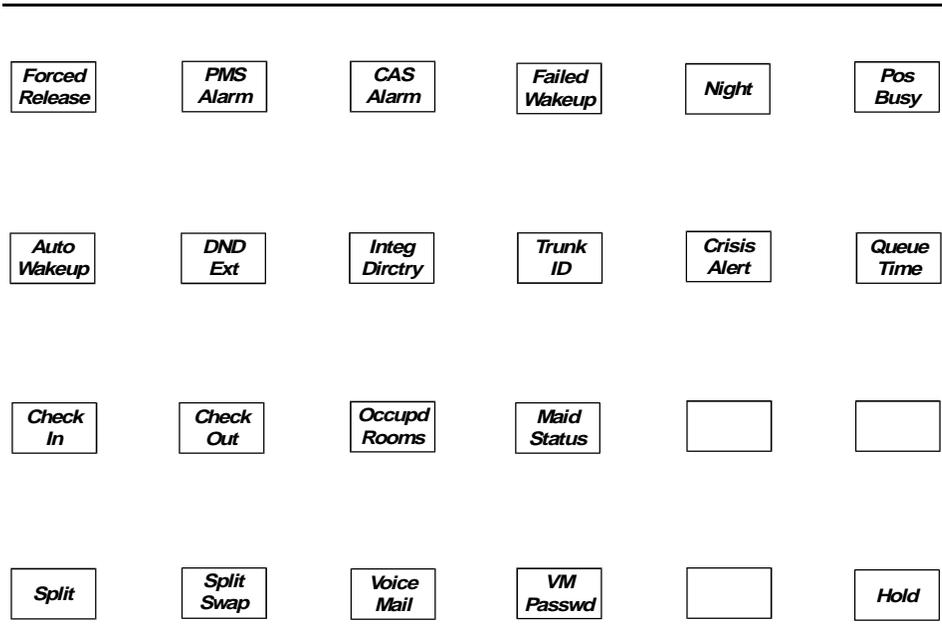


**Figure 16. Console Buttons for Display Features**

The display buttons are administered with the following button types:

- normal
- inspect
- cov-msg-rt
- next
- delete-msg
- call-disp
- date-time
- timer

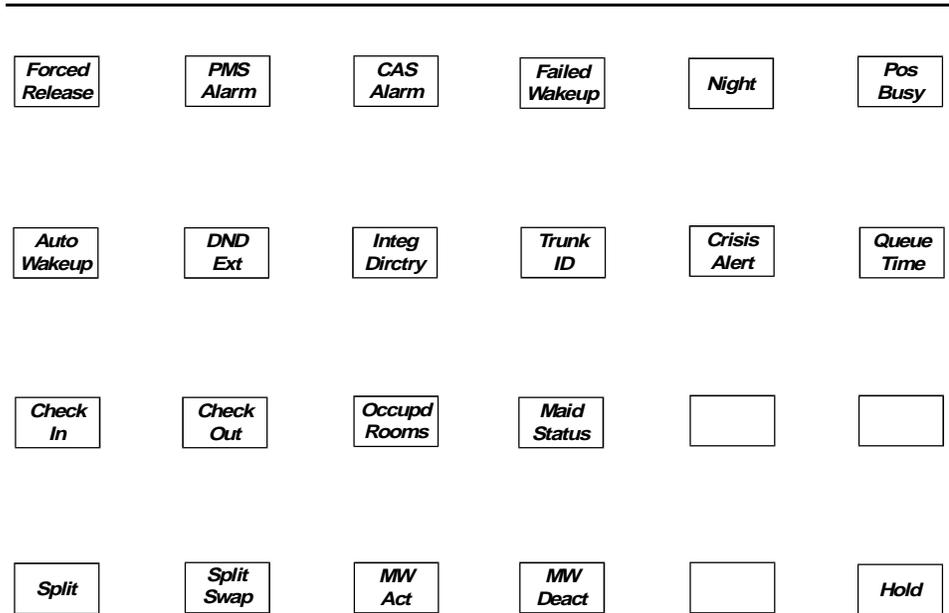
Figure 17 shows the recommended button layout if you have voice messaging. Do not translate the PMS Alarm or Call Accounting System (CAS) Alarm buttons if there is no PMS or call accounting system. Any unused buttons can be customized based on customer needs.



---

**Figure 17. Console Buttons with Voice Messaging**

Figure 18 shows the recommended button layout if you do not have voice messaging. Do not translate the PMS Alarm or CAS Alarm buttons if there is no PMS or call accounting system. Any unused buttons can be customized based on customer needs.



**Figure 18. Console Buttons Without Voice Messaging**

The buttons shown in Figure 17 and Figure 18 are administered using the following button types:

- **forced-rel** (this button assignment cannot be changed)
- **pms-alarm**
- **cdr1-alm**
- **aut-msg-wt** (administer the extension where failed Automatic Wakeup Calls are reported)
- **night-serv**
- **pos-busy**
- **auto-wkup**
- **ext-dn-dst**
- **directory**
- **trk-id**

- **crss-alert**
- **atd-qtime**
- **check-in**
- **check-out**
- **occ-rooms**
- **maid-stat**
- **split** (this button assignment cannot be changed)
- **split-swap**
- **busy-ind** or **abr-dial** (with the voice mail extension programmed)
- **busy-ind** or **abr-dial** (with the master voice mail password programmed)
- **mwn-act**
- **mwn-deact**
- **hold**

There are other buttons you may want to add to the attendant console. If preprinted labels are not available for these features, you must create them on-site. These other buttons include the following:

- Controlled Restrictions (assigned as an Abbreviated Dialing button, **abr-dial**; the Abbreviated Dialing button emulates dialing the feature access code followed by the desired restriction code, such as Outward Restriction)

For example, if the User Controlled Restriction Activate feature access code is \*27, assign an Abbreviated Dialing button that dials \*271. This automatically dials the feature access code and the code (1) for Outward Restriction. All the customer has to do now is enter the room number where the restriction is to be applied. Another button can be assigned for the deactivate code.

- Automatic Wakeup printer alarm (assigned as **pr-awu-alm**)
- PMS printer alarm (assigned as **pr-pms-alm**)
- System printer alarm (assigned as **pr-sys-alm**).

## **Backup Voice Terminal Recommended Button Layouts (Server)**

---

The voice terminals used for the Attendant Backup feature should have most of the hospitality feature buttons. These are assigned using the command **change station XXXX**, where the **XXXX** is the extension number. The following is a list of the recommended feature buttons:

- Attendant Queue Calls (**atd-qcalls**) (this button is required for the Attendant Backup feature)
- Attendant Call Pickup (this is an **abr-dial** button that is programmed with the TAAS feature access code)
- Attendant time in queue (**atd-qtime**)
- Do Not Disturb - Extension (**ext-dn-dist**)
- Automatic Wakeup (**auto-wkup**)
- Night Service (**night-serv**) (only one backup voice terminal can have a Night Service button)
- Ringer Cutoff (**ringer-off**)
- Check-In (**check-in**)
- Check-Out (**check-out**)
- Busy Indication for the attendant console extension and any other backup voice terminals (**busy-ind**)
- PMS Alarm (**pms-alarm**)
- CAS Alarm (**cdr1-alarm**).

In addition, make sure that the backup voice terminal's class of service has console permissions assigned (**change cos**).

Figure 19, Figure 20, and Figure 21 show a typical setup if you had three voice terminals used as backups to the attendant console. The recommended primary backup voice terminal is the model 8434. The second and third backup voice terminals could be a model 8410. In this example, actual extension numbers are not given. Extension 1 represents the published front desk telephone number. Extensions 2 and 3 are nonpublished numbers known only to the hotel office staff. In this example, there are call appearances or bridged appearances of Extension 1 on all voice terminals, plus each voice terminal has at least one other extension they can access as needed. With this arrangement, it makes it easy for front desk staff to answer a call at one voice terminal, put the call on hold, and pick up the call from another voice terminal.

If you are using the 6424 and 6408 voice terminals, adjust the recommended layouts to match those voice terminals.

Extension 1 (bridged app)	Extension 2 (call app)	Do Not Disturb	PMS Alarm
Extension 1 (bridged app)	Extension 2 (call app)	Extension 3 (bridged app)	CAS Alarm
Extension 1 (bridged app)	Extension 2 (call app)	Extension 3 (bridged app)	Failed Wakeup
Extension 1 (bridged app)	Attendant Queue Calls	Extension 3 (bridged app)	Next
Auto Wakeup	Attendant Call Pickup		Delete
			Check-In
			Check-Out
			MW Act
			MW Deact
			Night
			Attendant Busy

---

**Figure 19. First Backup Button Layout**

---

Extension 1 (call app)	Extension 2 (bridged app)
Extension 1 (call app)	Extension 2 (bridged app)
Extension 1 (call app)	Extension 2 (bridged app)
Extension 1 (call app)	Attendant Queue Calls
Auto Wakeup	Attendant Call Pickup

---

**Figure 20. Second Backup Button Layout**

---

Extension 1 (bridged app)	Extension 3 (call app)
Extension 1 (bridged app)	Extension 3 (call app)
Extension 1 (bridged app)	Extension 3 (call app)
Extension 1 (bridged app)	Attendant Queue Calls
Auto Wakeup	Attendant Call Pickup

---

**Figure 21. Third Backup Button Layout**

---

## **Automatic Wakeup Options (Server)**

---

Beginning with GuestWorks Issue 3.0, two new options became available for the Automatic Wakeup feature:

- Dual Wakeup
- Wakeup Activation via Tones.

With GuestWorks Issue 4, these options are part of the hospitality form:

```
change system-parameters hospitality                               Page 2 of 3
      HOSPITALITY

      Dual Wakeups? y
      Room Activated Wakeup With Tones? y
      Time of Scheduled Wakeup Activity Report:
      Time of Scheduled Wakeup Summary Report:
      Time of Scheduled Emergency Access Summary Report:

      Announcement Type: mult-integ
      Default Announcement Extension: 380

      Length of Time to Remain Connected to Announcement: 30
      Extension to Receive Failed Wakeup LWC Messages: 399
      Routing Extension on Unavailable Voice Synthesis:
      Display Room Information in Call Display? n

      Number of Digits from PMS:
      PMS Sends Prefix? n
      Number of Digits in PMS Coverage Path: 3
      Digit to Insert/Delete:
```

## Recorded Announcements (Server)

Use the following screen to assign extension numbers to be used for recorded announcement numbers. These extensions must be in the dialing plan but are not used for regular extensions.

change announcements										Page	1 of	8
Ext.	Type	COR	TN	ANNOUNCEMENTS/AUDIO Name	SOURCES Q	QLen	Pro?	Rate	Port			
1: 380	integrated	1	1	Wakeup	n	N/A	n	32	01A14			
2: 381	integrated	1	1	1st Auto Atnd	n	N/A	n	32	01A14			
3: 382	integrated	1	1	Dial Extension	n	N/A	n	32	01A14			
4: 383	integrated	1	1	Directory	n	N/A	n	32	01A14			
5:		1	1		n							
6:		1	1		n							
7:		1	1		n							
8:		1	1		n							
9:		1	1		n							
10:		1	1		n							
11:		1	1		n							
12:		1	1		n							
13:		1	1		n							
14:		1	1		n							
15:		1	1		n							
16:		1	1		n							

Once you have designated which extensions will be used for recorded announcements, use the following procedures to record and test the announcements. It is recommended that you have a hotel employee record the announcements so the same person can be used for later changes or additions.

To record a message, do the following:

1. Go off-hook at a voice terminal and dial the Announcement feature access code \_\_\_\_\_.
2. Dial the extension number of the announcement you need to record.
3. Press **1** and record after the tone. Hang up, press **Drop**, or press the switchhook when finished.
4. Dial the extension number of the announcement you just recorded.
5. Listen to the recording. If you need to re-record the message, repeat Steps 1 through 3.
6. If the message is satisfactory, hang up and repeat Steps 1 through 3 to record the rest of the messages.

## Emergency Access to Attendant (Server)

Use the following screen to administer parameters for the Emergency Access to Attendant feature.

```

change system-parameters features                               Page 3 of 8
      FEATURE-RELATED SYSTEM PARAMETERS

      Reserved Slots for Attendant Priority Queue: 5
      Time before Off-hook Alert: 10
      Emergency Access Redirection Extension:
      Number of Emergency Calls Allowed in Attendant Queue: 5
      Call Pickup Alerting? n
      Temporary Bridged Appearance on Call Pickup? y
      Call Pickup on Intercom Calls? y
      Directed Call Pickup? n
      Deluxe Paging and Call Park Timeout to Originator? y
      Controlled Outward Restriction Intercept Treatment: attendant
      Controlled Termination Restriction (Do Not Disturb): attendant
      Controlled Station to Station Restriction: attendant

AUTHORIZATION CODE PARAMETERS      Authorization Codes Enabled? n

```

Enter a delay time value in the Time before Off-hook Alert field, a backup extension in the Emergency Access Redirection Extension field, and a value in the Number of Emergency Calls Allowed in Attendant Queue field. You must also administer the feature access code (see Page 71) and the Off-Hook Alert option for the COS (see Page 64). If the off-hook alert option is enabled, users in that COS will automatically place emergency calls to the attendant if they leave their telephones off-hook. Consult the customer about this option.

## Attendant Crisis Alert (Server)

To ensure that the Attendant Crisis Alert feature operates properly, you must administer ARS patterns to accept any combination of digits that guests could possibly dial while trying to dial the emergency service agency, and route the call to the correct location. For example, some guests might dial 9 (for an outside line) and then 911. Other guests may only dial 911. Without the correct routing patterns, the call will not go through. These screens show two examples of how this routing can be administered.

