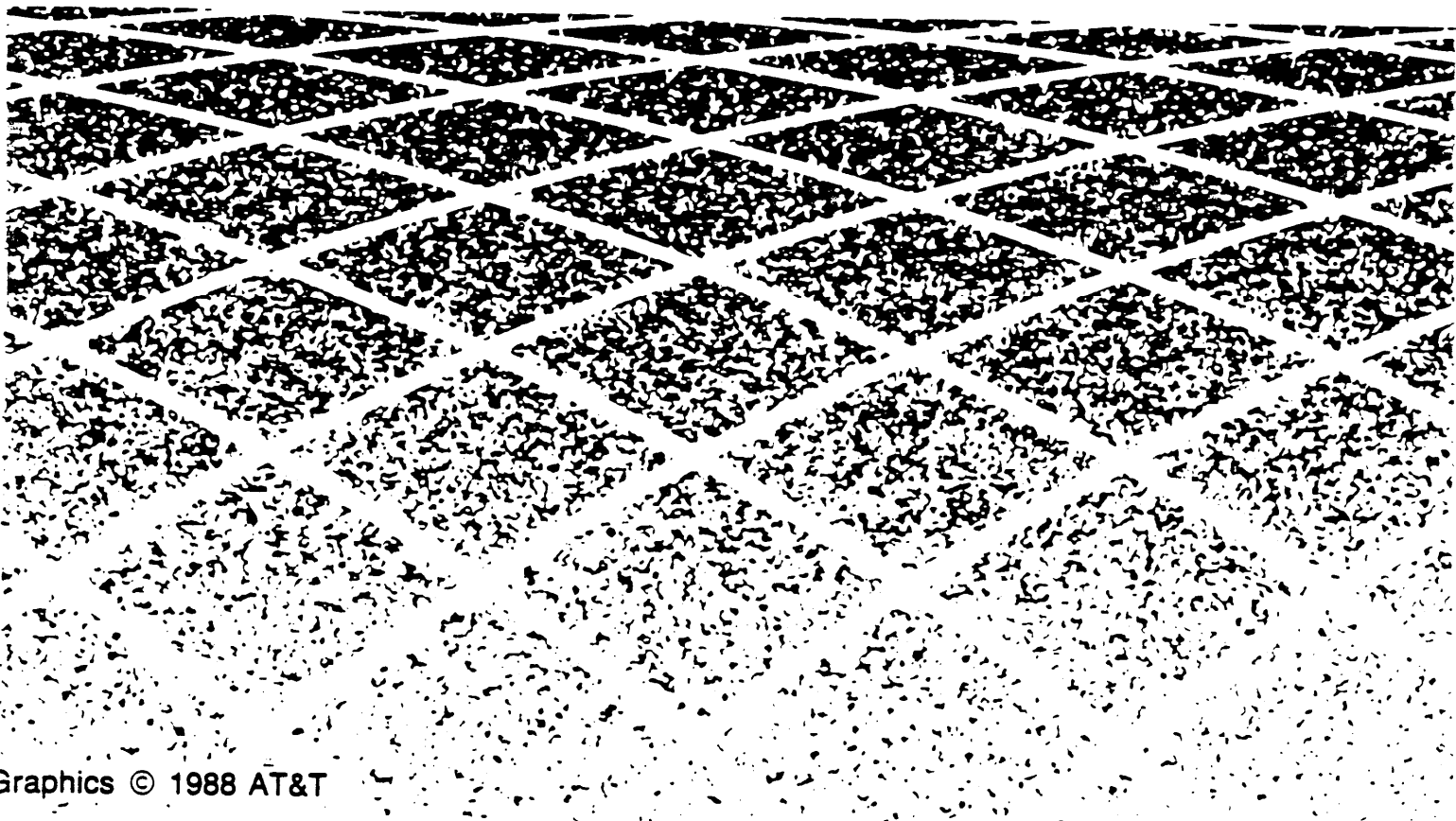




AT&T 585-310-131
Issue 1
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AUDIX™ Voice Power Lodging R1.1

Interface to System 75 and
DEFINITY® Communications System
Generic 1



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Prepared by

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

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About This Document

AUDIX Voice Power Lodging R1.1 Interface to System 75 and DEFINITY Communications Systems Generic 1 (585-310-131) contains installation and administration instructions for AUDIX Voice Power Lodging (VPL) related switch (PBX) tasks. The document includes the following information

- Switch integration planning strategies
- Hardware installation instructions
- Software installation instructions
- System 75 and DEFINITY Communications System Generic 1 administration instructions
- Acceptance test procedures
- Cut-to-Service procedures
- Switch-related problem troubleshooting guide

You can find information only for AT&T's System 75 and DEFINITY Communications System Generic 1 switches in this document. If you have another type of switch or another vendor's switch, refer to the switch interface document for that switch.

INTENDED AUDIENCES

AT&T tier 1 services personnel should use this document while installing AUDIX VPL switch-related hardware and software, administering the System 75 or DEFINITY G1 switch performing acceptance tests, and performing cut-to-service. Customer and service switch administrators can use the document for installation and administration purposes or to change configurations. The document includes information that AT&T tier 4, Technical Support Center, factory, and AUDIX Helpline personnel may find helpful.

PREREQUISITE SKILLS OR KNOWLEDGE

Typical readers should understand AT&T computer systems, switches, and hardware and software installation procedures. AT&T offers AUDIX VPL installation and administration training and strongly recommends that persons performing these tasks take the training.

DOCUMENT ORGANIZATION

- Chapter 1, *Prerequisites*, explains each AUDIX VPL configuration and includes component connectivity diagrams to show you each component in the configuration. The chapter also contains a hardware and software component checklist.
- Chapter 2, *Switch Integration Planning*, helps you plan, track, and record the switch integration. The chapter includes instructions for completing AUDIX VPL switch integration worksheets that you use throughout the document as you administer the switch.
- Chapter 3, *Hardware Installation*, describes the installation of AUDIX VPL switch-related hardware and any hardware required for coresident applications. This chapter only contains information for installing the hardware components required for AUDIX VPL to communicate with the switch. Do not perform any tasks in Chapter 3 until you complete the required tasks in Chapter 2 of *AUDIX Voice Power Lodging R1.1 Installation* (585-310-125).
- Chapter 4, *Software Installation*, contains instructions for installing AUDIX VPL software required to integrate AUDIX VPL with a System 75 or DEFINITY G1 switch. Do not perform any tasks in Chapter 4 until you complete the required tasks in Chapter 3 of *AUDIX Voice Power Lodging R1.1 Installation* (585-310-125).
- Chapter 5, *System 75 Switch Administration*, contains information and instructions for administering a System 75 switch to work with AUDIX VPL. The tasks you must perform include
 - Assigning a data module for the processor interface
 - Assigning a data module for the MPDM
 - Assigning a processor channel
 - Creating a communication interface link
 - Administering the hunt group
 - Assigning hunt group members
- Ž Chapter 6, *DEFINITY G1 Switch Administration*, contains information and instructions for administering a DEFINITY G1 switch to work with AUDIX VPL. The tasks you must perform include:
 - Assigning a data module for the processor interface
 - Assigning a data module for the MPDM
 - Assigning a processor channel
 - Creating a communication interface link
 - Administering the hunt group
 - Assigning hunt group members

- Ž Chapter 7, *Acceptance Tests*, provides instructions for the switch administration you must perform before you can continue with the acceptance tests. Before you complete any instructions in this chapter, complete the acceptance test tasks in Chapter 6 of *AUDIX Voice Power Lodging R1.1 Installation*.
- Chapter 8, *Cut-to-Service*, provides instructions for the switch administration you must perform before you can continue with cut-to-service. Before you complete any instructions in this chapter, complete the cut-to-service tasks in Chapter 7 of *AUDIX Voice Power Lodging R1.1 Installation*.
- Appendix A, *Planning Worksheets*, contains extra planning worksheets for you to use if you do not have enough to complete Chapter 2. Chapter 2 explains how to use the worksheets.
- Ž Appendix B, *Troubleshooting*, provides troubleshooting information to help you isolate and correct AUDIX VPL switch-related problems.

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

HOW TO USE THIS DOCUMENT

Use this document with *AUDIX Voice Power Lodging R1.1 Installation*. Do not perform any tasks in this document until you complete the required tasks in the installation document. The installation document instructs you to perform specific tasks in this document. Once you complete a task or series of tasks in this document, return to the tasks in the installation document as instructed.

CONVENTIONS USED IN THIS DOCUMENT

The document uses the following typographic conventions.

- Ž Rounded boxes represent terminal keys that you must press.

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

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

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

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

Example: Enter **y** to continue.