Assign a routing pattern and the **alrt** Call Type to the desired emergency service access code. For example, if your emergency service access code is 911, assign the 911 digit string to a routing pattern and assign it the **alrt** Call Type. This takes care of the condition when the guest dials 9 (for local access) and then 911. If a guest only dials 911, you also want the call to route to the emergency service agency. You must assign a dialed string of 11 with a different routing pattern that removes the dialed digits 11 and inserts the dialed digit string 911. The following screens show these two examples administered as part of the ARS Digit Analysis Table.

Miscellaneous Translations

change ars analysis 9

Page 1 of 1

ARS DIGIT ANALYSIS TABLE  
Partitioned Group Number: 1

Percent Full: 6

Dialed String	Total Mn	Rte Mx	Call Pat	Nd Type	ANI Num Rq	Dialed String	Total Mn	Rte Mx	Call Pat	Nd Type	ANI Num Rq
911	3	3	5	alrt	n						n
					n						n
					n						n
					n						n
					n						n
					n						n
					n						n
					n						n

change ars analysis 1

Page 1 of 1

ARS DIGIT ANALYSIS TABLE  
Partitioned Group Number: 2

Percent Full: 6

Dialed String	Total Mn	Rte Mx	Call Pat	Nd Type	ANI Num Rq	Dialed String	Total Mn	Rte Mx	Call Pat	Nd Type	ANI Num Rq
11	2	2	6	alrt	n						n
					n						n
					n						n
					n						n
					n						n
					n						n
					n						n
					n						n

Use the following screens to assign a routing pattern for the emergency service access code. In this first example, Preference 1 of Pattern 5 is used when guests dial 9911 (9 for the ARS access code, and 911 for the emergency service agency).

```

change route-pattern 5                                     Page 1 of 1
                                     Pattern Number: 5

Grp.  FRL NPA Pfx Hop Toll No. Del Inserted          IXC
No.   Mrk Lmt List Digits Digits
1: 5   0
2:
3:
4:
5:
6:

      BCC VALUE   TSC  CA-TSC   ITC  BCIE Service/Feature          Numbering LAR
      0 1 2 3 4 W      Request                                Format
1: y y y y y n   n                rest
2: y y y y y n   n                rest
3: y y y y y n   n                rest
4: y y y y y n   n                rest
5: y y y y y n   n                rest
6: y y y y y n   n                rest
    
```

In this second example, Preference 1 of Pattern 6 is used when guests dial 911. Pattern 6 deletes the two digits dialed after the ARS access code (11) and inserts the correct digit string (911).

```

change route-pattern 6                                     Page 1 of 1
                                     Pattern Number: 6

Grp.  FRL NPA Pfx Hop Toll No. Del Inserted          IXC
No.   Mrk Lmt List Digits Digits
1: 5   0                2   911
2:
3:
4:
5:
6:

      BCC VALUE   TSC  CA-TSC   ITC  BCIE Service/Feature          Numbering LAR
      0 1 2 3 4 W      Request                                Format
1: y y y y y n   n                rest
2: y y y y y n   n                rest
3: y y y y y n   n                rest
4: y y y y y n   n                rest
5: y y y y y n   n                rest
6: y y y y y n   n                rest
    
```

## Call Vectoring (Server)



### NOTE:

If you use a vector to route calls to a location outside of your hotel, the COR of the vector must route using its own ARS restricted partition to prevent toll fraud, and the Facility Restriction Level (FRL) should be set to 0.

The Call Vectoring feature is used to set up the Automated Attendant feature for incoming calls to the hotel. (This feature in GuestWorks was previously called Direct Access Calling.) Coordinate this administration with your customer. You will need to record announcements for this feature (see Page 87).

You must first assign a vector directory number (VDN) using the **add vdn XXXX** command. The extension number **XXXX** is an unused extension on the server. You can have up to four VDNs. One of the VDNs is usually the published telephone number for the hotel. A second VDN could be used by hotel guests to provide a menu of information about hotel services and events. After you add a VDN, you can later change the VDN if needed.

The next step is to create the vector used by callers to access different numbers at the hotel. You can assign up to four vectors that define how calls will be handled as users select the different prompts. The following example shows an auto-attendant vector:

```
change vector 1                                     Page 1 of 3
                                           CALL VECTOR
Number: 1                                           Name auto-attd-1
Basic? y      EAS? n      G3V4 Enhanced? n      ANI/II-Digits? n      ASAI Routing? n
Prompting? y  LAI? n      G3V4 Adv Route: n      CINFO? n
01 wait-time  2 secs hearing ringback
02 collect    1 digits after announcement 381
03
04 route-to   number 0           with cov n if digit      = 0
05 route-to   number 105        with cov n if digit      = 1
06 goto       step 12 if digits  = 2
07 route-to   number 699        with cov n if digit      = 3
08 goto       step 20 if digits  = 4
09 goto       step 16 if digits  = 5
10 route-to   number 0           with cov n if unconditionally
11
```

```
change vector 1                                     Page 2 of 3
                                     CALL VECTOR

12 collect      3 digits after announcement 382
13 route-to    digits with coverage y
14 route-to    number 0          with cov n if unconditionally
15
16 goto        step 2   if unconditionally
17
18
19
20 collect      3 digits after announcement 383
21 goto        step 13  if unconditionally
22
```

```
change vector 1                                     Page 3 of 3
                                     CALL VECTOR

23
24
25
26
27
28
29
30
31
32
```

The vector above does the following:

1. When someone calls the hotel, the caller hears ringback for 2 seconds.
2. Announcement 381 plays. This announcement asks the caller to do one of the following:
  - Press **0** or wait if they want the front desk; if they press **0** or wait for the timeout, they are routed to the front desk.
  - Press **1** if they want the reservation desk; if they press **1**, they are routed to extension 105, which is the reservations desk.
  - Press **2** if they know the guest room extension; if they press **2**, they are routed to announcement 382, which tells them to dial the guest room extension.
  - Press **3** if they want to retrieve their voice messages; if they press **3**, the call is routed to the voice messaging system.

- Press 4 if they know the department they wish to access (such as catering); if they press 4, they are routed to announcement 383, which gives them a listing of several extensions at the hotel that they can dial directly.
- Press 5 to start over again; if they press 5, the caller hears announcement 381, which repeats all of the options.
- If the caller dials anything else, the call is routed to the front desk.

### Dial by Name (Server)

The Dial by Name feature allows you to “dial” someone by entering their name from your touch-tone keypad. This feature is accessible by using the Call Vectoring feature and the integrated announcement circuit pack (TN750C) to create an auto-attendant procedure where one of the options allows callers to enter a person’s name instead of their extension number. The system processes the name characters received, and, when a match is found, the number is dialed automatically. For more information, see *DEFINITY Business Communications System and GuestWorks server Issue 4 Overview*, (555-230-034).

You must first assign a VDN using the **add vdn XXXX** command. The extension number **XXXX** is an unused extension on the server. You can have up to four VDNs. The VDN used for Dial by Name would be the published telephone number for the hotel.

The next step is to create the vector that enables the Dial by Name feature. The following example shows a vector that includes steps for Dial by Name:

```

change vector 2                                     Page 1 of 3
                                     CALL VECTOR
Number: 2                                         Name Dial by Name
Basic? y   EAS? n   G3V4 Enhanced? n   ANI/II-Digits? n   ASAI Routing? n
Prompting? y   LAI? n   G3V4 Adv Route: n   CINFO? n
01 wait-time 2 secs hearing ringback
02 collect 1 digits after announcement 381
03
04 route-to number 0 with cov n if digit = 0
05 route-to number 105 with cov n if digit = 1
06 goto step 12 if digits = 2
07 goto step 21 if digits = 3
08 goto step 19 if digits = 4
09 goto step 16 if digits = 5
10 route-to number 0 with cov n if unconditionally
11

```

```

change vector 2                                     Page 2 of 3
                                     CALL VECTOR

12 collect      3 digits after announcement 382
13 route-to     digits with coverage y
14 route-to     number 0           with cov n if unconditionally
15
16 goto         step 2   if unconditionally
17
18
19 collect      3 digits after announcement 383
20 goto         step 13  if unconditionally
21 collect      4 digits after announcement 661
22 route-to     name1 with coverage y
    
```

```

change vector 2                                     Page 3 of 3
                                     CALL VECTOR

23 goto         step 30 if nomatch
24 collect      11 digits after announcement 662
25 route-to     name2 with coverage y
26 goto         step 30 if nomatch
27 collect      2 digits after announcement 663
28 route-to     name3 with coverage y
29 goto         step 30 if nomatch
30 collect      1 digit after announcement 660
31 goto         step 21 if digits = 1
32 route-to     number 0           with cov n if unconditionally
    
```

The vector above does the following:

1. When someone calls the system, the person receives ringback for 2 seconds.
2. Announcement 381 plays. This announcement asks them to do one of the following:
  - Press **0** or wait if they want the operator; if they press **0** or wait for the timeout, they are routed to the operator.
  - Press **1** if they want the help desk; if they press **1**, they are routed to extension 105, which is the help desk.
  - Press **2** if they know the person's extension; if they press **2**, they are routed to announcement 382, which tells them to dial the person's extension.

- Press **3** if they know the person's name; if they press **3**, the following sub-procedure occurs:
  - a. Announcement 661 plays requesting they enter the first four characters of the person's last name.  
If there is a match, the call is redirected.  
If there are multiple matches, continue with Step b.  
If there is no match, go to Step d.
  - b. Announcement 662 plays requesting they enter the rest of the person's last name, followed by the **#** key.  
If there is a match, the call is redirected.  
If there are multiple matches, continue with Step c.  
If there is no match, go to Step d.
  - c. Announcement 663 plays requesting they enter the first two characters of the person's first name.  
If there is a match, the call is redirected.  
If there is no match, continue with Step d.
  - d. Since there are still no matches, announcement 660 plays telling them they can press **1** to try again, or press **0** to get an operator.
- Press **4** if they know the department they wish to access (such as engineering); if they press **4**, they are routed to announcement 383, which gives them a listing of several departments that they can dial directly.
- Press **5** to start over again; if they press **5**, the caller hears announcement 381, which repeats all of the options.
- If the caller dials anything else, the call is routed to the operator.

## Trunk-to-Trunk Transfer (Server)

Use the following screen to enable Trunk-to-Trunk Transfer only if it is requested by the customer. This feature is normally disabled.



### CAUTION:

*If Trunk-to-Trunk Transfer is enabled, calls made to guest rooms can be transferred outside of the hotel and toll charges may be lost for some toll calls.*

```
change system-parameters features                               Page 1 of 8
      FEATURE-RELATED SYSTEM PARAMETERS
      Trunk-to-Trunk Transfer: none
Coverage Subsequent Redirection/CFWD No Answer Interval: 2
  Coverage - Caller Response Interval (seconds): 4
    Keep Held SBA at Coverage Point? y
Automatic Callback - No Answer Timeout Interval (rings): 3
  Call Park Timeout Interval (minutes): 10
  Off-Premises Tone Detect Timeout Interval (seconds): 20
    AAR/ARS Dial Tone Required? y
      Music/Tone on Hold: music Port: 01B1101
  Music (or Silence) on Transferred Trunk Calls? no
    DID/Tie/ISDN Intercept Treatment: attd
  Messaging Service Adjunct (MSA) Connected? n
  Internal Automatic Answer for Attendant Extended Calls? n
    Automatic Circuit Assurance (ACA) Enabled? n

Abbreviated Dial Programming by Assigned Lists? n
Auto Abbreviated/Delayed Transition Interval (rings): 2
```

## Server-to-INTUITY Translations

---

The following translations and tests must be done to administer the server-to-INTUITY connections:

- Processor Interface (PI) link — standard (Lucent INTUITY and server; not applicable for Mode Code Integration installations)
- Mode Code Integration link (Lucent INTUITY and server; not applicable for standard PI link installations)
- Voice ports (Lucent INTUITY and server)
- Hunt groups for the voice ports (server)
- Test the server-to-INTUITY link and the voice ports
- Coverage paths to route calls to Lucent INTUITY AUDIX.

For the administrative link between the server and the MAP/X, you will use either a PI link (used with SCC and MCC hardware, but not CMC hardware) or a voice port link (used primarily with CMC hardware, but not restricted from SCC and MCC hardware). This section describes the translations needed for both links.

### PI Link — Standard

---

The standard PI link requires translations on Lucent INTUITY and the server.

### PI Link — Standard (INTUITY)

The following screen is used to determine if the link is active. Access this screen in the Lucent INTUITY using the **Customer/Services Administration, Diagnostics, DCIU Interface Diagnostics** command. During initial installation, this screen will show that the link is busied out.

```
+-----+
+                               Diagnose Switch Link                               +
+-----+
| STATUS SWITCH-LINK                                                     |
|                                                                           |
| Type  Baud   State                                                       |
| DCIU  9600   Busied                                                       |
|                                                                           |
| Link Level 2 is Down                                                     |
|                                                                           |
| DCIU switches (In/Out of data transfer)                                |
|   1  2  3  4  5  6  7  8  9 10 11 12 13 14 15 16 17 18 19 20           |
|   I                                                                           |
+-----+
```

After pressing **F8** to change the function key labels, the following function keys control the status of the link:

- **F2** busies-out the link
- **F3** releases the link from busy-out
- **F4** performs diagnostics on the link.

Using the **Switch Interface Administration, DCIU Interface Administration** command on the Lucent INTUITY, administer the link to the server using the following screen. You must assign Logical Channel to **1** and Switch Port to **59**.

```
+-----+
+               Switch Interface Administration               +
+-----+
|Switch Link Type: DCIU           Switch Release: Definity   |
|Extension Length: 3              |
|Host Switch Number: 1            |
|AUDIX Number: 1                 |
|                               |
|          HOST SWITCH LINK ASSIGNMENTS                       |
|          AUDIX Port                AUDIX Port              |
|Switch Logical Switch              Switch Logical Switch    |
|Number Channel Port                Number Channel Port      |
|  1          1          59          2                        |
|  3          1          59          4                        |
|  5          1          59          6                        |
|  7          1          59          8                        |
|  9          1          59         10                        |
| 11          1          59         12                        |
| 13          1          59         14                        |
| 15          1          59         16                        |
| 17          1          59         18                        |
| 19          1          59         20                        |
+-----+
```

### PI Link — Standard (Server)

The following screens are used to administer the link between the server and the Lucent INTUITY for administrative voice messaging. This administration is not applicable with CMC installations.