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

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

Example: Press (ALT-d).

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

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

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

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

Example: Your file *filename* is formatted incorrectly.

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

TRADEMARKS AND SERVICE MARKS

The document mentions the following trademarked products.

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

RELATED RESOURCES

In addition to this document, AUDIX VPL documentation for R1.1 includes the following:

- *AUDIX Voice Power Lodging R1.1 Installation* (585-310-125)
- *AUDIX Voice Power Lodging R1.1 Installer's Checklist* (585-310-126)
- *AUDIX Voice Power Lodging R1.1 Administration* (585-310-525)
- *AUDIX Voice Power Lodging R1.1 Guest Quick Reference Work* (585-310-707)
- Ž *AUDIX Voice Power Lodging R1.1 Property Management Specifications* (585-310-128)

HOW TO MAKE COMMENTS ABOUT THIS DOCUMENT

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1. Prerequisites

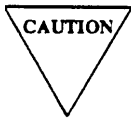
Chapter 1 contains information you need to know before you integrate AUDIX Voice Power Lodging R1.1 (VPL) to a System 75 or DEFINITY G1 switch (PBX). You can only find information about AUDIX VPL connections to the switch in this chapter. This chapter contains diagrams and charts that show the six different configurations for AUDIX VPL.

For more information about installing AUDIX VPL, read Chapter 1, *Prerequisites*, in *AUDIX Voice Power Lodging R1.1 Installation* (585-310-125). The installation document describes the following prerequisites for installing AUDIX VPL hardware and software:

- Ž Selecting the site
- Ž Assembling the tools
 - Ensuring safety
- Ž Identifying factory assembled systems
 - Checking configurations

Before beginning the installation, make sure you are familiar with these prerequisites.

SAFETY CONSIDERATIONS



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

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

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

FACTORY ASSEMBLED SYSTEMS

If your customer ordered the complete hardware platform (an AT&T 6386 WGS) with the AUDIX VPL R1.1 package (and any coresident packages), the AT&T factory ships the 6386 WGS to the site with most of the hardware and software already assembled, loaded, and tested (ALT). The factory identifies ALT systems by placing an orange sticker over the door of the floppy disk drive. The sticker indicates that you do not need to reload the software.

Before beginning the installation, look for the ALT sticker. If you see the sticker, verify that the system contains the hardware and software for your configuration (listed later in this chapter). If the hardware and software has been installed, do not perform the installation tasks for the hardware and software. Perform all tasks not completed during ALT, such as connecting the voice and data lines, setting up and cabling the peripherals, and installing switch communications software. Use the *AUDIX Voice Power Lodging R1.1 Installer's Checklists* (585-310-126) to make sure you complete all necessary tasks.

CONFIGURATIONS

The following list shows you the six AUDIX VPL configurations.

- Configuration 1: AUDIX VPL R1.1 only
- Configuration 2: Configuration 1 with Property Management System (PMS)
- Configuration 3: AUDIX VPL R1.1 coresident with AUDIX Voice Power (AUDIX VP) R2.1.1
- Configuration 4: Configuration 3 with PMS
- Configuration 5: AUDIX VPL R1.1 coresident with Integrated Voice Power Automated Attendant (IVPAA) R2.0
- Configuration 6: Configuration 5 with PMS

By this point in the installation, you have already determined the configuration for your system. The information in this document explains how to integrate a System 75 or DEFINITY G1 switch to AUDIX VPL using the configuration you have chosen. Some of the integration steps include hardware and software installation specific to the switches. The next few pages show you the connectivity diagram and components checklist that match your configuration. Use the connectivity diagram for your configuration to understand how the system components connect. Use the components checklist to make sure you have all the required components.

CONFIGURATIONS 1 AND 5 CONNECTIVITY

Figure 1-1 shows you the component connections for configurations 1 (AUDIX VPL only) and 5 (AUDIX VPL coresident with IVPAA). For factory ALT systems, many of the components are installed. Check the factory ALT system to determine the installed components before you continue.

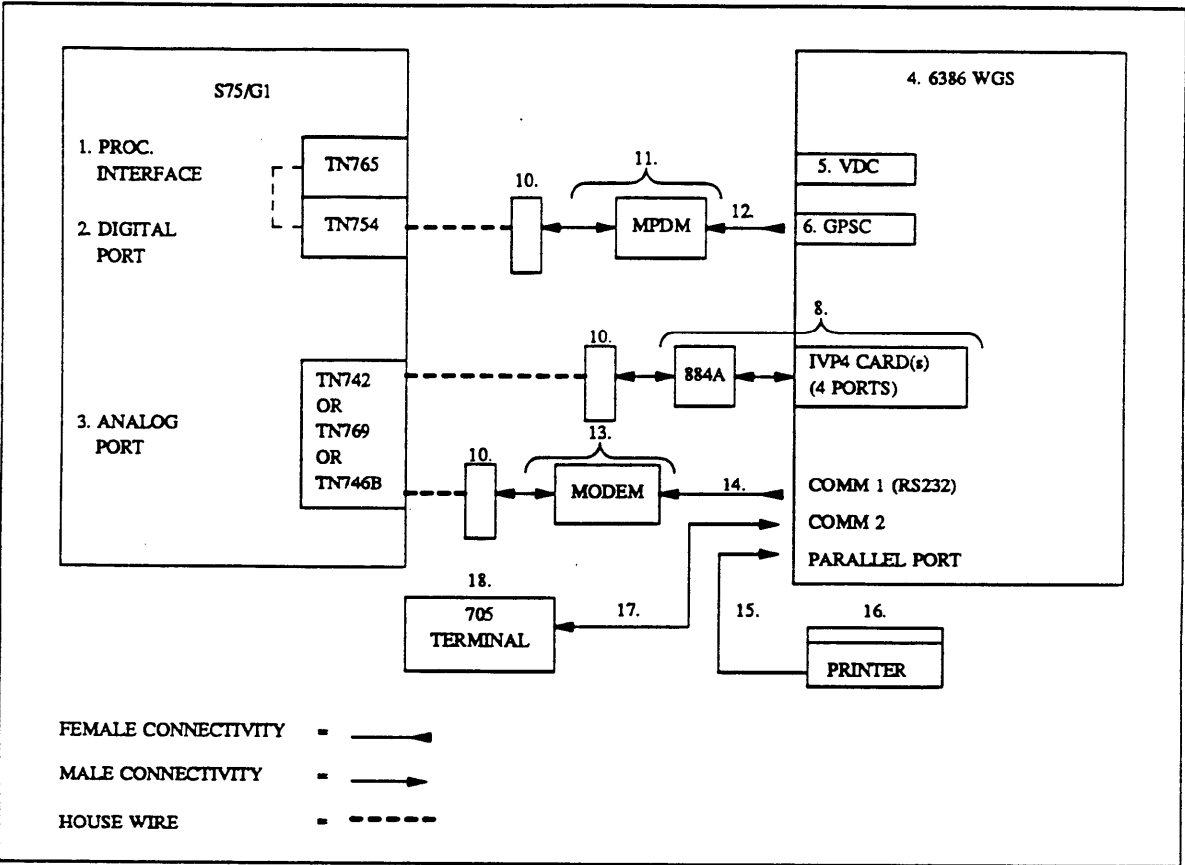


Figure 1-1. Configurations 1 and 5 Connectivity Diagram

CONFIGURATIONS 2 AND 6 CONNECTIVITY

Figure 1-2 shows you the component connections for configurations 2 (AUDIX VPL with PMS) and 6 (AUDIX VPL coresident with IVPAA and PMS). For factory ALT systems, many of the components are installed. Check the factory ALT system to determine the installed components before you continue.

The figure shows a sample connection from COM2 to the PMS. You cannot connect a terminal when you use this configuration. See figure 1-4 for a sample connection from an IPC-900 port to the PMS.

NOTE

The PMS vendor has the responsibility of providing the cables for the PMS to the AUDIX VPL system connection.

A COM2 PMS connection can have one of the following demarcation points depending on your configuration.