Use this screen on the server to administer the data module parameters for the link. For this connection, the data modules are integrated into the TN765 PI circuit pack. The Name you administer here must match the Identification field on the Interface Links screen.

```

add data-module 7991                                     Page 1 of 1
                                                    DATA MODULE

Data Extension: 7991          Name: intuity          BCC: 1
      Type: procr-intf      COS: 15      Maintenance Extension: 7995
Physical Channel: 01          COR: 50
      ITC: restricted        TN: 1

ABBREVIATED DIALING
List1:

SPECIAL DIALING OPTION:

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

      Ext      Name
1:
    
```

The Processor Channel screen on the server must be administered as shown. Use channel **59**, set the application type to **audix**, and set the Machine-ID to **1**.

```

change communication-interface processor-channels       Page 4 of 4
                                                    PROCESSOR CHANNEL ASSIGNMENT

Proc      Interface      Remote
Chan  Appl.  Link  Chan  Priority  Proc Chan Machine-ID
49:
50:
51:
52:
53:
54:
55:
56:
57:
58:
59: audix  1    1    h    1    1
60:
61:
62:
63:
64:
    
```

You must assign all four processor interface channels. The following table is an example of how you can administer the processor interface channels (your extensions will differ):

Data Extension	Physical Channel	Maintenance Extension
7991	01	7995
7992	02	7996
7993	03	7997
7994	04	7998

The interface link on the server must be administered as shown in this screen. The name in the Identification field must match the Name field on the Data Module screen, the Connected to field must be set to **DCE**, and the Clocking field must be set to **internal**.

```
change communication-interface links

                                INTERFACE LINKS

Link  Enable  Est  PI  Destination  DTE/  Identification
1:    y      Y   7991  BX25  eia         DTE   intuity
2:    n      n   7992  BX25                DCE
3:    n      n   7993  BX25                DTE
4:    n      n   7994  BX25                DTE
5:    n      n           BX25                DTE
6:    n      n           BX25                DTE
7:    n      n           BX25                DTE
8:    n      n           BX25                DTE

Link 1 [eia] - Connected to : DCE    Clocking : internal
```

## Mode Code Integration Link (Server)

Translating the Mode Code Integration link involves the following:

- Enabling the Mode Code feature under the customer options
- Verifying that the default mode codes are accurate.

Mode Code Integration between the server and the MAP/X is described in more detail in the following documents:

- 555-230-522 — *DEFINITY Release 6 Administration and Feature Description*
- 585-310-185 — *INTUITY Messaging Solutions Release 4 MAP/5P System Installation*
- 585-310-257 — *INTUITY Messaging Solutions Integration with System 75, DEFINITY Generics 1 & 3, and R5/6*

## Enabling Mode Code Integration

Use the following screen and enter a **y** in the Mode Code Interface field on Page 2.

```
change system-parameters customer-options                               Page 2 of 4
                                OPTIONAL FEATURES

                                ISDN-PRI? n  Restrict Call Forward Off Net? y
                                                Secondary Data Module? y
                                Malicious Call Trace? n  Station and Trunk MSP? n
                                Mode Code Interface? y      Tenant Partitioning? n
                                Multifrequency Signaling? y  Terminal Trans. Init. (TTI)? n
Multimedia Appl. Server Interface (MASI)? n  Time of Day Routing? n
Multimedia Call Handling (MMCH)? n          Uniform Dialing Plan? n
Personal Station Access (PSA)? n  Usage Allocation Enhancements? n
                                PNC Duplication? n

                                Processor and System MSP? n  Wideband Switching? n
                                Private Networking? n          Wireless? n

(NOTE: You must logoff & login to effect the permission changes.)
```

## Mode Code System Parameters

Use the following screen to verify that the default mode code parameters are correct for this installation.

```
change system-parameters mode code
      MODE CODE RELATED SYSTEM PARAMETERS

MODE CODES (FROM SWITCH TO VMS)
  Direct Inside Access: #00
Direct Dial Access - Trunk: #01
  Internal Coverage: #02
  External Coverage: #03

      OTHER RELATED PARAMETERS
DTMF Duration On (msec): 100 Off (msec): 100 Sending Delay (msec):100
```

## Voice Ports (Server)

---

Use these screens to administer the voice ports on the server that are used by guests and administrative users to access their messages, and by mode code integration to send messages between the server and the Lucent INTUITY system. On Page 1, assign the following fields as shown:

- **Extension** — The extension must be in the dial plan but not assigned for any other purpose.
- **Type** — Enter **2500** for the station type when using the standard voice messaging PI link. Enter **VMI** for the station type when using mode code integration.
- **Port** — Each TN791 supports 16 analog voice connections. When making cross-connects for voice messaging, skip every other port to spread out the voice messaging traffic (that is, 0, 2, 4, 6, and so on); do not connect the voice ports in a contiguous fashion (that is, 0, 1, 2, and so on).
- **Name** — Assign the first port as **AUDIX 1**, and then increment the number for each subsequent port (**AUDIX 2**, **AUDIX 3**, and so on).

- COR — Use the same COR for the voice ports that you use for the hunt groups. This COR should have the FRL set to 0 and should not allow access to trunk group CORs.
- COS — Use a COS that allows data privacy.

```

add station 720                                     Page 1 of 3
                                                    STATION
Extension: 720                                     Lock Messages? n   BCC: 0
Type: 2500                                         Security Code:     TN: 1
Port: 01A0201                                     Coverage Path 1: 1  COR: 40
Name: AUDIX 1                                     Coverage Path 2:   COS: 5
                                                    Hunt-to Station:   Tests? y

STATION OPTIONS
Off Premise Station? n                           Message Waiting Indicator:
    
```

On Page 2, LWC Reception must be set to **audix** and Switchhook Flash must be set to **y**.

```

add station 720                                     Page 2 of 3
                                                    STATION
FEATURE OPTIONS
  LWC Reception: audix
  LWC Activation? n
  CDR Privacy? n
  Redirect Notification? n
  Per Button Ring Control? n
  Bridged Call Alerting? n
  Switchhook Flash? y
  Ignore Rotary Digits? n
  H.320 Conversion? n
                                                    Coverage Msg Retrieval? n
                                                    Auto Answer: none
                                                    Data Restriction? n
                                                    Call Waiting Indication? n
  Att. Call Waiting Indication? n
  Distinctive Audible Alerting? n
  Adjunct Supervision? y
  Per Station CPN - Send Calling Number?
    
```

On Page 3, set the Line Appearance field to **call-appr**.

```

add station 720                                     Page 3 of 3
                                         STATION

SITE DATA
  Room: 720                                         Headset? n
  Jack:                                             Speaker? n
  Cable:                                           Mounting: d
  Floor:                                           Cord Length: 0
  Building:                                        Set Color:

ABBREVIATED DIALING
  List1: System 1      List2:                    List3:

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

Line Appearance: call-appr
    
```

After you assign the first port, use the **duplicate** command to assign the rest of the ports. You will have 4, 6, 8, 10, or 12 ports.

### Voice Ports (INTUITY)

You must assign the voice port extension numbers to each activated voice port. Use the **Voice System Administration, Voice Equipment** command. For each channel (0-5) you must assign an extension number. The channel state should normally be `Inserv` (in-service), but it could be `foos` (facility out-of-service) or `manoos` (manually out-of-service).

It is recommended that you order the voice ports on the Lucent INTUITY system in the opposite order as they are administered in the hunt groups (see the next section about Voice Port Hunt Groups). In this example, the extension numbers start with 725 and go down to 720. This is done for Mode Code Integration to reduce the chance of glare conditions when calls are going back and forth between the server and the Lucent INTUITY system.

```

+-----+
+                               Voice Equipment                               +
+-----+
| CD.PT CHN STATE  STATE-CHNG-TIME  SERVICE-NAME  PHONE  GROUP  TYPE |
|-----|-----|-----|-----|-----|-----|-----|
| CARD 0  STATE: Inserv  CLASS: Analog<TR)  O.S. INDEX: 0 |
|      NAME: AYC10      OPTIONS: master 1, no tdm, tt |
|      FUNCTION: TipRing |
| 0.0 0  Inserv  Mar 20 18:49:25  *DNIS_SVC  725  2  IVC6 |
| 0.1 1  Inserv  Mar 20 18:49:25  *DNIS_SVC  724  2  IVC6 |
| 0.2 2  Inserv  Mar 20 18:49:25  *DNIS_SVC  723  2  IVC6 |
| 0.3 3  Inserv  Mar 20 18:49:25  *DNIS_SVC  722  2  IVC6 |
| 0.4 4  Inserv  Mar 20 18:49:25  *DNIS_SVC  721  2  IVC6 |
| 0.5 5  Inserv  Mar 20 18:49:25  *DNIS_SVC  720  2  IVC6 |
+-----+
    
```

## Voice Port Hunt Groups (Server)

---

The following screens contain server administration for Lucent INTUITY AUDIX voice port hunt groups. The first set of screens show the hunt group used by the office staff when they call for their messages. The second set of screens show the hunt group used by the hotel guests when they call for their messages.

On Page 1, assign a Group Extension and Group Name. The Group Type must be set to **ucd**, the COR should match the one used for the Lucent INTUITY AUDIX voice ports, and the Queue Length must equal the number of installed voice ports.

```
add hunt-group 1                                     Page 1 of 10
                                                    HUNT GROUP

  Group Name: AUDIX
  Group Number: 1
  MM Early Answer? n
  Queue? y
  Security Code:
  ISDN Caller Disp:

  Group Extension: 699
  Night Service Destination:
  Coverage Path:

  Group Type: ucd
  ACD? n
  Vector? n
  COR: 40
  TN: 1

  Measured: none

  Queue Length: 6
  Calls Warning Threshold:
  Time Warning Threshold:

  Calls Warning Port:
  Time Warning Port:
```

On Page 2, set the Message Center field to **audix**.

```
add hunt-group 1                                     Page 2 of 10
                                                    HUNT GROUP

  Message Center: audix

  LWC Reception: none

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

On Page 3, assign each extension in the correct hunting order. The name field is populated after you add the list of extensions and redisplay the hunt group.

As mentioned before, it is recommended that you order the voice ports on the Lucent INTUITY system in the opposite order as they are administered in the hunt groups (see the previous section about Voice Port on the INTUITY). In this example, the extension numbers were added starting with 720 going up to 725. This is done for Mode Code Integration to reduce the chance of glare conditions when calls are going back and forth between the server and the Lucent INTUITY system.

```

add hunt-group 1                                     Page 3 of 10
                                     HUNT GROUP
      Group Number: 1      Group Extension: 699      Group Type: ucd
Member Range Allowed: 1 - 200      Administered Members (min/max): 1 /6
                                     Total Administered Members: 6
GROUP MEMBER ASSIGNMENTS
  Ext      Name      Ext      Name      Ext      Name
1: 720    AUDIX 1    14:      Name      27:
2: 721    AUDIX 2    15:
3: 722    AUDIX 3    16:
4: 723    AUDIX 4    17:
5: 724    AUDIX 5    18:
6: 725    AUDIX 6    19:
7:
8:
9:
10:
11:
12:
13:
At End of Member List
  
```

### Services to Phone Number Mapping (INTUITY)

You must associate the extension numbers used to access voice mail messages to the services the extensions provide. In the examples shown in this section, extension 699 is used by the office staff, extension 710 is used by the guests, and extension 770 is used for printing FAX messages. If the AUDIX field is not assigned, calls placed to the office staff extensions will hear an "Extension not valid" message when the call is transferred to Lucent INTUITY AUDIX, and the caller cannot leave a message.

Use the **Voice System Administration, Number Services, Assign Service** command to access the voice equipment screen (see Page 104). Once there, press the **F8** function key, and then select **Assign/Change**. Select the **Assign Number Service** option. This displays the Assign Number Service screen. You must assign the following services to extension numbers (these numbers match the examples in this handbook):

- AUDIX — 699
- AUDIX+ldg — any
- lodging — 710
- ldfax — 770



**NOTE:**

When you enter the AUDIX+ldg entry, you must enter lower-case **any**. When the entry is accepted, upper-case **ANY** is displayed.

### **Attendant and Administrator Passwords (INTUITY)**

---

Use the **Lodging Administration, Lodging Administrator Registration** command to access the administrator registration screen. Using this screen, you must assign an administrator extension (an unused extension on the server), an administrator password, and an attendant password. These passwords can be used to retrieve voice messages for the guests. Your administration should look similar to this screen.



**CAUTION:**

*When creating passwords, do not use a sequential digit string (such as 1234) or a repeated digit (such as 5555).*

```

+-----+
+Lodging Administrator Registration+
+-----+
|Administrator Extension: 475
| Administrator Password: 3872
|   Attendant Password: 6391
+-----+
    
```

## Guest Message Retrieval (Server)

The way guests retrieve their messages is to call an extension that has Call Coverage to the Lucent INTUITY AUDIX hunt group. This is done using a standard station line that covers to the hunt group.

Use the following screens to add a station extension that is used only for accessing the Lucent INTUITY AUDIX voice messages. The `Type` field must be **2500** and the `Port` field must have an **X** (administration without hardware). You must manually call forward this extension to the main Lucent INTUITY AUDIX hunt group extension. To allow Call Forwarding, the Class of Service used for this station must have Call Forwarding enabled for that Class of Service (see Page 64). In this example, you would forward extension 710 to extension 699. You can do this from any voice terminal that has console permissions.

```

add station 710                                     Page 1 of 3
STATION
Extension: 710      Lock Messages? n      BCC: 0
Type: 2500         Security Code:      TN: 1
Port: X           Coverage Path 1: 1    COR: 40
Name: GUEST VOICE MAI Coverage Path 2:    COS: 5
                  Hunt-to Station:    Tests? y

STATION OPTIONS
Off Premise Station? n      Message Waiting Indicator:
    
```

```

add station 710                                     Page 2 of 3
STATION
FEATURE OPTIONS
LWC Reception: audix
LWC Activation? n      Coverage Msg Retrieval? n
CDR Privacy? n        Auto Answer: none
Redirect Notification? n Data Restriction? n
Per Button Ring Control? n Call Waiting Indication? n
Bridged Call Alerting? n Att. Call Waiting Indication? n
Switchhook Flash? y   Distinctive Audible Alerting? n
Ignore Rotary Digits? n Adjunct Supervision? y
H.320 Conversion? n

Per Station CPN - Send Calling Number?
    
```

On Page 3, set the Line Appearance field to **call-appr**.

```

add station 710                                     Page 3 of 3
                                     STATION

SITE DATA
  Room: 710                                         Headset? n
  Jack:                                             Speaker? n
  Cable:                                           Mounting: d
  Floor:                                           Cord Length: 0
  Building:                                        Set Color:

ABBREVIATED DIALING
  List1: System 1      List2:                    List3:

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

Line Appearance: call-appr
    
```

Use the following screen to assign the coverage group and coverage path for guest message retrieval.

```

add coverage path 10                               COVERAGE PATH
                                     Coverage Path Number: 10
                                     Hunt after Coverage? n
                                     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: 1
  All?                  n              n
  DND/SAC/Goto Cover? y              y

COVERAGE POINTS
  Terminate to Coverage Pts. with Bridged Appearances? n

  Point1: hl           Point2: attd      Point3:
  Point4:              Point5:          Point6:
    
```

### Coverage Paths (Server)

---

Use the following screen to define the coverage path that redirects unanswered guest room calls to the Lucent INTUITY Lodging voice messaging. This coverage path uses hunt group 1 (as defined earlier) and the attendant (in case the voice ports are all busy).

```
add coverage path 1
                                COVERAGE PATH
                                Coverage Path Number: 1
                                Next Path Number:
                                Hunt after Coverage? n
                                Linkage
COVERAGE CRITERIA
  Station/Group Status  Inside Call  Outside Call
    Active?              n          n
    Busy?                Y          Y
    Don't Answer?       Y          Y          Number of Rings: 3
    All?                 n          n
    DND/SAC/Goto Cover? Y          Y
COVERAGE POINTS
  Terminate to Coverage Pts. with Bridged Appearances? n
  Point1: h1            Point2: attd   Point3:
  Point4:               Point5:       Point6:
```

## Testing the Server-to-INTUITY Link and Voice Ports

Use the following screens (on a standard PI link only) to verify that the server-to-INTUITY link and the voice ports are working. The link must be operational before you can test the voice ports. Use the command **Lodging Administration**, press **(F7)** to bring up the command menu, and select **LDG/PMS Link Restart** to restart the server-to-INTUITY link.

Use this screen on the server to check the status of the processor interface link. The **Link Status** should show **in-service** and the **LOCAL/REMOTE PROCESSOR CHANNELS** should display **59/1**.

```

status link 1
                                PI LINK STATUS
Link Number: 1                    Destination: EIA-LINK
Link Status: in-service
                                ERROR COUNT
Hardware Device Check (receive): 0   Level 2 I-frames Retransmitted: 0
Hardware Device Check (transmit): 0   Level 2 Reset (SABM): 1
                                Far-End MOOS Count: 0   Invalid Frame Count: 0
                                Far-End FRMR: 0         Far-End SABM(E)/DM: 0
                                Far-End DISC: 0         Protocol Error Detected: 0
                                Timeout: 0             Local Busy Out: 0
Software Initiated Link Down: 0       Firmware Initiated Link Down: 0
                                LOCAL/REMOTE PROCESSOR CHANNELS:
59/1
    
```

Access this screen in the Lucent INTUITY using the **Customer/Services Administration, Diagnostics, DCIU Interface Diagnostics** command. This screen shows the link being in service and the link level as up.

```

+-----+
+                               Diagnose Switch Link                               +
+-----+
| STATUS SWITCH-LINK |
| Type  Baud  State |
| DCIU  9600  In Service |
|
| Link Level 2 is Up |
|
| DCIU switches (In/Out of data transfer) |
|   1  2  3  4  5  6  7  8  9 10 11 12 13 14 15 16 17 18 19 20 |
|   I                                     |
+-----+
    
```

After pressing **(F8)** to change the function key labels, the following function keys control the status of the link:

- **(F2)** busies-out the link
- **(F3)** releases the link from busy-out
- **(F4)** performs diagnostics on the link.

On the Lucent INTUITY, use the **Customer/Services Administration, Diagnostics, Voice Board Diagnostics, Display** command to display the following screen.

```

+-----+
+                               Voice Equipment                               +
+-----+-----+-----+-----+-----+-----+-----+-----+
| CD.PT | CHN | STATE | STATE-CHNG-TIME | SERVICE-NAME | PHONE | GROUP | TYPE |
+-----+-----+-----+-----+-----+-----+-----+-----+
| CARD  | 0   | STATE: Inserv | CLASS: Analog<TR) | O.S. INDEX: 0 | | |
|       |     | NAME: AYC10   | OPTIONS: master 1, no tdm, tt |
|       |     | FUNCTION: TipRing |
| 0.0  | 0   | Inserv  Mar 20 18:49:25 | *DNIS_SVC | 725 | 2 | IVC6 |
| 0.1  | 1   | Inserv  Mar 20 18:49:25 | *DNIS_SVC | 724 | 2 | IVC6 |
| 0.2  | 2   | Inserv  Mar 20 18:49:25 | *DNIS_SVC | 723 | 2 | IVC6 |
| 0.3  | 3   | Inserv  Mar 20 18:49:25 | *DNIS_SVC | 722 | 2 | IVC6 |
| 0.4  | 4   | Inserv  Mar 20 18:49:25 | *DNIS_SVC | 721 | 2 | IVC6 |
| 0.5  | 5   | Inserv  Mar 20 18:49:25 | *DNIS_SVC | 720 | 2 | IVC6 |
+-----+-----+-----+-----+-----+-----+-----+-----+

```

This shows you the extension numbers directly assigned to each Lucent INTUITY AUDIX voice port and you can call each one to test the ports. There are four possible port states:

- In-Service (Inserv) — The channel is ready to accept telephone calls.
- Facility-out-of-service (Foos) — The channel is not in service. This occurs when a channel has been released through the **Voice Board Diagnostics** screen to Inserv, and it does not detect loop current. A channel in the Foos state should automatically convert to the Inserv state when it detects loop current, but it may need to be reset. If you connected the ports to the server and the ports remain in the Foos state, there is a problem with the server, the connection, or the Lucent INTUITY hardware.
- Manually-out-of-service (Manoos) — The channel has been busied-out under the **Voice Board Diagnostics** screen, or the channel is on a new IVC6 circuit card. A channel in the Manoos state will remain until it is released under the **Voice Board Diagnostics** screen.
- Non-Existent (NONEX or no entry on any screen) — The system does not see the channel. The system will not see a channel that has not been properly activated even if the IVC6 is present. To change a channel from non-existent to recognized, the remote maintenance center must activate it.

In this example, extension 720 is possibly out of service. It can be verified by calling the port extension to see if the call is answered by Lucent INTUITY AUDIX. Refer to the appropriate MAP/X installation document for more information about testing.

## INTUITY Lodging-to-PMS Translations

There are two ways that the Lucent INTUITY Lodging software and the PMS software can exchange messages for database updates:

- Use the Server/INTUITY/PMS Link Integration feature. This feature uses the server to exchange the voice mail database update messages between the Lucent INTUITY Lodging and the PMS. This option is known as the "GuestWorks Interface." The Lucent INTUITY system must be modified during software installation to include this option. The Lucent INTUITY system currently defaults to this option. This option cannot be used for Mode Code Integration.
- Use a hard-wired link between the MAP/X and the PMS voice messaging port. This link is illustrated in Figure 6 on Page 28. This option is known as the "Standalone Mode." This option must be used for Mode Code Integration.

### GuestWorks Interface Link

To enable the Server/INTUITY/PMS Link Integration feature (the "GuestWorks Interface" link), enter a **y** in the Forward PMS Messages to Intuity Lodging? field.

```

change system-parameters hospitality                               Page 1 of 3
                                HOSPITALITY

                                Message Waiting Configuration: act-nopms
                                Controlled Restrictions Configuration: act-pms
                                Housekeeper Information Configuration: act-pms
                                Number of Housekeeper ID Digits: 0
                                Extension of PMS Log Printer:
                                Extension of Journal/Schedule Printer:
                                Client Room Coverage Path Configuration: act-nopms
                                Default Coverage Path for Client Rooms: 1
                                Forward PMS Messages to Intuity Lodging? y

                                PMS LINK PARAMETERS
                                Extension of PMS: 7899
                                PMS Protocol Mode: transparent ASCII mode? y
                                Seconds before PMS Link Idle Timeout: 20
                                Milliseconds before PMS Link Acknowledgement Timeout: 500
                                PMS Link Maximum Retransmissions: 5
                                PMS Link Maximum Retransmission Requests: 5
                                Take Down Link for Lost Messages? y
    
```

You must then verify that the Lucent INTUITY system has the GuestWorks Interface link installed and active. Use the **Customer/Services Administration, System Management, System Control, PMS Interface Administration** screen to display the current interface (press **F1**).

- If the "PMS Interface for GuestWorks" is currently installed, no changes are needed.
- If the "Stand-alone PMS Interface" is currently active, you must insert the Lucent INTUITY tape into the MAP/X, press **F8** to display the ACTIVATE function key, and press **F2** to install the software. Follow any other instructions displayed to install the software.

Use this screen to administer the system parameters for Lucent INTUITY Lodging. Use the **Lodging Administration, System Parameter Administration** command. Enter the backup voice terminal extensions as well as any extensions that will be used to retrieve messages for guests in the Attendant Extensions field. Enter the attendant console dial-up number (usually 0) or extension in the Primary Attendant field, and select the default language option.

```

+-----+
+               System Parameter Administration               +
+-----+
+               Attendant Extensions:                         +
+-----+
195
      Hunt Group Or
      Primary Attendant: 0

      Voice Mail Parameters
      Mailbox Size: 6 min           Mailbox Type: Separate
      Pause For TT Input: 4 sec     Play Back Format: FIFO
      Maximum Extension Length: 4
      Maximum Message Length: 120 sec
Allow Guests To Save Messages?: Yes
Lamp ON For New Messages Only?: Yes
      Automatic Transfer to
      Operator At End Of Call?: No
      Default Language: American English
+-----+
  
```

## Standalone Mode

To use the hard-wired link between the Lucent INTUITY and the PMS (Figure 6), you must first disable the Server/INTUITY/PMS Link Integration feature. Enter an **n** in the Forward PMS Messages to Intuity Lodging? field.

```

change system-parameters hospitality                               Page 1 of 3
                                HOSPITALITY

                                Message Waiting Configuration: act-nopms
                                Controlled Restrictions Configuration: act-pms
                                Housekeeper Information Configuration: act-pms
                                Number of Housekeeper ID Digits: 0
                                Extension of PMS Log Printer:
                                Extension of Journal/Schedule Printer:
                                Client Room Coverage Path Configuration: act-nopms
                                Default Coverage Path for Client Rooms: 1
                                Forward PMS Messages to Intuity Lodging? n

                                PMS LINK PARAMETERS
                                Extension of PMS: 7899
                                PMS Protocol Mode: transparent ASCII mode? y
                                Seconds before PMS Link Idle Timeout: 20
                                Milliseconds before PMS Link Acknowledgement Timeout: 500
                                PMS Link Maximum Retransmissions: 5
                                PMS Link Maximum Retransmission Requests: 5
                                Take Down Link for Lost Messages? y
    
```

You must then verify that the Lucent INTUITY system has the Standalone Mode link installed and active. Use the **Customer/Services Administration, System Management, System Control, PMS Interface Administration** screen to display the current interface (press **F1**).

- If the “Stand-alone PMS Interface” is currently installed, no changes are needed.
- If the “PMS Interface for GuestWorks” is currently active, you must insert the Lucent INTUITY tape into the MAP/X, press **F8** to display the ACTIVATE function key, and press **F2** to install the correct software. Follow any other instructions displayed to install the software.

Use this screen on the Lucent INTUITY to administer the standard hard-wired link between the Lucent INTUITY Lodging and the PMS. Use the **Lodging Administration, PMS Parameter Administration** command to access this screen. The Device for Link field must match the physical port connected to the Equinox card. All other translations must match the vendor requirements.

```

+-----+
+           PMS Parameter Administration           +
+-----+
+           Device for Link: /dev/ttysac           +
+           Maximum Link Error: 50                 +
+           Link Acknowledgement Timeout: 20 sec   +
+           Link Idle Timeout: 20 sec              +
+           Maximum Retransmission: 5              +
+           Maximum Retransmission Request: 5      +
+           Baud Rate: B9600                       +
+-----+
    
```

Use this screen to administer the system parameters for Lucent INTUITY Lodging. Use the **Lodging Administration, System Parameter Administration** command. Enter the backup voice terminal extensions as well as any extensions that will be used to retrieve messages for guests in the Attendant Extensions field. Enter the attendant console dial-up number (usually 0) or extension in the Primary Attendant field. The PMS Integration Parameters must match the vendor requirements.