- 25 pin to 25 pin remale to female gender changer as shown in Figure 1-2

Ž COM2 9 pin male port

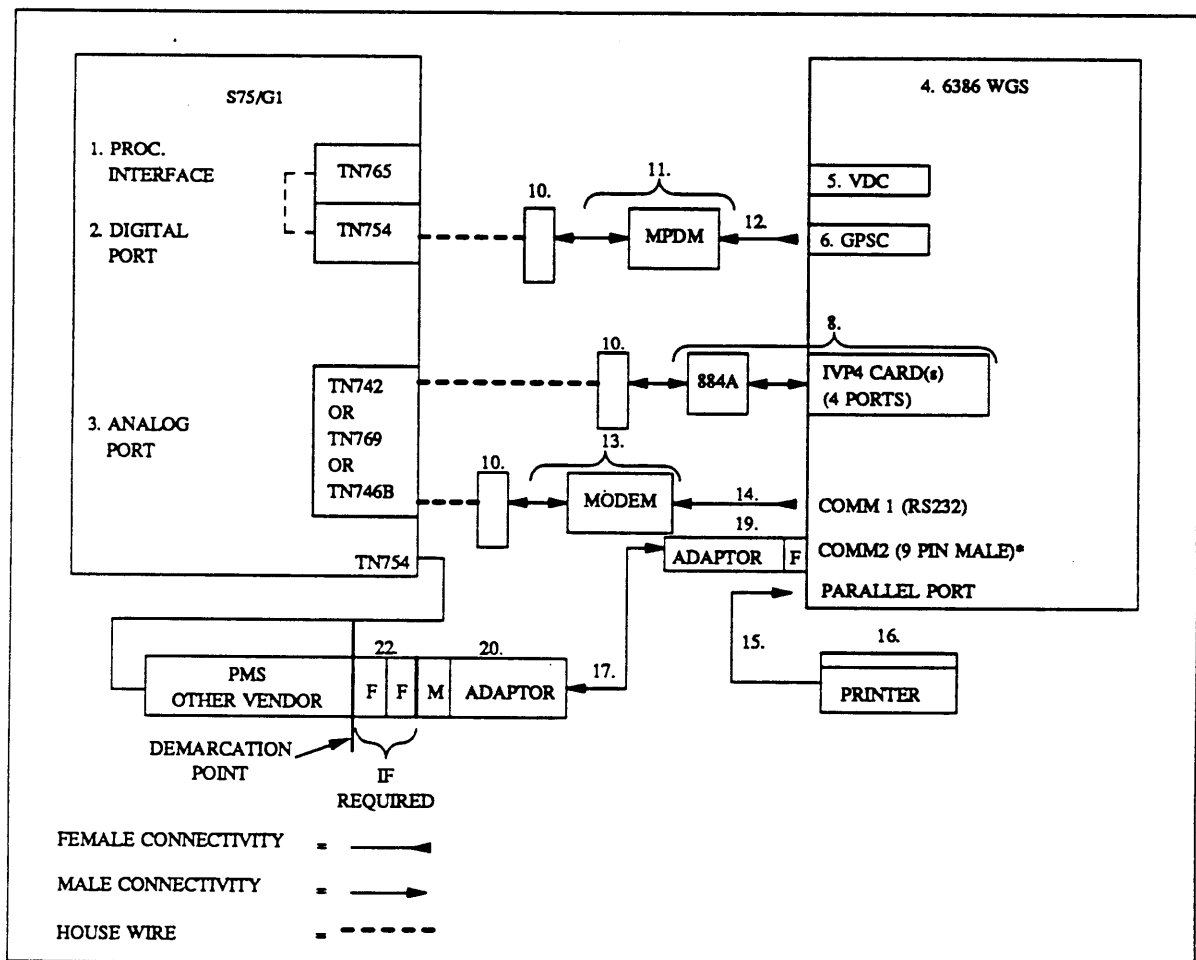


Figure 1-2. Configurations 2 and 6 Connectivity Diagram

CONFIGURATION 3 CONNECTIVITY

Figure 1-3 shows the component connections for configuration 3 (AUDIX VPL coresident with AUDIX VP). For factory ALT systems, many of the components are installed. Check the factory ALT system to determine the installed components before you continue.

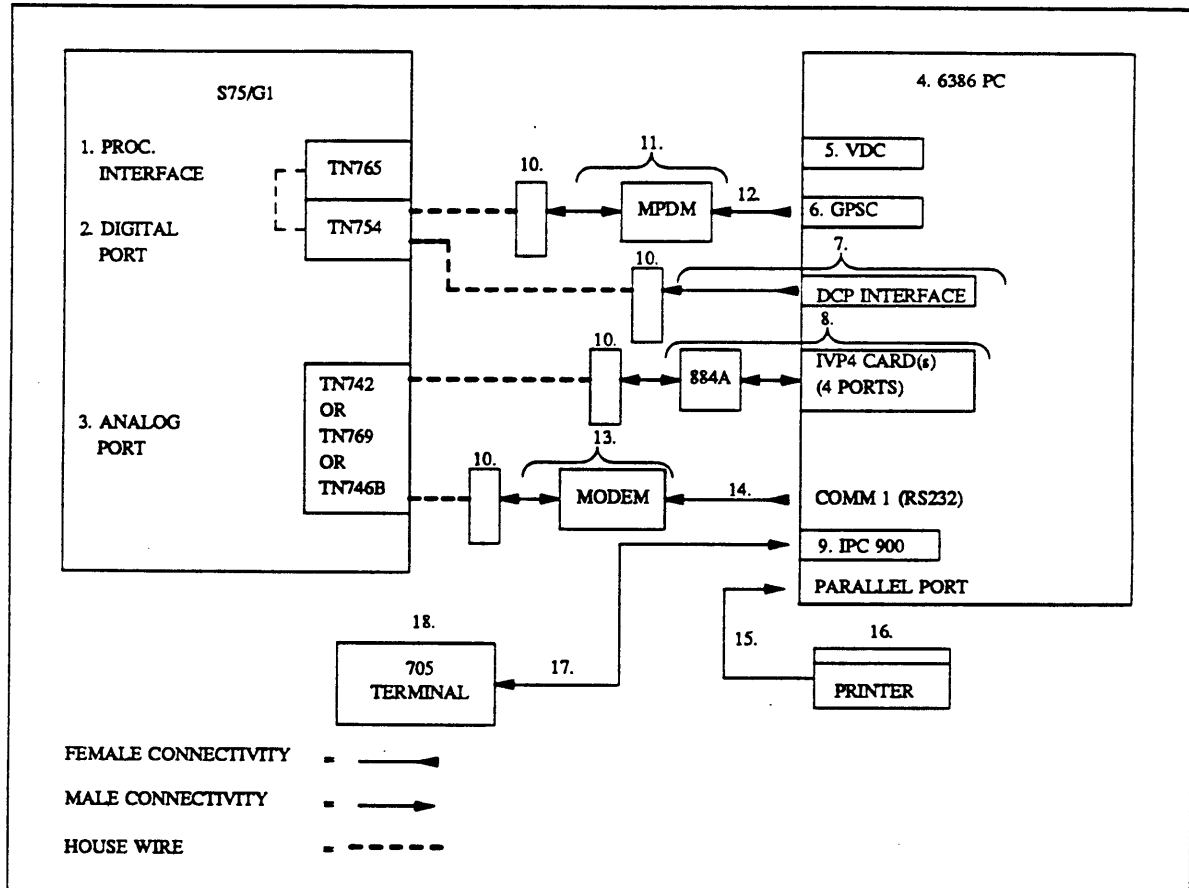


Figure 1-3. Configuration 3 Connectivity Diagram

CONFIGURATION 4 CONNECTIVITY

Figure 1-4 shows the component connections for configuration 4 (AUDIX VPL coresident with AUDIX VP and PMS). For factory ALT systems, many of the components are installed. Check the factory ALT system to determine the installed components before you continue.

NOTE

Figure 1-4 shows a sample connection from an IPC-900 port to the PMS. Although this figure does not show a terminal connection, you may connect a terminal to one of the IPC-900 ports. You cannot use COM2 for the PMS connection because of a DMA channel conflict of the DCP board to COM2. You must disable COM2.

The PMS vendor has the responsibility of providing the cables for the PMS to the AUDIX VPL system connection.