```

+-----+
+           System Parameter Administration         +
+-----+
+           Attendant Extensions:                 +
+           195                                   +
+           Hunt Group Or                          +
+           Primary Attendant: 0                   +
+           Voice Mail Parameters                  +
+           Mailbox Size: 6 min                    +
+           Mailbox Type: Separate                 +
+           Pause For TT Input: 4 sec              +
+           Play Back Format: FIFO                  +
+           Maximum Extension Length: 4            +
+           Maximum Message Length: 120 sec       +
+           Allow Guests To Save Messages?: Yes    +
+           PMS Integration Parameters             +
+           Lamp ON For New Messages Only?: Yes   +
+           Message Lamp Controlled By: LDG       +
+           Automatic Transfer to                  +
+           When PMS link is down, calls         +
+           Operator At End Of Call?: No          +
+           For Guests Handled By: LDG            +
+           Default Language: American English     +
+-----+
    
```

**⇒ NOTE:**  
 The Message Waiting Lamp Controlled By field should be set to **LDG** if you want Lucent INTUITY Lodging to control the guest room message lamps. If the lamp control is enabled for the PMS, the front desk personnel should take messages for guests when the PMS link is down because the message lamps will not be turned on even when the Lucent INTUITY has taken a message.

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 See notice on first page

### **Testing the INTUITY Lodging-to-PMS Link**

After the connection is complete and the link is active, the mini-tester should show the following results (see the Note on Page 8). The leads marked with an asterisk are controlled by the Lucent INTUITY system, and the PMS controls the other leads.

TD* ● red	red ● RD
RTS* ○ dark	green ● CTS
DSR ● green	green ● DTR*
CD ● green	

After the connection is complete and the Lucent INTUITY link is active, the following may indicate that the PMS is not active. Check with the vendor to verify.

TD* ● red	red ● RD
RTS* ○ dark	red ● CTS
DSR ● red	green ● DTR*
CD ● red	

Table 9 gives a list of PMS alarm codes, the event IDs, a description of the problem, and a method to clear the problem. Use the **Customer/Services Administration, Log Administration, Maintenance Log** command to display the events.

**Table 9. PMS Event IDs Generated on the INTUITY**

<b>Alarm Code</b>	<b>Event IDs</b>	<b>Description</b>	<b>Clearing</b>
11	PMS01, PMS02, PMS04, PMS05, PMS06, PMS07	The PMS communication link is down.	Restart PMS through the command menu.
12	PMS08	An unknown PMS communication link problem.	Stop and restart the voice system.
13	PMS10, PMS11, PMS38	Unable to manage allocated memory.	Stop and restart the voice system.
14	PMS14	PMS received a message of an invalid size.	Stop and restart the voice system.
15	PMS03, PMS09, PMS12, PMS13, PMS15, PMS16, PMS27, PMS29, PMS30, PMS31, PMS33, PMS34, PMS35, PMS39, PMS43	The PMS communication interface is having problems.	Restart PMS through the command menu.
16	PMS20, PMS22, PMS24, PMS25	Unable to use the assigned serial port.	Stop and restart the voice system.

Use the following screens to test the voice mailboxes for the guest rooms.

 **NOTE:**  
Mailboxes are created automatically for the guest rooms and do not require administration.



## Server-to-Call Accounting Translations

---

You must assign the link between the server and the Lucent INTUITY, administer the CDR parameters, and enable CDR for each incoming and outgoing trunk group.

### Link Parameters (INTUITY)

---

The data link between the server and the Lucent INTUITY Lodging Call Accounting must be administered by the Homisco technician when he or she installs the software on the Lucent INTUITY platform.

### CDR Parameters (Server)

---

Use this screen to assign the CDR parameters on the server. If using the Lucent INTUITY Lodging Call Accounting, set the Primary Output Format field to **printer**.

```
change system-parameters cdr
                                CDR SYSTEM PARAMETERS

Node Number (Local PBX ID):          CDR Date Format: month/day
  Primary Output Format: printer      Primary Output Ext: eia
Secondary Output Format:
  Use ISDN Layouts? n                EIA Device Bit Rate: 9600
  Use Enhanced Formats? n
Modified Circuit ID Display? n        Remove # From Called Number? n
  Record Outgoing Calls Only? n      Intra-switch CDR? n
  Suppress CDR for Ineffective Call Attempts? y  CDR Call Splitting? y
  Disconnect Information in Place of FRL? n    Attendant Call Recording? y
  Interworking Feat-flag? n
Force Entry of Acct Code for Calls Marked on Toll Analysis Form? n
  Calls to Hunt Group - Record: member-ext
Record Called Vector Directory Number Instead of Group or Member? n

  Inc Trk Call Splitting? n
Record Non-Call-Assoc TSC? n
  Record Call-Assoc TSC? n  Digits to Record for Outgoing Calls: dialed
Privacy - Digits to Hide: 0          CDR Account Code Length: 2
```

As shown on Page 70, enable CDR Reports for each trunk group.

## **Testing the Server-to-Call Accounting Link**

---

To test the CDR link, use the following status command on the server.

```
status cdr-link
                Primary          CDR LINK STATUS          Secondary
Link State: up           extension not administered
Maintenance Busy? no
```

You should also work with the vendor to test the link from the call accounting end. If you are installing the Lucent INTUITY Lodging Call Accounting, work with the Homisco technician to test the link.

## **INTUITY Lodging Call Accounting-to-PMS Translations**

---

The data link between the Lucent INTUITY Lodging Call Accounting and the PMS must be administered by the Homisco technician when he or she installs the software on the Lucent INTUITY platform.

## **Testing the INTUITY Lodging Call Accounting-to-PMS Link**

---

To test the call accounting link, make a test call from a test guest room to verify that the call is posted on the call accounting system and the PMS.

## Server-to-PMS Link Translations

Administration of the server-to-PMS link includes the following:

- Network control (netcon)
- 7400A or 8400B data module
- Hospitality parameters
- Housekeeping status feature access codes and definitions
- Controlled restrictions.

### Network Control (Netcon)

Use the following screen to administer the netcon connection on the server.

```

add data-module 7891
                                DATA MODULE

Data Extension: 7891             Name: NETCON 01             BCC: 2
                                Type: netcon             COS: 1             Maintenance Extension: 7995
Physical Channel: 01            COR: 50
                                ITC: restricted           TN: 1

ABBREVIATED DIALING
List1:

SPECIAL DIALING OPTION:

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

Ext      Name
1:
    
```

You must assign all four netcon channels. The following table is an example of how you can administer the netcon channels:

Data Extension	Physical Channel	Maintenance Extension
7891	01	7895
7892	02	7896
7893	03	7897
7894	04	7898

## Data Modules

---

Use the following screen to administer the 7400A or 8400B data module connected between the server and the PMS.

```
add data-module 7899
                                DATA MODULE
Data Extension: 7899           Name: PMS LINK                BCC: 2
Type: pdm                     COS: 1                Remote Loop-Around Test? n
Port: 01B0102                 COR: 50             Secondary data module? n
ITC: restricted                TN: 1                Connected to: dte

ABBREVIATED DIALING
List1:

SPECIAL DIALING OPTION:

ASSIGNED MEMBER ( Station with a data extension button for this data module )
Ext      Name
1:
```

## Hospitality Parameters

---

Use the following screens to administer the hospitality parameters. These assignments must be coordinated with the PMS vendor and the customer. On Page 1, administer the following:

- For the Message Waiting Configuration field, enter **act-nopms** if the Lucent INTUITY is controlling the message waiting lamps, and enter **act-pms** if the PMS is controlling the message waiting lamps.
- The Controlled Restrictions Configuration, Housekeeper Information Configuration, and Client Room Coverage Path Configuration fields control features offered by some PMS vendors. If the PMS vendor supports the feature, enter **act-pms** in the corresponding field. If the PMS vendor does not support the feature, enter **act-nopms** in the corresponding field. Note that if the Client Room Coverage Path Configuration field is administered incorrectly, administered coverage paths for rooms will be deleted.

- If the PMS Protocol Mode is **transparent**, set the Seconds before PMS Link Idle Timeout to **20** and the Milliseconds before PMS Link Acknowledgement Timeout to **500**. If the PMS Protocol Mode is **normal**, set the PMS Link Idle Timeout to **20** and the PMS Link Acknowledgement Timeout to **300**. If the PMS supports ASCII data mode, enter a **y** in the ASCII mode? field.

```

change system-parameters hospitality                               Page 1 of 3
                        HOSPITALITY

                        Message Waiting Configuration: act-nopms
Controlled Restrictions Configuration: act-pms
Housekeeper Information Configuration: act-pms
      Number of Housekeeper ID Digits: 0
      Extension of PMS Log Printer:
      Extension of Journal/Schedule Printer:
Client Room Coverage Path Configuration: act-nopms
      Default Coverage Path for Client Rooms: 1
      Forward PMS Messages to Intuity Lodging? y

                        PMS LINK PARAMETERS
                        Extension of PMS: 7899
                        PMS Protocol Mode: transparent ASCII mode? y
      Seconds before PMS Link Idle Timeout: 20
Milliseconds before PMS Link Acknowledgement Timeout: 500
      PMS Link Maximum Retransmissions: 5
      PMS Link Maximum Retransmission Requests: 5
      Take Down Link for Lost Messages? y
    
```

⇒ **NOTE:**  
Use the commands **busyout pms-link** followed by **release pms-link** whenever you change the link timer values.

On Page 2, the Number of Digits From PMS field should be left blank and the Digit to Insert/Delete field may need to be administered. If the room numbers use a combination of 3- and 4-digit or 4- and 5-digit extension numbers, you must enter the leading digit that must be inserted when sent from the PMS to the server and deleted when sent from the server to the PMS.

⇒ **NOTE:**  
The PMS interface supports 3-, 4-, or 5-digit extensions, but be aware that prefixed extensions do not send the entire number across the interface. Only the assigned extension number is sent. Therefore, you should not use prefixed extensions for numbers that are also going to use the Insert/Delete Digit function.

This works as shown in the following example:

- **Digit Insertion** — If the digits received by the server are 123 and the insertion digit is 7, extension 7123 is checked to see if it is a valid extension. If 7123 is valid, the message is processed for extension 7123; if extension 7123 is not valid, the server assumes that the message is for extension 123 and processes it accordingly. If both 7123 and 123 are valid, the message will only be processed for extension 7123. Numbering conflicts such as this should be avoided when possible.
- **Digit Deletion** — The server checks the extension before it is sent to the PMS. If the extension contains the maximum number of digits translated for a leading digit and the leading digit matches the administered Insert/Delete digit, the digit is deleted before sending the extension to the PMS. For example, if the Insert/Delete digit is 7 and extensions 712 and 7123 are valid on the server, 712 will be sent as 712; however, 7123 is sent as 123 (this assumes there are no 5-digit extensions starting with 7 exist on the server).

```
change system-parameters hospitality                               Page 2 of 3
                                HOSPITALITY
                                Dual Wakeups? y
                                Room Activated Wakeup With Tones? y
                                Time of Scheduled Wakeup Activity Report:
                                Time of Scheduled Wakeup Summary Report:
                                Time of Scheduled Emergency Access Summary Report:
                                Announcement Type: mult-integ
                                Default Announcement Extension: 380
                                Length of Time to Remain Connected to Announcement: 30
                                Extension to Receive Failed Wakeup LWC Messages: 399
                                Routing Extension on Unavailable Voice Synthesis:
                                Display Room Information in Call Display? n
                                Number of Digits from PMS:
                                PMS Sends Prefix? n
                                Number of Digits in PMS Coverage Path: 3
                                Digit to Insert/Delete:
```

## Housekeeping Status

Use the following screen to assign the housekeeping status feature access codes. Administer only the feature access codes that the vendor supports and that match the status definitions.

```
change feature-access-codes                                     Page 5 of 5
                   FEATURE ACCESS CODE (FAC)
                   Hospitality Features
Automatic Wakeup Call Access Code: *98
Housekeeping Status (Client Room) Access Code: *81
Housekeeping Status (Client Room) Access Code: *82
Housekeeping Status (Client Room) Access Code: *83
Housekeeping Status (Client Room) Access Code: *84
Housekeeping Status (Client Room) Access Code:
Housekeeping Status (Client Room) Access Code:
Housekeeping Status (Station) Access Code:
Verify Wakeup Announcement Access Code: *89
Voice Do Not Disturb Access Code: *33
```

Use the following screen to administer the housekeeping status definitions. Coordinate these assignments with the PMS requirements.

```
change system-parameters hospitality                         Page 3 of 3
                   HOSPITALITY
Definition for Rooms in State 1: OCCUPIED/DIRTY
Definition for Rooms in State 2: OCCUPIED/MAID IN ROOM
Definition for Rooms in State 3: OCCUPIED/CLEAN
Definition for Rooms in State 4: VACANT/CLEAN
Definition for Rooms in State 5: Rooms in state 5
Definition for Rooms in State 6: Rooms in state 6
```

## Controlled Restrictions

When Controlled Restrictions are applied to guest rooms, calls made to those rooms or from those rooms are routed to intercept treatment. The recommended intercept treatment is to route the calls to the attendant console. Use the following screen to set the controlled restriction intercept treatment.

```

change system-parameters features                               Page 3 of 8
      FEATURE-RELATED SYSTEM PARAMETERS

      Reserved Slots for Attendant Priority Queue: 5
      Time before Off-hook Alert: 10
      Emergency Access Redirection Extension:
Number of Emergency Calls Allowed in Attendant Queue: 5
      Call Pickup Alerting? n
      Temporary Bridged Appearance on Call Pickup? y
      Call Pickup on Intercom Calls? y
      Directed Call Pickup? n
      Deluxe Paging and Call Park Timeout to Originator? y
Control Outward/Toll Restriction Intercept Treatment: attendant
Control Termination Restriction (Do Not Disturb): attendant
Controlled Station to Station Restriction: attendant

AUTHORIZATION CODE PARAMETERS      Authorization Codes Enabled? n

```

The PMS automatically applies controlled restrictions to guest rooms as they check in and check out. If the PMS link is down, you will have to apply and remove controlled restrictions manually. Administer the controlled restriction feature access codes using the screens found on Page 71.

Optionally, customers can substitute Toll Restriction for the standard Outward or Station-to-Station restrictions. With GuestWorks Issue 4, the Toll Restriction feature is controlled using the special applications form. You must call the technical support organization (or your COE) and have them dial in and enable the features.

Using the following screen, a special applications representative can enter **nothing**, **outward**, or **station-station** into the Controlled Toll Restriction replaces field. If he or she enters **nothing**, the customer has access to Outward, Total, Termination, and Station-to-Station restrictions. If he or she enters **outward**, the customer has access to Toll, Total, Termination, and Station-to-Station restrictions. If he or she enters **station-station**, the customer

has access to Outward, Total, Termination, and Toll restrictions. In this example, Toll Restriction is substituted for Station-Station Restriction.

```
display system-parameters special-applications          Page 1 of 2
                SPECIAL APPLICATIONS

Password 1:                Password 2:
Change Key:                Re-enter Key:

                (SA7330) - Attendant Split Swap? y
                (SA7311) - CDR Record Answering Party? n
                (SA7409a) - Flash to Answer CW/Hold? n
                (SA7409b) - Cancel ARS using '*'? n
                (SA7291) - TAAS Pickup During Day? n
                (SA7483) - Enhance Emergency Alert? n
                (SA7448) - Automatic Exclusion by COS? n      Cvg/hold? n
                (SA7608) - 7405ND Numeric Terminal Display? n      7434ND? n
                (SA7474) - Cover Internal on Night Service? n
                (SA7487) - Cover External on Trunk on Hold? n

(SA7923) - Controlled Toll Restriction replaces: station-station
```

## Testing the Server-to-PMS Link

---

To test the server-to-PMS link, have the hotel designate a room for testing. Testing the server-to-PMS link includes the following:

- Testing with the RS232 Mini-Tester
- Netcon and 7400A or 8400B data module
- PMS testing and status
- Database swap
- Check-in and check-out
- Message delivery (both manual messages and voice messages)
- Controlled restrictions
- Housekeeping status.

During the server-to-PMS testing, you will use the **list maintenance pms-down** command often to view events that may indicate problems with the link. These events are found in “Appendix D — List PMS Down Events” on Page 154.

## Server-to-PMS Link Testing with the RS232 Mini-Tester

Using the RS232 Mini-Tester (see the Note on Page 8), check the status of the PMS link. The leads marked with an asterisk are controlled by the server, and the PMS controls the other leads. If any of the server leads are dark, there is no connection.

If the link to a PMS is active, the mini-tester should show the following. The Physical Link State should be up and the Protocol State should be up. If this is the status of the link, proceed to "Netcon and 7400A or 8400B Testing" on Page 130. Otherwise, look at the other results in this section.

TD	●	red			
			red	●	RD*
RTS	●	green			
			green	●	CTS*
DSR*	●	green			
			green	●	DTR
CD*	●	green			

If the link is idle, the mini-tester may show the following. The Physical Link State will be down and the Protocol State will be down. Possible causes may be that the server or the PMS is not administered correctly, or the PMS software is not running.

TD	●	red			
			red	●	RD*
RTS	●	red			
			red	●	CTS*
DSR*	●	red			
			red	●	DTR
CD*	●	red			

If the link to a PMS is idle, the mini-tester may also show the following. The Physical Link State will be down and the Protocol State will be down. Possible causes may be that the PMS hardware is powered-up but the server is not administered correctly, or the PMS link is busied out at the server.

TD	●	red			
			red	●	RD*
RTS	●	green			
			red	●	CTS*
DSR*	●	red			
			green	●	DTR
CD*	●	red			

## Netcon and 7400A or 8400B Testing

To test the netcon and the 7400A or 8400B, do the following:

1. Run the command **status data-module XXXX** (where **XXXX** is the extension of the netcon data module).

```

status data-module 7891                                     Page 1 of 1
                                     DATA-MODULE STATUS

Data Ext/Stn Ext for Stn DM: 7891           Service State: in-service/active
Port/Channel Number: 01A0502             Maintenance Busy? no
                                           CF Destination Ext:

Connected Ports: 01AXX01
    
```

If the status message shows that the netcon data module is in the in-service/active state and shows the connected port of the 7400A or 8400B data module, this indicates that there was an available netcon data channel and that the 7400A or 8400B extension has been added to the hospitality parameters form.

If the status message shows that the netcon data module is in the in-service/idle state, the PMS link may have been busied out. Release the PMS link.

2. Run the command **status data-module XXXX** (where **XXXX** is the extension of the PMS link data module).

```

status data-module 7899                                     Page 1 of 1
                                     DATA-MODULE STATUS

Data Ext/Stn Ext for Stn DM: 7899           Service State: in-service/active
Port/Channel Number: 01AXX01             Maintenance Busy? no
                                           CF Destination Ext:

Connected Ports: 01A0502
    
```

If the status message shows that the PMS link data module is in the in-service/active state and shows the connected port of the netcon, this indicates that the PMS link data module extension has been added to the hospitality parameters form.

If the status message shows that the netcon data module is in the in-service/idle state, the PMS link may not be providing DTR. Contact the PMS vendor for assistance.

3. Dial the netcon extension and the PMS link data module extension. If these facilities are operational, you will hear a high-pitched data tone.

## PMS Testing and Status

Use the **test pms** command to test the PMS link. If the link was not active, this command sometimes causes the link to be established. Test 215 should PASS before testing can proceed.

Use the **status pms-link** command to display the current status of the PMS link. The following is an example of that screen:

```
status pms-link
                PMS LINK STATUS

Physical Link State: Up
  Protocol State: Up
  Number of Retries: 1
  Maintenance Busy? yes
  Database Swapping? No
```

The fields are defined as follows:

- **Physical Link State** — If the link state is Up, the transmit/receive lamps will be flashing, and all other lamps will be lit (except for the ringing indicator lamp). This indicates that the link is active, and the call has been placed from the netcon to the data module.
- **Protocol State** — If the protocol state is Up, the 7400A or 8400B carrier detect lamp is lit, and at least one status inquiry message has been received and understood from the PMS. The 7400A or 8400B transmit/receive lamps will be flashing if the server is talking with the PMS. If the lamps stay on longer than the link idle timeout setting (usually 20 seconds), the server and the PMS are communicating. If the TD lamp flashes every 15 to 20 seconds, this indicates that the PMS is sending data to the server.
- **Number of Retries** — This count increments every 5 minutes for the first 12 retries, and then every 15 minutes until the link is established. This could indicate that the netcon data channel is not available because too many resources are assigned, or the data module could be busy. If there are no retries to report, this field is not displayed.
- **Maintenance Busy?** — This field shows whether the link is currently maintenance busied-out. If the link is not maintenance busied-out, this field is not displayed.
- **Database Swapping?** — If the field displays yes, the room images are being transmitted between the server and the PMS. If the field displays pending, the database swap has been requested by the server. If the field displays no, the PMS link is up.

## Database Swap Testing

To test database swapping, do the following:

1. Busy-out the PMS link using the command **busyout pms-link**.
2. Do a check-in or check-out on the test room from the attendant console or backup voice terminal. This sets the flag for the server to request a database swap from the PMS.
3. Release the PMS link using the command **release pms-link**.
4. Run the **status pms-link** command to verify the database swap between the server and the PMS. A database swap can take from 20 minutes to 1 hour.

```
status pms-link
                PMS LINK STATUS

Physical Link State: Up
Protocol State: Up

Database Swapping? Yes
```



**NOTE:**

Before the database swapping begins, the Database Swapping field may show Pending.

5. When the database swapping is complete, the Database Swapping field is No. Use the **status station XXXX** command (where **XXXX** is a guest room number) on a few guest rooms to confirm that the check-in and check-out status agrees between the server and the PMS.
6. Use the command **list pms-down** to display any PMS messages that may help you troubleshoot link problems. The meanings of the PMS messages are found in “Appendix D — List PMS Down Events” on Page 154.

## Check-In and Check-Out Testing

To test check-in and check-out, do the following:

1. Do a check-in for the test room from the PMS terminal.
2. Run the command **status station XXXX** (where **XXXX** is the test room number). The status should appear as follows:

```

status station 1005                                     Page 1 of 1
                                                    GENERAL STATUS
Type: 2500                                           Service State: in-srv/on-hook or disc
Extension: 1005                                       Download Status: not-applicable
Port: 01B0601                                         SAC Activated? no
Call Parked? no                                       User Cntrl Restr: none
Ring Cut Off Act? No                                 Group Cntrl Restr: none
Active Coverage Option: 1                             CF Destination Ext:

Message Waiting:
Connected Ports:

ACD STATUS                                           HOSPITALITY STATUS
Grp/Mod Grp/Mod Grp/Mod Grp/Mod Grp/Mod           AWU Call At:
/ / / / /                                           User DND: not activated
/ / / / /                                           Group DND: not activated
/ / / / /                                           Room Status: occupied
On ACD Call? no
    
```

Normally at check-in, the Room Status field should be occupied, and the User Cntrl Restr field is none. If an occupied room's restriction is set to outward, this indicates that the guest is a cash-paying customer and is restricted from placing calls external to the server.

3. Use the **list station** command to list the guest room stations. The test room guest name should display on that listing, as well as other guest names received on a database swap.
4. Use the command **list maintenance pms-down** to display any PMS messages that may help you troubleshoot link problems. The meanings of the PMS messages are found in "Appendix D — List PMS Down Events" on Page 154.
5. Do a check-out on the test room.
6. Run the command **status station XXXX** again.

The Room Status field should be vacant and the restrictions should be set to outward.

7. Use the command **list pms-down** to display any PMS messages that may help you troubleshoot link problems. The meanings of the PMS messages are found in "Appendix D — List PMS Down Events" on Page 154.

## Message Waiting Testing

You must test manual message waiting and voice messaging (if installed).

To test manual message waiting, do the following:

1. Activate manual message waiting for the test room from the PMS terminal.
2. Run the command **status station XXXX** (where **XXXX** is the test room number). The status should appear as follows:

```

status station 1005                                     Page 1 of 1
                                           GENERAL STATUS
      Type: 2500                      Service State: in-srv/on-hook or disc
      Extension: 1005                  Download Status: not-applicable
      Port: 01B0601                   SAC Activated? no
      Call Parked? no                 User Cntrl Restr: none
      Ring Cut Off Act? No            Group Cntrl Restr: none
      Active Coverage Option: 1       CF Destination Ext:

      Message Waiting: pms
      Connected Ports:

      ACD STATUS                                HOSPITALITY STATUS
      Grp/Mod Grp/Mod Grp/Mod Grp/Mod Grp/Mod  AWU Call At:
      / / / / /                               User DND: not activated
      / / / / /                               Group DND: not activated
      / / / / /                               Room Status: occupied
      On ACD Call? no
    
```

3. Use the command **list pms-down** to display any PMS messages that may help you troubleshoot link problems. The meanings of the PMS messages are found in "Appendix D — List PMS Down Events" on Page 154.
4. Deliver the message from the PMS terminal.
5. Run the command **status station XXXX** again.  
The Message Waiting field should be blank.
6. Use the command **list pms-down** to display any PMS messages that may help you troubleshoot link problems. The meanings of the PMS messages are found in "Appendix D — List PMS Down Events" on Page 154.

To test voice messaging by retrieving the message from the test room, do the following:

1. Call the test room and leave a message after the tone.
2. Run the command **status station XXXX** (where **XXXX** is the test room number). The status should appear as follows:

```

status station 1005                                     Page 1 of 1
                                                    GENERAL STATUS
Type: 2500                Service State: in-srv/on-hook or disc
Extension: 1005           Download Status: not-applicable
Port: 01B0601            SAC Activated? no
Call Parked? no          User Cntrl Restr: none
Ring Cut Off Act? No     Group Cntrl Restr: none
Active Coverage Option: 1 CF Destination Ext:

Message Waiting: audix
Connected Ports:

                ACD STATUS                HOSPITALITY STATUS
Grp/Mod Grp/Mod Grp/Mod Grp/Mod Grp/Mod  AWU Call At:
/ / / / / User DND: not activated
/ / / / / Group DND: not activated
/ / / / / Room Status: occupied
On ACD Call? no
    
```

3. Use the command **list pms-down** to display any PMS messages that may help you troubleshoot link problems. The meanings of the PMS messages are found in "Appendix D — List PMS Down Events" on Page 154.
4. From the test room, call the voice messaging system. You will hear "Welcome to the guest voice mail system. You have one new message." Listen to the message, and then delete the message.
5. Run the command **status station XXXX** again.  
The Message Waiting field should be blank.
6. Use the command **list pms-down** to display any PMS messages that may help you troubleshoot link problems. The meanings of the PMS messages are found in "Appendix D — List PMS Down Events" on Page 154.

To test voice messaging by retrieving the message from the attendant console, do the following:

1. Call the test room and leave another message after the tone.
2. Run the command **status station XXXX** (where **XXXX** is the test room number). The status should appear as follows:

```

status station 1005                                     Page 1 of 1
                                     GENERAL STATUS

      Type: 2500                      Service State: in-srv/on-hook or disc
      Extension: 1005                  Download Status: not-applicable
      Port: 01B0601                    SAC Activated? no
      Call Parked? no                  User Cntrl Restr: none
      Ring Cut Off Act? No              Group Cntrl Restr: none
      Active Coverage Option: 1         CF Destination Ext:

      Message Waiting: audix
      Connected Ports:

      ACD STATUS                                HOSPITALITY STATUS
      Grp/Mod Grp/Mod Grp/Mod Grp/Mod Grp/Mod  AWU Call At:
      /      /      /      /      /           User DND: not activated
      /      /      /      /      /           Group DND: not activated
      /      /      /      /      /           Room Status: occupied
      /      /      /      /      /
      On ACD Call? no
    