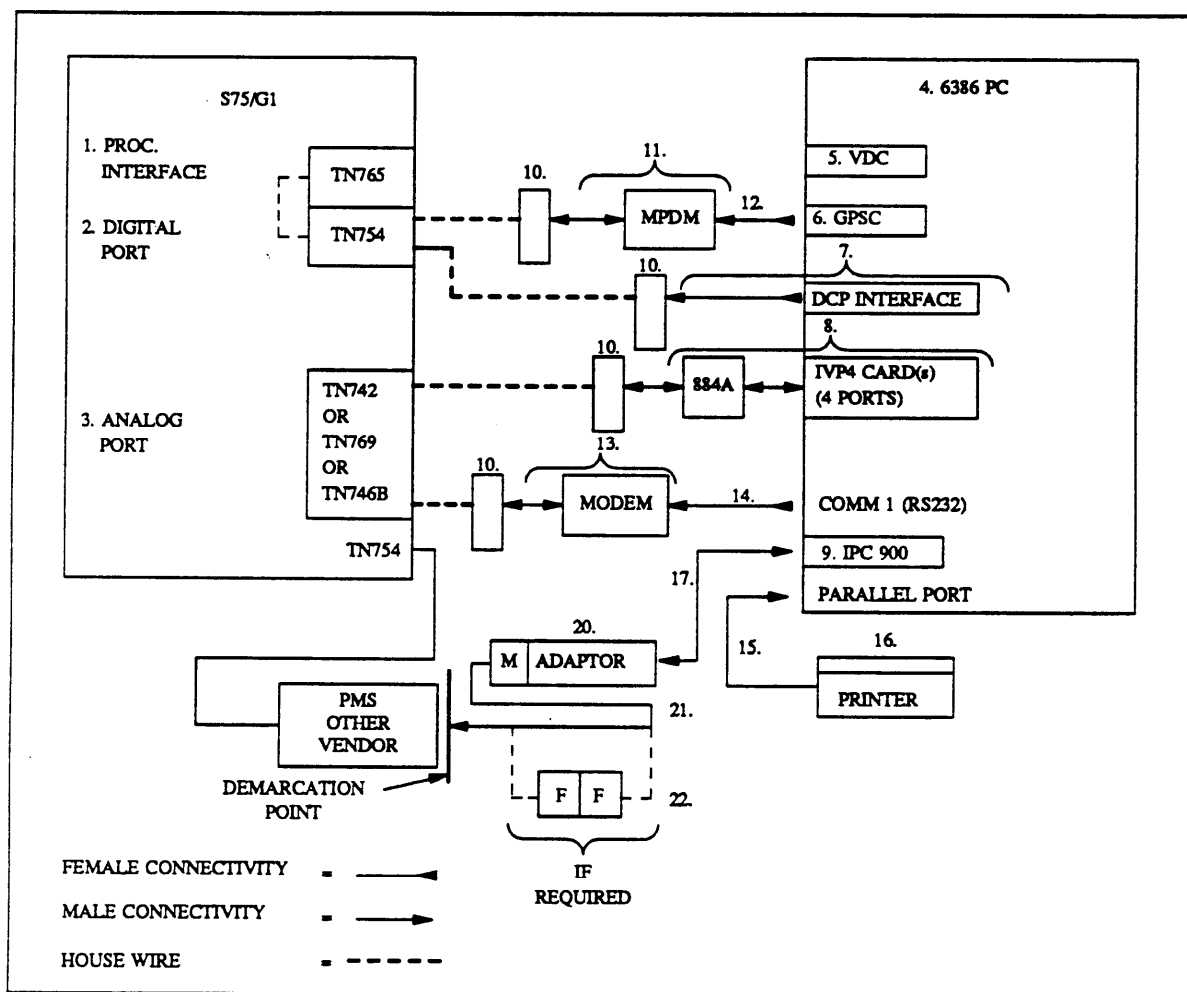


Figure 1-4. Configuration 4 Connectivity Diagram

COMPONENTS CHECKLIST

The following checklists identify the components required for the six AUDIX VPL R1.1 configurations. Each hardware component in the checklist contains a number. The number corresponds to the number in the connectivity diagrams in the previous sections. Each component in the checklist also identifies the configuration that requires the component. Compare the components that you have on site with these checklists to make sure you have everything required for your particular configuration.

System 75/DEFINITY G1 Switch Hardware

S75/DEFINITY G1 Switch Hardware				
	Description	PEC	Configuration	✓
1.	Processor Interface Card (TN765)	63153A	all	
2.	1-2 digital ports on TN754	63114	optional, 1 for connecting to DCP card and 1 for GPSC via MPDM	
3.	4 analog ports for each IVP4 card, plus 1 for DID to modem on one of the following: TN742 TN769 TN746B	63111 63142 63136	all	

AUDIX VPL System Hardware

System Hardware				
	Description	PEC	Configuration	✓
4.	One of the following AT&T 6386 system modules: 6386/25 WGS 6386/33 WGS 6386/SX WGS With the following equipment: 300 Mbyte hard drive kit 2-2Mbyte memory kit Either a 329D VGA color monitor or a 324LN VGA monochrome monitor	6950-DB2 6950-DB3 6950-DB1 3714-324 6950-DC1 6950-DF2 69595 69581 69586 69579	all optional for systems with less than 8Mbyte all	
5.	1 AT&T VGA Video Display Controller (VDC600)	69587	not required on 6386/SX	
6.	1 General Purpose Synchronous Controller (GPSC-AT/E)	6950-CA4	all	
7.	1 Digital Communications Protocol (DCP) card with 8-pin modular cord	8302-101	configurations 3 and 4	
8.	1-6 Integrated Voice Power (IVP4) cards (including 1 884A adaptor and cables)	8304-IV4	all	
9.	1 Intelligent Ports Card (IPC-900)	69597	for connecting PMS (Configuration 4) and optional for other I/O devices	

Peripherals, Adaptors and Cables

Peripherals, Adapters, and Cables				
	Description	PEC	Configuration	✓
10.	1-4 103A Connect Block	2750-D08	all	
11.	1 Modular Processor Data Module (MPDM) 1 RS232 Interface Stand-alone mounting for MPDM with 7-ft, 4-pair cord	2161-PDM 21611 21702	for connecting GPSC-AT/E to digital port required with MPDM required with MPDM	
12.	1 M25A, RS232, 9-ft, M/F cord	2721-01J	required with MPDM	
13.	1 1200/2400 baud, asynchronous modem with cord	2260-24A	all	
14.	1 RS-232, M/F cable	2721-28E	required with modem	
15.	1 7-ft, 25-36 parallel cable	6950-E81	required with printer	
16.	1 9-pin, 80-column parallel printer	6950-EP3	optional	
17.	1 10-conductor modular cable	69607 (50ft) 69606 (25ft) 69605 (10ft)	required with IPC card	
18	remote terminals		optional	
19.	1 RJ-45 (10) to female D8-9 straight adapter	69614	see note	
20.	1 RJ-45 (10) to male DB25 DTE adapter	69608	see note	
21.	1 9-ft., M/F, RS-232 M25A cord	2721-01J	see note	
22.	1 gender changer	2750-A53	see note	

NOTE

The PMS vendor supplies the hardware required for the COM2 to PMS connection. You optionally can order the hardware shown in the chart through AT&T.

Software Components

Software Components			
Description	PEC	Configuration	✓
UNIX® Operating System Release 3.2.2 Foundation Set, which includes: Editing Package FMLI Package FACE Package FACE HELP Package Remote Terminal Package	6950-BD1	all	
IPC-900 Driver Package Version 4.0		required when you have an IPC-900 card	
X.25 Network Interface Package R1.2.1	6950-AM1	all	
Integrated Voice Power System Software Release 2.0	included with 1228-101	all	
AUDIX VP R2.1.1 Application Package	1228-023	configurations 3 and 4	
AUDIX VPL SI Software R2.1.1		configurations 3 and 4	
AUDIX Voice Power Lodging Software R1.1	1228-101 (new) 1228-106 (upgrade)	all	
AUDIX VPL S75/DEFINITY SCI R1.0	1228-102	all	
AUDIX VPL PMS Integration Package R1.1	1228-103	configurations 2, 4, and 6	
AUDIX VPL Spanish Guest Interface Package R1.0	1228-104	optional	
AUDIX VPL Japanese Guest Interface Package R1.0	1228-105	optional	

2. Switch Integration Planning

Before you begin the System 75 or DEFINITY G1 integration and administration, you must plan the process. Use the information in this chapter to help you plan and record your integration. The chapter includes instructions for completing AUDIX VPL R 1.1 switch integration worksheets. When instructed, complete the specified worksheet. Later in the document you use the worksheets to complete the switch administration process.

In this chapter, you complete the following worksheets:

- Data Module Extensions
- Communication Link Assignment
- Hunt Group Assignment
- Hunt Group Channel Assignment
- Coverage Path
- Station Extensions and Types

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

DATA MODULE WORKSHEETS

In the first step of the AUDIX VPL switch integration process, you connect the switch and AUDIX VPL. You can connect the systems using two different methods, a logical port connection or a physical port connection. The logical port connection uses a Modular Processor Data Module (MPDM) between the switch and the AUDIX VPL computer. The physical port allows you to directly connect the switch to the AUDIX VPL computer. AT&T recommends that you use the logical port connection. For most applications, you must use the physical port for other hardware connections.

Before you assign data modules, you must select two extension numbers, one for the processor interface data module and one for the MPDM data module. Choose extension numbers that you do not use for room numbers or service numbers.

NOTE

If you connect through a physical port, you only need to select a data extension for the processor interface.