```

3. Use the command **list pms-down** to display any PMS messages that may help you troubleshoot link problems. The meanings of the PMS messages are found in "Appendix D — List PMS Down Events" on Page 154.
4. From the attendant console or backup voice terminal, call the voice messaging system. You will hear "Please enter your room extension." Enter the test room extension. You will hear "You have one new voice mail message." Listen to the message, and then delete the message.
5. Run the command **status station XXXX** again.  
The Message Waiting field should be blank.
6. Use the command **list pms-down** to display any PMS messages that may help you troubleshoot link problems. The meanings of the PMS messages are found in "Appendix D — List PMS Down Events" on Page 154.

## Controlled Restrictions Testing

To test Controlled Restrictions, do the following:

1. Activate Outward Restriction on the test room from the PMS terminal.
2. Run the command **status station XXXX** (where **XXXX** is the test room number). The status should appear as follows:

```

status station 1005                                     Page 1 of 1
                                                    GENERAL STATUS
Type: 2500                                           Service State: in-srv/on-hook or disc
Extension: 1005                                       Download Status: not-applicable
Port: 01B0601                                         SAC Activated? no
Call Parked? no                                       User Cntrl Restr: outward
Ring Cut Off Act? No                                   Group Cntrl Restr: none
Active Coverage Option: 1                             CF Destination Ext:

Message Waiting:
Connected Ports:

ACD STATUS                                           HOSPITALITY STATUS
Grp/Mod Grp/Mod Grp/Mod Grp/Mod Grp/Mod           AWU Call At:
/ / / / /                                           User DND: not activated
/ / / / /                                           Group DND: not activated
/ / / / /                                           Room Status: occupied
On ACD Call? no
    
```

3. Use the command **list pms-down** to display any PMS messages that may help you troubleshoot link problems. The meanings of the PMS messages are found in "Appendix D — List PMS Down Events" on Page 154.
4. Deactivate Outward Restriction on the test room from the PMS terminal.
5. Run the command **status station XXXX** again.  
The `User Cntrl Restr` field should be blank.
6. Use the command **list pms-down** to display any PMS messages that may help you troubleshoot link problems. The meanings of the PMS messages are found in "Appendix D — List PMS Down Events" on Page 154.

## Housekeeping Status Testing

To verify that the housekeeping status is updated, do the following:

1. At the test room, update the housekeeping status. If the PMS confirms the status change within 40 seconds, you will hear confirmation tone. If the status was not accepted, you will hear reorder tone. If you dialed an invalid code, you will hear intercept tone.
2. Verify that the status changed at the PMS terminal. You can also check the housekeeping status from the attendant console.
3. Use the command **list pms-down** to display any PMS messages that may help you troubleshoot link problems. The meanings of the PMS messages are found in "Appendix D — List PMS Down Events" on Page 154.
4. At a designated telephone, update the housekeeping status for the test room. If the PMS confirms the status change within 40 seconds, you will hear confirmation tone. If the status was not accepted, you will hear reorder tone. If you dialed an invalid code, you will hear intercept tone.
5. Verify that the status changed at the PMS terminal. You can also check the housekeeping status from the attendant console.

Provide a list of feature access codes and housekeeping status codes to the customer and the PMS vendor.

## Journal/Log Printer Translations (Server)

---

To administer a printer, you must assign a 7400A or 8400B data module and assign the data module extension to the hospitality parameters form. In the example below, the same printer is used for journal/schedule printing and log printing. If you have two different printers, you must administer two different 7400A or 8400B data modules, and you will assign a different extension for each printer.



**NOTE:**

A log printer must be administered if the "list PMS down" feature is to log errors. If an actual log printer is not being installed, you should administer an **X** in the equipment location field (administration without hardware) to represent the log printer assignment.

```
add data-module 7850
                                DATA MODULE

Data Extension: 7850           Name: JOURNAL PRT           BCC: 2
Type: pdm                     COS: 15   Remote Loop-Around Test? n
Port: 01B0101                 COR: 50   Secondary data module? n
ITC: restricted                TN: 1           Connected to: dte
ITC: restricted

ABBREVIATED DIALING
List1:

SPECIAL DIALING OPTION:

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

      Ext      Name
1:
```

Enter the extensions of the printers in the Extension of PMS Log Printer and Extension of Journal/Schedule Printer field.

```
change system-parameters hospitality                               Page 1 of 3
                                HOSPITALITY

                                Message Waiting Configuration: act-nopms
                                Controlled Restrictions Configuration: act-pms
                                Housekeeper Information Configuration: act-pms
                                Number of Housekeeper ID Digits: 0
                                Extension of PMS Log Printer: 7850
                                Extension of Journal/Schedule Printer: 7850
                                Client Room Coverage Path Configuration: act-nopms
                                Default Coverage Path for Client Rooms: 1
                                Forward PMS Messages to Intuity Lodging? y

                                PMS LINK PARAMETERS
                                Extension of PMS: 7899
                                PMS Protocol Mode: transparent ASCII mode? y
                                Seconds before PMS Link Idle Timeout: 20
                                Milliseconds before PMS Link Acknowledgement Timeout: 500
                                PMS Link Maximum Retransmissions: 5
                                PMS Link Maximum Retransmission Requests: 5
                                Take Down Link for Lost Messages? y
```

Enter the time of day when you want the scheduled reports to print.



**CAUTION:**

*Do not set the time for these reports to coincide when the server does its scheduled maintenance tests (usually at 1 a.m.). See the **change system-parameters maintenance** screen to verify the time and coordinate this administration so the times do not overlap.*

```
change system-parameters hospitality                               Page 2 of 3
                                HOSPITALITY

                                Dual Wakeups? y
                                Room Activated Wakeup With Tones? y
                                Time of Scheduled Wakeup Activity Report: 02:00:am
                                Time of Scheduled Wakeup Summary Report: 02:30:am
                                Time of Scheduled Emergency Access Summary Report: 03:00:am

                                Announcement Type: silence

                                Length of Time to Remain Connected to Announcement: 30
                                Extension to Receive Failed Wakeup LWC Messages: 399
                                Routing Extension on Unavailable Voice Synthesis:
                                Display Room Information in Call Display? n

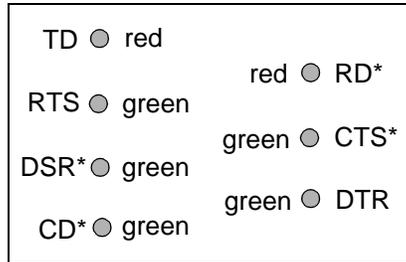
                                Number of Digits from PMS:
                                PMS Sends Prefix? n
                                Number of Digits in PMS Coverage Path: 3
                                Digit to Insert/Delete:
```

### Testing the Journal/Log Printer

---

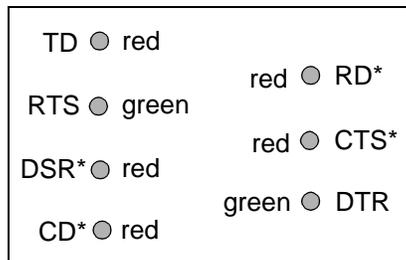
Using the RS232 Mini-Tester (see the Note on Page 8), check the status of the printer connection. The leads marked with an asterisk are controlled by the server, and the printer controls the other leads; if any of the server leads are dark, there is no connection.

If the link is active, the mini-tester should show the following.

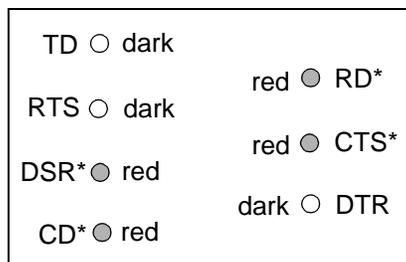


The following test results occur if the link is idle, but the reasons for the results are different.

The following will display if the link is not up; try the **test journal pms** command to start the link. The printer could also be busied out; try the **release journal pms** command to release the printer.



The following will display if the printer is turned off; turn on the printer power.



The following will display if the printer is off-line; press the on-line button on the printer.

TD <input type="radio"/> red	red <input type="radio"/> RD*
RTS <input type="radio"/> red	green <input type="radio"/> CTS*
DSR* <input type="radio"/> green	green <input type="radio"/> DTR
CD* <input type="radio"/> green	

Another way to test the log printer connection is to create an Automatic Wakeup Call for the test room. If the printer is working, an Automatic Wakeup call request message prints on the log printer.

## Customer Logins (Server)

---

Use the following screen to add customer logins and passwords to the server. The logins and passwords must be 3 to 6 characters long using any combination of 0-9, a-z, and A-Z. You should add only the logins that the customer requests. Instruct the customer that the logins and passwords must be kept secure to avoid security issues.

```
add login staff1                               Page 1 of 1
                LOGIN ADMINISTRATION
                Password of Login Making Change:
LOGIN BEING ADMINISTERED
                Login's Name: staff1
                Login Type: customer
                Service Level: non-super-user
LOGIN'S PASSWORD INFORMATION
                Login's Password:
                Reenter Login's Password:
                Password Aging Cycle Length (Days): 30
LOGOFF NOTIFICATION
                Facility Test Call Notification? y      Acknowledgement Required? y
                Remote Access Notification? y          Acknowledgement Required? y
```

## Customer Logins (INTUITY)

---

Use the **Customer/Services Administration, System Management, UNIX Management, Password Administration** command to create a password for the customer. The customer will use the "sa" login. Remind the customer to change the password as soon as the system is turned over, and to change it frequently.

## Security Notification (Server)

---

Use the following screen to add security notification to the server. You must enter **y** in the highlighted fields before the other entry fields will display

```
change system security-parameters                               Page 1 of 2
                        SECURITY-RELATED SYSTEM PARAMETERS

SECURITY VIOLATION NOTIFICATION PARAMETERS

SVN Login Violation Notification Enabled? y
    Originating Extension:                                     Referral Destination:
    Login Threshold:                                           Time Interval:
    Announcement Extension:

SVN Remote Access Violation Notification Enabled? n

SVN Authorization Code Violation Notification Enabled? y
    Originating Extension:                                     Referral Destination:
    Authorization Code Threshold:                             Time Interval:
    Announcement Extension:
```

```
change system security-parameters                               Page 2 of 2
                        SECURITY-RELATED SYSTEM PARAMETERS

SECURITY VIOLATION NOTIFICATION PARAMETERS

SVN Station Security Code Violation Notification Enabled? y
    Originating Extension:                                     Referral Destination:
    Login Threshold:                                           Time Interval:
    Announcement Extension:

STATION SECURITY CODE VERIFICATION PARAMETERS

                                Minimum Station Security Code Length: 4
Station Security Code for Terminal Self-Administration Required? y
```

## Save Translations (Server)

---

After you have finished all translations, tested the translations, and verified them with the customer, save the translations using the command **save translation**. After saving translations, log off using the command **logoff**.

## Create Backup Tape (INTUITY)

---

Use the **Customer/Services Administration, Backup/Restore, Backup** command to create a backup tape for the Lucent INTUITY.



---

## Additional Installation Tasks

---

### Server Testing

---

The following tests should be done after you have completed the translations. See the appropriate installation document for more information.

1. Check the server status for each cabinet.
2. Check the circuit pack configuration.
3. Test the TDM bus in the Processor Port Network (PPN).
4. Test the Tone-Clock circuit packs.
5. Check the circuit pack configuration again.
6. Save and back up translations.
7. Reinstall the front doors on the server cabinets.

### Install and Wire Telephones and Other Equipment

---

See the appropriate installation document for more information.

1. Make and label the wiring cross-connections for this customer, using the provisioning plan described earlier in this handbook.
2. Install and label the equipment.
3. Install the 302B or 302C attendant console. Part of installing the attendant console is putting the button labels in place. There are special buttons used for hospitality products, and they must be installed in the correct positions. See "Attendant Console Recommended Button Layout (Server)" on Page 79.
4. Install the digital voice terminals. This includes preparing the button designation strips. See "Backup Voice Terminal Recommended Button Layouts (Server)" on Page 83.
5. Install the analog voice terminals (if needed).
6. Install the Teledex guest room telephones if time and material charges have been contracted for this installation.
7. Install the trunks.

8. Install the emergency transfer units and associated telephones.
9. Install the external ringing equipment.
10. Install the auxiliary equipment.
11. Install the 7400/8400-series data modules not already installed for the hospitality adjuncts.

## **Test Telephones and Other Equipment**

See the appropriate installation document for more information.

1. Make test calls.
2. Test the attendant console and selector console.
3. Test the external ringing.
4. Test the music-on-hold.
5. Test the emergency transfer.
6. Test the remote access interface (known as INADS).

## **Customer Turnover**

After you have installed and tested the GuestWorks *server* and installed adjuncts, and have determined that the solution is operating correctly, you will turn control of the system over to the customer. This transfer includes the following:

- Do a final save of the translations.
- Give the customer the following documentation:
  - DEFINITY Business Communications System and GuestWorks *server* Issue 4 Overview, (555-230-034)
  - DEFINITY Systems Little Instruction Book (555-230-727)
  - DEFINITY Business Communications System and GuestWorks *server* Issue 3.0 Console Quick Reference, (555-231-735)
  - GuestWorks *server* Issue 3.0 Hospitality Operations, (555-231-741)
  - DEFINITY Business Communications System and GuestWorks *server* Issue 4 Documentation Library (CD), (555-231-802)
  - Voice terminal quick reference guides
  - INTUITY voice messaging instructions

- A copy of the dialing plan, a list of the feature access codes, and a list of the trunk access codes
- Customer logins and passwords for the server and the Lucent INTUITY system
- Show the customer how to record announcements for Automatic Wakeup calls or the Automatic Attendant feature.
- Explain any Call Vectoring procedures that have been administered for the Automatic Attendant feature.
- Remind the customer to provide information about any new telephone numbers and services to the guests, such as instructions that show guests how to do their own Automatic Wakeup calls and Do Not Disturb requests. The information about those features is in *GuestWorks server Issue 3.0 Hospitality Operations*, (555-231-741).
- If the customer has a maintenance contract with Lucent Technologies, tell them that all trouble calls, whether it is the *GuestWorks server*, the Lucent INTUITY AUDIX or INTUITY Lodging, or the Lucent INTUITY Lodging Call Accounting, should go to 1-800-242-2121. Outside of the United States, the customer should call their local Lucent Technologies authorized representative.

## Maintenance

---

Maintenance procedures for the *GuestWorks server* are the same as other Lucent Technologies ECS products. See the appropriate maintenance document for more information. The special hardware on the *GuestWorks server* includes the following:

- TN791 analog line circuit pack (similar to the TN746B)
- TN2214 digital line circuit pack (similar to the TN2224)
- TN2215 analog line circuit pack (similar to the TN2183).

See “Appendix E — Circuit Pack Characteristics” on Page 157 for more information about these circuit packs.



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# Appendixes

---

Additional information about the GuestWorks *server* is provided in the following appendixes:

- Appendix A — Installation Checklist
- Appendix B — Parts List
- Appendix C — Connector Pinouts
- Appendix D — List PMS Down Events
- Appendix E — Circuit Pack Characteristics.

## **Appendix A — Installation Checklist**

---

- \_\_\_\_\_ Determine upgrade issues (Page 8)
- \_\_\_\_\_ Verify parts and test equipment (Page 8)
- \_\_\_\_\_ Plan and prepare the site (Page 9)
- \_\_\_\_\_ Unpack the cabinets (Page 11)
- \_\_\_\_\_ Install and connect the cabinets (Page 12)
- \_\_\_\_\_ Install the management interface (Page 13)
- \_\_\_\_\_ Install telecommunications cabling (Page 16)
- \_\_\_\_\_ Activate the server (Page 16)
- \_\_\_\_\_ Connect and test the hospitality adjuncts (Page 19 to Page 52)
- \_\_\_\_\_ Miscellaneous translations and testing (Page 53 to Page 96)
- \_\_\_\_\_ Server-to-INTUITY translations and testing (Page 97 to Page 112)
- \_\_\_\_\_ INTUITY Lodging-to-PMS translations and testing (Page 113 to Page 119)
- \_\_\_\_\_ Server-to-Call Accounting translations and testing (Page 120 and Page 121)
- \_\_\_\_\_ INTUITY Lodging Call Accounting-to-PMS translations and testing (Page 121)
- \_\_\_\_\_ Server-to-PMS link translations and testing (Page 122 to Page 138)
- \_\_\_\_\_ Printer translations and testing (Page 139 to Page 141)
- \_\_\_\_\_ Logins, security, and backups (Page 142 and Page 143)
- \_\_\_\_\_ General server testing (Page 145)
- \_\_\_\_\_ Install and wire telephones and other equipment (Page 145)
- \_\_\_\_\_ Test telephones and other equipment (Page 146)
- \_\_\_\_\_ Turn the server over to the customer (Page 146)

## Appendix B — Parts List

Table 10 shows many of the parts used with the GuestWorks server. Use this list as a reference if you need to order additional or replacement parts.

**Table 10. Parts List**

Part	Number
MAP/X Equinox card	407009406; J1P260AA1, List 12
Equinox DTE 10/10 adapter, P/N:210068	406983155
IVC6 (AYC10) analog interface	106406580
6-pin modular cords, 3 ft.	ED5P208-30, Group 16
885A connector kit	601419666; ED5P90770, Group 1
885A connecting block	106079270
RJ11C 2-wire modular cords, 25 ft.	103732582
103A connecting blocks	105164818
105C Isolating Data Interface (IDI) Unit	107422735
PI-to-IDI cable	
10 ft.	H600-210, Group 1
25 ft.	H600-210, Group 2
50 ft.	H600-210, Group 3
100 ft.	H600-210, Group 4
200 ft.	H600-210, Group 5
IDI-to-GPSync card cable, 4.5 ft.	ED1E434-11, Group 175
GPSync card	406801647
D6AP 6-pin modular cord	
7 ft.	102937620
14 ft.	102937604
25 ft.	102937588
D8W 8-pin modular cord	
7 ft.	103786786 or 103786778
14 ft.	103786802
25 ft.	103786828
M25A cable, plug-to-receptacle	
5 ft.	102269602 or 846823649
9 ft.	102269610 or 846823656
25 ft.	102269628 or 846823664
50 ft.	102269636 or 846823680
M25B cable, plug-to-plug	
4 ft.	102269669 or 846823706
10 ft.	102269677 or 846823714
25 ft.	102986643 or 846823722
50 ft.	846823730

**Table 10. Parts List**

<b>Part</b>	<b>Number</b>
B25A distribution cable 10 ft.	846300994
15 ft.	846301000
Null modem	407122043
7400A data module	105558050
8400B data module	407444835
Comsphere 3820 modem	107560534
9-pin to 25-pin transition cable, 1 ft.	847106945; ED3G1115
RS232 Mini-Tester	407515139
Processor circuit pack (with software) TN790 (SCC/MCC)	108056888
TN798 (CMC)	108056870
Network control circuit pack, TN777B	106577422
Processor Interface circuit pack, TN765	103557187

## **Appendix C — Connector Pinouts**

---

Connections from the Equinox card on the MAP/X to the hospitality adjuncts (PMS or call accounting) can often cause problems. The following list gives you the pinouts and EIA leads provided when using a D6AP modular cord from the Equinox card to the Equinox 10/10 adapter (P/N:210068, comcode 406983155). These pinouts are on the 25-pin end of the adapter.

- Pin 2 - TD (transmit data)
- Pin 3 - RD (receive data)
- Pin 7 - GND (ground)
- Pin 8 - DCD (data carrier detect)
- Pin 20 - DTR (data terminal ready)

This arrangement of EIA is standard in the industry, but these pinouts may become valuable if the adjunct vendor needs to provide a special adapter to interface to this arrangement.

## Appendix D — List PMS Down Events

Whenever an error occurs between the server and the PMS, a log of the event is kept on the server. The following is an example of some PMS down events and reasons.

```
list pms-down                                Page 1
PROPERTY MANAGEMENT SYSTEM ACTIVITY

Extension      Event                Reason                Date/Time
2900           from room, code 1    active - nopms        18/20:10 PM
3100           from sta., code 2    active - nopms        18/21:00 PM
3344           checkout, MWL off    PMS Link Out          18/21:25 PM
3302           room check in       PMS Link Out          18/21:34 PM
3320           PBX chng stn rstr   active - nopms        18/22:00 PM
```

You can use these events to troubleshoot link problems or verify link events. If there is a log printer installed and administered on the server, these events are logged to that printer as they occur. If there is not a log printer, the **list pms-down** command displays the events that occurred on the server for the last 24 hours. The **list pms-down long** command displays the last 100 events that occurred on the server, regardless of time frame. Table 11 is a listing of the events and their meanings, and Table 12 is a listing of the reasons and their meanings.

**Table 11. PMS Down Events**

Event	Meaning
checkin, occupied	Check in confirmed; room already occupied
checkout, message	Check out confirmed; messages exist
checkout, MWL off	Check out confirmed; MWL off
checkout, MWL on	Check out confirmed; MWL on
checkout, vacant	Check out confirmed; room already vacant
cnf data link rel	Confirm data link release
end data swap	End of database exchange
from room, code 1	Housekeeping from room; process code 1
from room, code 2	Housekeeping from room; process code 2
from room, code 3	Housekeeping from room; process code 3
from room, code 4	Housekeeping from room; process code 4
from room, code 5	Housekeeping from room; process code 5
from room, code 6	Housekeeping from room; process code 6
from room, PMS acc	PMS accepts housekeeping status change from room
from room, PMS rej	PMS rejects housekeeping status change from room
from stn, code 1	housekeeping from station; process code 1
from stn, code 2	Housekeeping from station; process code 2

**Table 11. PMS Down Events**

<b>Event</b>	<b>Meaning</b>
from stn, code 3	Housekeeping from station; process code 3
from stn, code 4	Housekeeping from station; process code 4
from stn, PMS acc	PMS accepts housekeeping status change from station
from stn, PMS rej	PMS rejects housekeeping status change from station
gst info: complt	Guest info completed
gst info: no chg	Guest info no change
gst info: request	Guest info request
gst info: vacant	Guest info vacant
invalid PMS msg	Server received a message with either a bad feature code or process code
MWL, another type	PMS attempted clearing MWL
PBX chng stn rstr	Server change the station's restriction value
PBX cleared MWL	Server cleared a station's MWL
PBX enabled MWL	Server enabled a station's MWL
PBX room image	Server's room data image for synchronization
PMS chng stn rstr	PMS changes station's restriction value
PMS cleared MWL	PMS wants station's MWL cleared
PMS enabled MWL	PMS wants station's MWL enabled
PMS room change	Room change message from PMS
PMS room image	PMS's room data image for synchronization
PMS room swap	Room swap message from PMS
req data link rel	Request data link release
room ch/sw error	Room change/swap data error
room checkin	Room check-in
room checkout	Server is to check-out room
room data request	Room data request
room data resp	Room data response
start data swap	Start of database exchange
status inquiry	Status inquiry from PMS
status : OK	Status response: OK
status : PBX init	Status response: server-initiated
status : UC	Status response: uncommunicated changes

**Table 12. PMS Down Reasons**

<b>Reason</b>	<b>Meaning</b>
active-nopms	Feature is active, no PMS
ADX link out	AUDIX link is out of service
ADX rej msg	AUDIX rejected message
PBX bfr ovfl	Server buffer overflow
PBX rej msg	Server rejected message
PMS link out	PMS link is out of service
PMS prot vio	PMS protocol violation
PMS rej msg	PMS rejected the message
rcv viol msg	Received violation message
viol:bad cp	Coverage path not between 0 and 600 or equal to a special code representing the "Default Coverage Path for Client Rooms"
viol:bad ext	Extension does not exist or does not have a client room COS
viol:bad fea	Invalid feature code
viol:bad fmt	Message format not correct (for example, 0xff characters or 0xf bytes not present where required)
viol:bad mw	Invalid Message Waiting message
viol:bad nm	At least one name character is invalid
viol:bad occ	Invalid occurrence
viol:bad pro	Invalid process code for the associated feature code
viol:bad res	Invalid restriction level
xmt viol msg	Transmitted violation message

## Appendix E — Circuit Pack Characteristics

---

There are three circuit packs used with the GuestWorks *server* that are not found with any other DEFINITY ECS product:

- TN2214 Digital Line (24-Port)
- TN2215 Analog Line (16-Port)
- TN791 Analog Line (16-Port).

### **TN2214 — Digital Line (24-Port)**

---

The TN2214 digital line circuit pack is designed for use with 2-wire digital communications protocol (DCP) voice terminals. The TN2214 supports either A-Law or Mu-Law companding (as selected by software), and operates with the following voice terminals and adjuncts:

- 302B and 302C attendant console
- 603E CALLMASTER voice terminal
- 6400-series voice terminals
- 8400B+ data module
- 8400-series voice terminals
- 9400-series voice terminals (not supported in the United States).

The distance limit for 8400-series voice terminals using the TN2214 is 3500 feet (1066 m).

### **TN2215 — Analog Line (16-Port)**

---

The TN2215 analog line circuit pack is designed for use globally with any standard analog telephone. The TN2215 has the following characteristics:

- Supports installations in Australia, Belgium, China, France, Germany, Italy, The Netherlands, Spain, and the United Kingdom. For North American installations, the TN791 should be used.
- 16 ports
- Supports LED Message Waiting indicators
- Supports selectable ringing cadence
- Supports balanced ringing (when configured for France with the TN2202 Ring Generator)
- Supports selectable impedance and gain for various country requirements
- Feed voltage of -48V
- Supports hard bridging
- Supports station adjuncts
- Secondary lightning protection
- Same premises, out-of-building support
- Supports the 500-type, 2500-type, 7100-series, 8102-type, and 8110-type telephones

The distance limit for the 500-type, 2500-type, and 7102A telephones is 20,000 feet (6096 m). The distance limit for the 7101A and 7103A telephones is 15,200 feet (4633 m). The distance limit for the 8100-series and 9100-series telephones (not supported in the United States) is 12,000 feet (3657 m). All distances are with 24-gauge wire.

- Ringer load of 3
- Supports simultaneous ringing on 8 ports.

The TN2215 allows ringing on four ports of each half of the circuit pack for a maximum of eight simultaneous ports ringing. A user attempting to ring one half of the circuit pack when all four ports are busy receives a busy tone.

### **TN791 — Guest Line (16-Port)**

---

The TN791 analog line circuit pack (labeled Guest Line) is intended for use with analog telephone connections. The TN791 contains the circuitry to support many types of analog telephones, including most telephones used today in sites that have neon or LED message lamps. The TN791 has the following characteristics:

- 16 ports
- Supports neon and LED Message Waiting indicators
- Feed voltage of -48V
- Supports A-law and Mu-law companding and administrable timers
- Supports queue warning level lamps and paging system circuits
- Supports hard bridging
- Supports station adjuncts
- Secondary lightning protection
- Same premises, out-of-building support
- Supports the 500-type, 2500-type, 7100-series, 8102-type, and 8110-type telephones

The distance limit for the 500-type, 2500-type, and 7102A telephones is 20,000 feet (6096 m). The distance limit for the 7101A and 7103A telephones is 15,200 feet (4633 m). The distance limit for the 8100-series and 9100-series telephones (not supported in the United States) is 12,000 feet (3657 m). All distances are with 24-gauge wire.

- Ringer load of 3
- Supports simultaneous ringing on 8 ports.

The TN791 allows ringing on four ports of each half of the circuit pack for a maximum of eight simultaneous ports ringing. A user attempting to ring one half of the circuit pack when all four ports are busy receives a busy tone.

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