To help you select and use the numbers correctly, complete worksheet A. Choose the numbers for the data module extensions and enter them on the appropriate lines. If you need more worksheets, Appendix A contains a copy of each worksheet.

Worksheet A: Data Module Extensions

Data Module	Extension
Processor Interface:	_____
MPDM: (Logical port connection only)	_____

COMMUNICATION INTERFACE WORKSHEETS

After you assign extensions for the data modules, you must create a communication interface link between the processor interface and the MPDM. The link establishes communication between the switch and the MPDM.

Before you create the link, you need to plan the task. Complete worksheet B below. On lines 1 and 2 of the worksheet, write the extension numbers that you assigned to the processor interface and the MPDM. Refer to worksheet A if you do not remember the extensions. If you need more copies of the worksheet, refer to Appendix A.

Worksheet B: Communication Link Assignment

Screen Field	Value
1. Interface Extension/PI:	
2. Destination Number/Digits: (Logical port only)	

If you have a System 75, you see the Interface Extension field on the COMMUNICATION INTERFACE LINK screen. If you have a DEFINITY G1 switch, you see the PI field. On the worksheet, write the number you defined as the Processor Interface Data Module number. Refer to worksheet A if you do not remember the value you used for the data module.

On a System 75 switch, you see the Destination Number field on the COMMUNICATION INTERFACE LINK screen. On a DEFINITY G1 switch, you see the Digits field. On the worksheet, write the number you defined as the MPDM Data Module number. Refer to worksheet A if you do not remember the value you used for the MPDM data module. Do not write any value if you use a physical port connection.

HUNT GROUP ADMINISTRATION WORKSHEETS

Guests must have a central number to call to retrieve messages and use the other functions of AUDIX VPL. Attendants need a central number of their own to assist guests. These central numbers are called *hunt groups*. Hunt groups combine groups of channels under one extension number and basically have two purposes:

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

Before you administer the hunt group, choose the numbers you want to use as hunt group extensions. Choose an unused extension that you will use only for the hunt group. Do not use a guest extension or any other assigned number.

To select extensions and plan the hunt group, complete worksheet C.

Worksheet C: Hunt Group Assignment

Screen Field	Value
Hunt Group Number:	_____
Group Extension:	_____

For the Hunt Group Number, select a number from 1 to 32. Use a hunt group that previously has not been used. To check the existing hunt group numbers on your system, enter the `list hunt-group` command on the SAT. When you enter the command, you see a list of the hunt groups and the hunt group extensions on the screen.

The Group Extension represents the number you want to use as the hunt group extension. You create this number to use as the AUDIX VPL hunt group extension. Select an easy to remember number such as “1000” or “1234.” Use an extension currently not assigned on the system as a guest room number, attendant number, administrator number, or any other number. Use the `list station` command on the system access terminal (SAT) to view the station numbers currently assigned on the station and verify that the number you select is not assigned. For more information on using the `list station` command, refer to the *Guest Station Worksheet* section of this chapter.

For each hunt group you create, you must assign channel extensions to the group. You can assign a maximum of 24 channel extension to each hunt group. To help you determine hunt group channel extensions, complete Worksheet D. The worksheet provides you with a method of recording and tracking the hunt group and the extensions you assign to the hunt group. In the Hunt Group Number and Hunt Group Extension fields, enter the hunt group information you created on worksheet C.

Worksheet D: Hunt Group Channel Assignment

Channel Extension	Channel Extension	
1. _____	13. _____	Hunt Group Number: _____
2. _____	14. _____	Hunt Group Extension: _____
3. _____	15. _____	
4. _____	16. _____	
5. _____	17. _____	
6. _____	18. _____	
7. _____	19. _____	
8. _____	20. _____	
9. _____	21. _____	
10. _____	22. _____	
11. _____	23. _____	
12. _____	24. _____	

If you are not sure of the channel extensions on the switch, refer to the documentation supplied with your switch for more information. You may also want to contact your switch technician for instructions on determining the channel extensions.

CALL COVERAGE PATH WORKSHEET

A coverage path directs the switch to transfer unanswered or busy calls to a hunt group, a service, or another extension. You need at least one coverage path for AUDIX VPL. To use AUDIX VPL, you must modify one of the coverage paths when you perform the cut-to-service process. Each guest station assigned on your switch has a coverage path. To simplify the cut-to-service process, you need to determine the coverage path for the guest stations.

Follow the instructions below and complete worksheet E to determine the guest station coverage path and plan for the cut-to-service process.

1. Log in to the SAT using the `craft` or `inads` login ID.
2. Enter your password.
3. At the `enter` command prompt, enter **list station**
The command shows you each station assigned on the switch. Under the CV PTH heading, you see the coverage path assigned to each extension, if any are assigned
4. Look at a representative number of guest stations and the coverage path assigned to each guest station. The majority of the guest stations should have the same coverage path assigned to them. The majority number is the primary coverage path.
5. Once you determine the primary coverage path, write the number on worksheet E.

Worksheet E: Coverage Path

Primary Coverage Path Number: _____

6. Once you have determined the primary coverage path number and have recorded the information on worksheet E, press (CNCL) to exit the screen and return to the `enter` command prompt.

Proceed to the next section, *Guest Station Worksheet*.

If you are performing an upgrade, return to the Cut-From-Service task in Chapter 8 of this document.

GUEST STATION WORKSHEET

When you perform the cut-to-service tasks, you must check the guest stations and make sure that they have the proper information assigned on them. Because of the size of your system and the amount of time required, you may not be able to check each station.

However, you need to check a representative cross section of stations to verify that they contain the correct information, such as coverage paths and class of restrictions (COR). To assist you with the task, use worksheet F on the next page to record at least 20 guest stations. Later in the document after the cut-to-service process, you will check the 20 stations and confirm that they contain the correct coverage path and hunt group.

To view a list of station extensions, perform the following instructions. Write the required information on worksheet F on the next page.

1. Log in to the SAT using the `craft` or `inads` login ID.
2. Enter your password.
3. At the `enter` command prompt, enter `list station`

After you enter the command, you see all of the stations assigned to the switch. Use (Page) to move to the next screen of stations.

4. Select and write several of the station extensions on worksheet F.
5. Write the station type beside the extension on worksheet F.

Worksheet F: Station Extensions and Types

	Extension	Type
1.	_____	_____
2.	_____	_____
3.	_____	_____
4.	_____	_____
5.	_____	_____
6.	_____	_____
8.	_____	_____
9.	_____	_____
10.	_____	_____
11.	_____	_____
12.	_____	_____
13.	_____	_____
14.	_____	_____
15.	_____	_____
16.	_____	_____
17.	_____	_____
18.	_____	_____
19.	_____	_____
20.	_____	_____

6. When you finish recording the station information, press (CNCL) to exit the screen and return to the enter command prompt.

3. Hardware Installation

Chapter 3 describes the installation tasks for AUDIX VPL R1.1 switch related hardware and any required coresident application switch hardware. Before you perform the tasks in this chapter, complete Tasks 1 through 7 in *AUDIX Voice Power Lodging R1.1 Installation* (585-310-125). Do not perform any tasks in this chapter until you complete the installation document instructions. This chapter only contains hardware installation instructions for hardware required to connect AUDIX VPL to the switch. Refer to the installation document for instructions on other AUDIX VPL components.

The chapter covers the installation of all switch related hardware components. You may not need to complete each task. Complete the hardware installation tasks required for your configuration. Each task identifies the configurations that require the task. If you do not know the different configurations or the hardware components required for each configuration, refer to Chapter 1, *Prerequisites*, for more information.

The hardware installation tasks covered in this chapter include

1. Configuring and installing the GPSC-AT or GPSC-AT/E card (all configurations)
2. Installing the DCP card (configurations 3 and 4)
3. Replacing the cover (all configurations)
4. Checking for a digital port on the switch
5. Checking for an analog port on the switch
6. Checking for a Processor Interface card on the switch
7. Connecting data lines to the switch, either directly or through an MPDM (all configurations)
8. Connecting the data lines to the GPSC-AT or GPSC-AT/E card
9. Connecting the digital lines to the DCP card

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

TASK 1: CONFIGURE AND INSTALL GPSC CARD

All configurations interfacing to a System 75 or DEFINITY switch require this task. Before you perform the task, complete Tasks 1 through 7 in *AUDIX Voice Power Lodging R1.1 Installation*.

NOTE

If your system already has a GPSC-AT card, you do not have to upgrade the card or the corresponding X.25 Network Interface software. The card and the software are compatible with AUDIX VPL R1.1 and the associated packages.

The following sections describe the settings and installation procedures for both the GPSC-AT and GPSC-AT/E. Select the procedure that corresponds to your card.

GPSC-AT Card

The instructions in this section explain how to set up and install a GPSC-AT card. Do not use these instructions if you have a GPSC-AT/E card. If you do have a GPSC-AT/E card, use the instructions in the *GPSC-AT/E Card* section.

1. Remove the card from the expansion slot.
2. Set the jumpers and switches as described below.

Figure 3-1 shows the location of the switches and the list on the next page describes the individual jumper settings. The jumpers and switches are very small. Look closely for them.

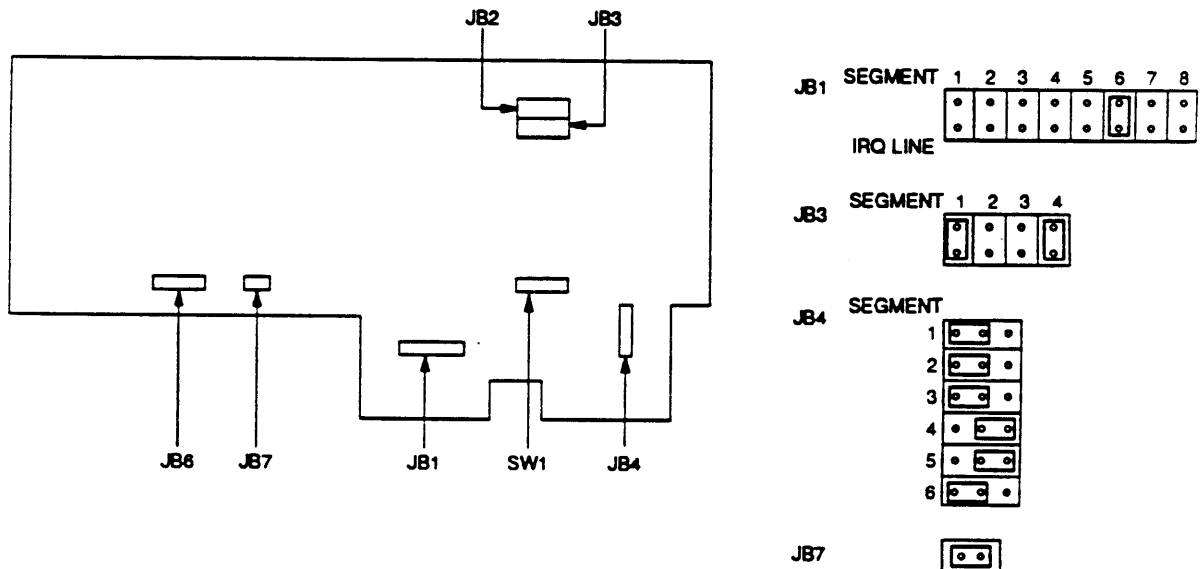


Figure 3-1. GPSC-AT Switches

- a. JB1—jumper segment 6 (IRQ line 10); leave all other segments unjumped
 - b. JB2—jumper segments 3 and 4, leave segments 1 and 2 unjumped
 - c. JB3—jumper segments 1 and 4, leave segments 2 and 3 unjumped.
 - d. JB4—jumper pins 1 and 2 on segments 1,2, 3, and 6; jumper pins 2 and 3 on segments 4 and 5.
 - e. JB6—unjumped.
 - f. JB7—jumper pins 1 and 2 (these are the only two pins on JB7).
3. Set the I/O address (switch SW1) for the GPSC-AT card as shown in the following diagram:

I/O Address Settings									
Switch Segments									
1	2	3	4	5	6	7	8	9	10
OFF	ON	ON	OFF	ON	ON	ON	ON	OFF	OFF

4. Install the GPSC-AT card in either a 16- or 32-bit expansion slot.
- a. Hold the GPSC-AT card by each end and insert it into the expansion slot.
If your system has pressure tabs (to help hold the expansion cards), gently push down on these tabs as you slide the card into the slot.
Align the connector on the GPSC-AT card with the expansion slot socket. Make sure the back edge of the card fits into the plastic guide or card support bracket.
 - b. Press along the top (or front) edge of the GPSC-AT card until the card locks into place and fits flush with the frame of the PC.
 - c. Verify that you properly aligned the card in the slot.
 - d. Secure the GPSC-AT card in the slot with the screw from the metal expansion slot cover.

You have completed the GPSC-AT card installation. Proceed to Task 2, *Install the DCP Card*.

GPSC-AT/E Card

The instructions in this section explain how to set up and install a GPSC-AT/E card. Do not use these instructions if you have a GPSC-AT card. If you do have a GPSC-AT card, use the instructions in the *GPSC-AT Card* section.

1. Install a second DIP shunt that enables port B and configures port B as Data Terminal Equipment (DTE).

Using the DIP shunt installed for port A and Figure 3-2 as a guide, place the DIP shunt over both sets of DTEB pins and over the top row of DCEB pins. You may have to press firmly to install the DIP shunt.

NOTE The DIP shunt is supplied with the GPSC-AT/E card

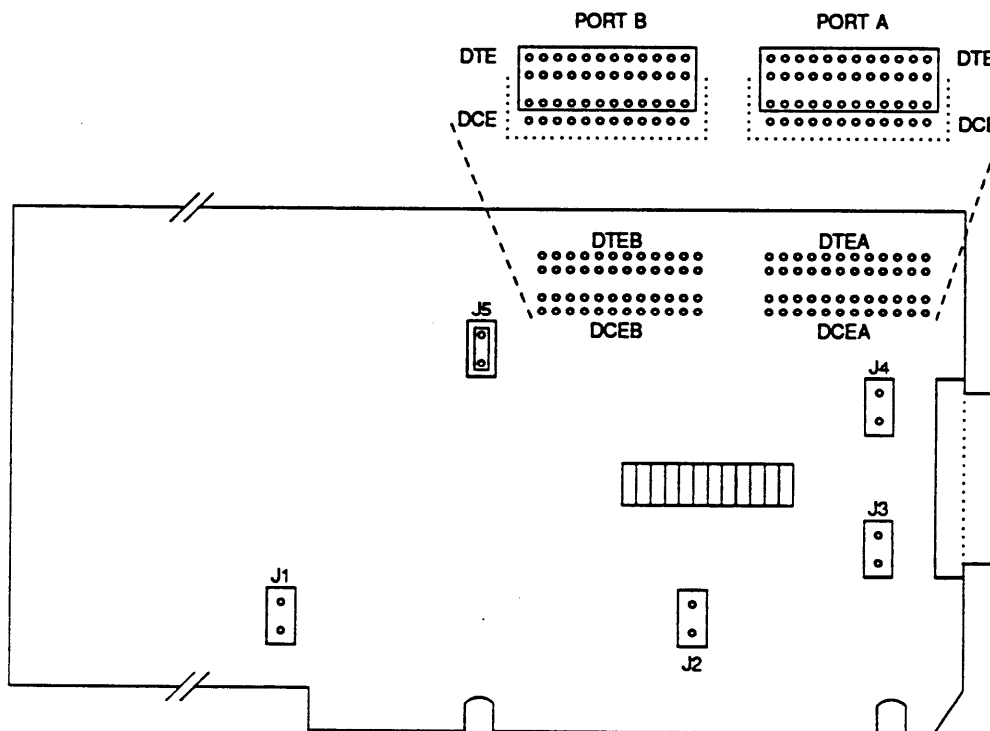
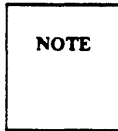


Figure 3-2. Installing DTE DIP Shunt

2. Install an option strap on jumper J5 by placing the strap on J5 and firmly pushing down.

The strap informs the CPU that Port B is being used. Do not use jumpers J1, J2, J3, or J4.



The X.25 Network Interface software sets the remaining parameters including the size and starting address of shared memory and the interrupt request lines.

3. Install the GPSC-AT/E card in either a 16- or 32-bit expansion slot.
 - a. Hold the GPSC-AT/E card by each end and insert the card into the expansion slot.

If your system has pressure tabs to help hold the expansion cards, gently push down on these tabs as you slide the card into the slot.

Align the connector on the GPSC-AT/E card with the expansion slot socket. Also, make sure the back edge of the card fits into the plastic guide or card support bracket.
 - b. Press along the top (front on a 6386-33 model) edge of the GPSC-AT/E card until the card locks into place and fits flush with the frame of the PC. Verify that you properly aligned the card in the slot.
 - c. Secure the GPSC-AT/E card in the slot with the screw from the metal expansion slot cover.

You have completed the GPSC-AT card installation. Proceed to Task 2, *Install the DCP Card*. For more information on the AT&T GPSC-AT/E card, see the *AT&T General Purpose Synchronous Controller-AT/E Installation Guide*.

TASK 2: INSTALL THE DCP CARD

Configurations 3 and 4 (AUDIX VPL R1.1 coresident with AUDIX VP R2.1.1) require this task.

1. Check the ROM and RAM jumpers on the Digital Communications Protocol card. The jumpers should match the diagram shown in Figure 3-3.

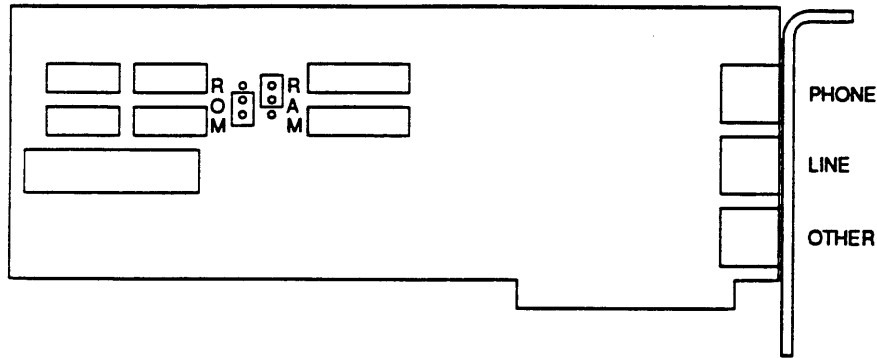


Figure 3-3. DCP Card ROM and RAM Jumper Location

2. Install the DCP card in an available 16 or 32 bit slot as far to the left as possible (for floor models, as far to the rear as possible) after the IVP4 cards, as follows:
 - a. Remove the screw from the metal cover of the expansion slot. Do not discard the screw. You must use the card to secure the DCP card.
 - b. Lift out the metal cover.
 - c. Holding the DCP card by the edges, insert the card into the slot.

Verify that the DCP card bracket is at the back of the chassis (top of the chassis for floor models) and fits into the space left by the slot cover. Align the connector edge of the card with the socket on the adapter card. The front edge of the long card fits in the alignment guide attached near the front (bottom on floor models) of the WGS enclosure.
 - d. When you properly seat the DCP card in the expansion slot, press down evenly on the edges of the card to ensure a solid connection.
 - e. Use the expansion slot cover screw to secure the DCP card in the chassis.

You have completed the DCP card installation. Proceed to Task 3, *Replace the Cover*.

TASK 3: REPLACE THE COVER

All configurations require Task 3. Refer to Figure 3-4 as you perform the task.

6386/SX or 6386/25 WGS

1. Replace the main unit's cover by carefully sliding the cover from the front of the main unit until the cover presses securely against the rear cover.

Raise the front of the cover slightly higher than the rear. Slide the cover towards the back of the main unit until the cover almost reaches the rear cover. Lower the front of the cover, pressing back gently, until the cover fits securely in place.
2. Tighten the cover mounting screws. A 6386/SX has three screws. A 6386/25 has five screws.

6386/33 WGS

1. Replace the card cage cover by sliding the cover back over the chassis.
2. Replace the four retaining screws on the card cage cover.
3. Replace the chassis cover by sliding the cover over the chassis from the front to the back.
4. Tighten the cover retaining screw.
5. Replace the top cover.

Proceed to Task 4, *Check for Digital Port on TN754*.

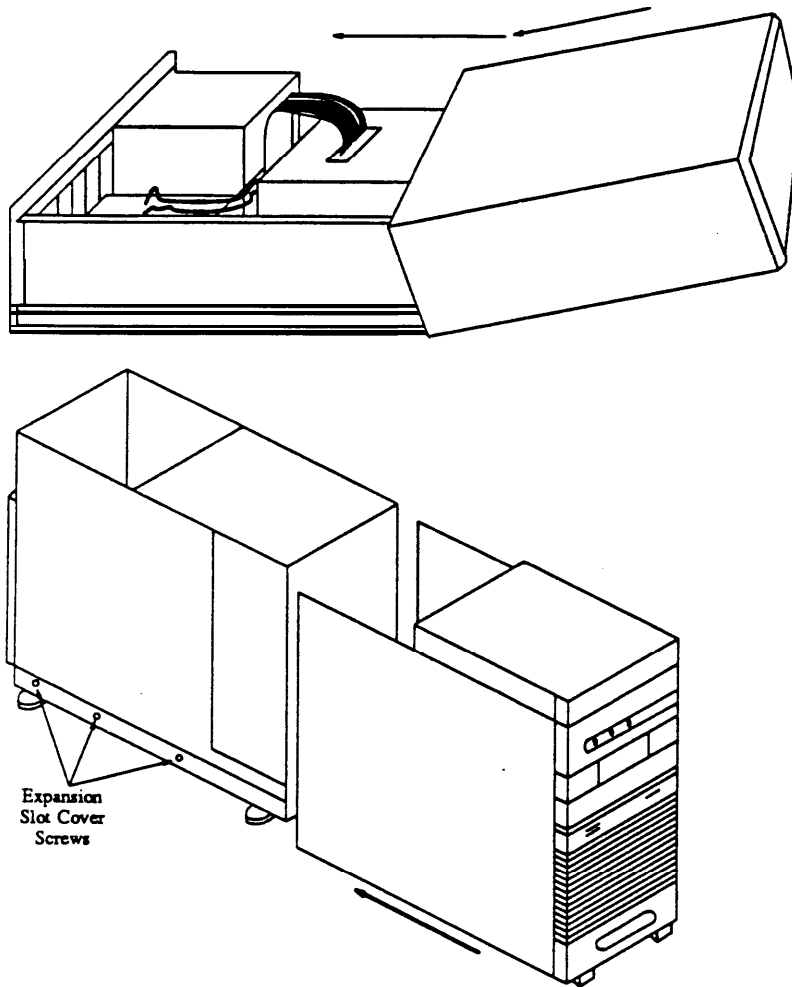


Figure 3-4. Top: replacing a 6386SX and 25 Cover. Bottom: Replacing a 6386-33 Cover.

TASK 4: CHECK FOR DIGITAL PORT ON TN754

Before you can connect the AUDIX VPL computer to the System 75 or DEFINITY G1 switch, you must confirm that you can make all required connections. If you plan to use AUDIX VPL as a standalone product, you do not need a digital port. If you plan to use AUDIX VPL with another coresident application, you need at least one free digital port to connect AUDIX VPL to the switch. Check the switch and make sure that the switch has a free digital port on the TN754 card. If you cannot find an empty digital port, you need to install another card. Refer to the documentation supplied with your switch for instructions.

Proceed to Task 5, *Check for an Analog Port*.

TASK 5: CHECK FOR AN ANALOG PORT

Before you can connect the AUDIX VPL computer to the System 75 or DEFINITY G1 switch, you must confirm that you can make all required connections. To connect AUDIX VPL, you need at least one analog port. Each IVP4 card contains four analog ports. If you plan to use all of the IVP4 ports, you need matching open analog ports on the switch. Check the switch and make sure that the switch has a free analog port. If you cannot find an empty analog port, you need to install another card. Refer to the documentation supplied with your switch for instructions.

Proceed to Task 6, *Check for a Processor Interface Card*.

TASK 6: CHECK FOR A PROCESSOR INTERFACE CARD

Before you can connect the AUDIX VPL computer to the System 75 or DEFINITY G1 switch, you must confirm that you can make all required connections. To connect AUDIX VPL, you need a Processor Interface card (TN765). Check the switch and make sure that the switch contains a Processor Interface card. If a TN765 card has not been installed, refer to the documentation supplied with your switch for instructions on installing a card.

Proceed to Task 7, *Connect Data Lines to GPSC Card*.

TASK 7: CONNECT DATA LINES TO GPSC CARD

Configurations 3 and 4 require Task 7 when configured with a System 75 or DEFINITY G1 switch. Depending on the type of GPSC card you have, you can connect the card to the switch using two different methods.

- If you have a GPSC-AT card, proceed to the Connecting the *GPSC-AT Card* section.
- If you have a GPSC-AT/E card, proceed to the Connecting the *GPSC-AT/E Card* section.

Connecting the GPSC-AT Card

This task describes how to cable the data line from the GPSC-AT card to a System 75 or DEFINITY G1 switch. If you have a GPSC-AT/E card, refer to the instructions under the heading *Connecting the GPSC-AT/E Card*. You can connect the GPSC-AT card using two different methods, a logical connection or a physical connection. The logical method uses an MPDM between the GPSC-AT card and the switch. A physical connection directly connects the GPSC-AT card to the switch. AT&T recommends that you use the logical connection for AUDIX VPL. Notes in the instructions explain the differences between the two methods.

Use the following instructions to connect the GPSC-AT to the switch. A cable is supplied with the GPSC-AT card. The cable is comprised of one large connector and four small connectors labeled J0, J1, J2, and J3.

1. Connect the large connector to the GPSC-AT card.
2. Connect the smaller J0 connector to one end of an M25A cord.
3. Connect the other end of the M25A cord to the MPDM.

NOTE

To connect the GPSC-AT card using the physical connection, do not connect the M25A cord to the MPDM. Connect the M25A cord directly to a physical port on the switch. Once you connect the cord, you have completed the physical connection process.

4. Set the MPDM switches as shown in Figure 3-5. Use the lists on the next page to make sure you set the switches correctly.

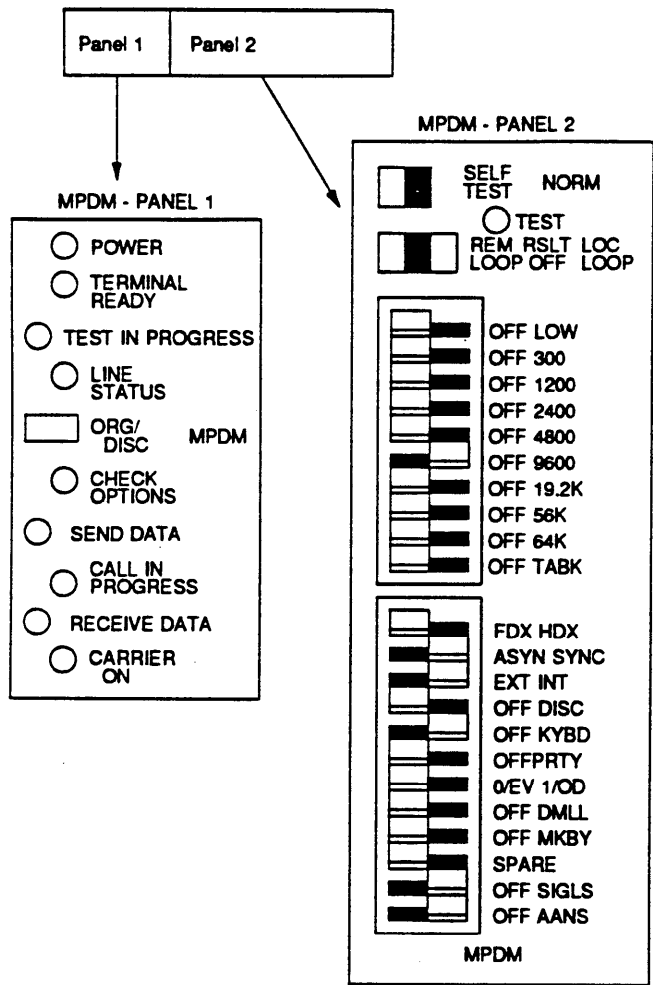


Figure 3-5. Specific MPDM Switch Settings

- Ž In Group 1 (flip switches)
 - Set Self-Test to **NORM**
 - Set Loopback to **RSLT OFF** (the center position)
 - In Group 2 (10-segment slide switch), set the baud rate to 9600 (segment 6 is **ON**, all other segments are **OFF**).
 - In Group 3 (12-segment slide switch), set the switches as follows:
 - FDX HDX to **FDX** (full duplex)
 - ASYN SYNC to **SYNC** (synchronous transmission)
 - EXT INT to **INT** (internal clocking)
 - Ž OFF DISC to **OFF** (disable disc)
 - Ž OFF KYBD to **KYBD** (enable keyboard)
 - OFF PRTY to **OFF** (disable parity)
 - Ž 0/EV 1/OD to **0EV** (even parity)
 - OFF DMLL to **OFF**
 - OFF MKBY to **OFF**
 - Ž SPARE
 - OFF SIGLS to **SIGLS** (signal loss disconnect)
 - OFF AANS to **AANS** (auto answer)
5. Connect a digital phone line from the MPDM to the digital port on the System 75 or DEFINITY G1 switch. Once you connect the digital line to the digital port, write the port number on the following line. You will need to use this port number later for the destination data module.

Port Number: _____

You have completed the GPSC-AT card connection. Proceed to Task 8, *Connect Digital Lines to the DCP Card*.

Connecting the GPSC-AT/E Card

This task describes how to cable the data line from the GPSC-AT/E card to a System 75 or DEFINITY G1 switch. If you have a GPSC-AT card, refer to the instructions under the heading *Connecting the GPSC-AT Card*. You can connect the GPST-AT/E card using two different methods, a logical connection and a physical connection. The logical method uses an MPDM between the GPSC-AT/E card and the switch. A physical connection directly connects the GPSC-AT/E card to the switch. AT&T recommends that you use the logical connection for AUDIX VPL. Notes in the instructions below explain the differences between the two methods.

Use the following instructions to connect the GPSC-AT/E to the MPDM and the switch.

1. Connect one end of an M25A cable to the GPSC-AT/E card.
2. Connect the other end of the M25A cord to the MPDM.

NOTE

To connect the GPST-AT/E card using the physical connection, do not connect the M25A cord to the MPDM. Connect the M25A cord directly to a physical port on the switch. Once you connect the cord, you have completed the physical connection process.

3. Set the MPDM switches as shown in Figure 3-5. Use the lists following Figure 3-5 to make sure you set the switches correctly.
4. Connect a digital phone line from the MPDM to the digital port on the System 75 or DEFINITY G 1 switch. Once you connect the digital line to the digital port, write the port number on the following line. You will need to use this port number later for the destination data module.

Port Number: _____

You have completed the GPSC-AT/E card connection. Proceed to Task 8, *Connect Digital Lines to the DCP Card*.

TASK 8: CONNECT DIGITAL LINES TO THE DCP CARD

Configurations 3 and 4 require Task 8 when configured with a System 75 or DEFINITY G1 switch.

This task describes how to cable the data lines from the DCP card to a connect block. You must also install wiring from the connect block to the appropriate digital port on a System 75 or DEFINITY G1 switch.

1. Connect one end of the digital phone line to the *LINE* jack on the DCP card.
2. Connect the other end of the line directly to the digital port on the System 75 or DEFINITY G1 switch.
3. Record the port number of the line connected to the DCP card.

Return to Task 8 in Chapter 2 of *AUDIX Voice Power Lodging R1.1 Installation*.

4. Software Installation

Chapter 4 contains installation instructions for AUDIX VPL R1.1 software required to integrate AUDIX VPL with a System 75 or DEFINITY G1 switch. Do not perform the tasks in this chapter until you complete the required tasks in Chapter 3 of *AUDIX Voice Power Lodging R1.1 Installation* (585-310-125). The list below shows you the tasks in each document.

AUDIX Voice Power Lodging R1.1 Installation

1. Checking the loaded software
2. Installing the UNIX Foundation Set
3. Verifying UNIX system installation
4. Creating logins
5. Installing IPC-900 software

In this chapter

6. Installing X.25 Network Interface

AUDIX Voice Power Lodging R1.1 Installation

7. Installing IVPSS R2.0
8. Installing AUDIX VP R2.1.1 software
9. Installing IVPAA R2.1 software

In this chapter

10. Installing AUDIX VP SI software

AUDIX Voice Power Lodging R1.1 Installation

11. Installing AUDIX VPL R1.1 software

In this chapter

12. Installing the AUDIX VPL SCI R1.1 software

AUDIX Voice Power Lodging R1.1 Installation

13. Installing PMS Integration R1.1 software
14. Installing AUDIX VPL Guest Interface Package software
15. Verifying the software installation
16. Confirming IVP4 card recognition
17. Setting the modem software options
18. Setting the printer software options

TASK 1: INSTALLING X.25 NETWORK INTERFACE

All configurations require Task 1.

You should have just completed either Task 4, *Creating Logins* (if you do not have an IPC-900 card), or Task 5, *Installing IPC-900 Software*, in Chapter 3 of *AUDIX Voice Power Lodging R1.1 Installation*.

The X.25 Network Interface software R1.2.1 runs on the GPSC-AT/E card. The software also runs on the GPSC-AT card with JB2 and JB3 strapped.

NOTE

If your system runs the previous version (R1.0) of X.25 NI software (for use with the GPSC-AT card, JB2 and JB3 unstrapped), this is compatible with AUDIX VPL R1.1.

1. At the Console `Login` prompt, type `root` and press (Enter) .
You see the `Password` prompt on the screen.
2. Press (Enter).
3. At the UNIX system prompt (`#`), type **`installpkg`** and press (Enter).

After you press the key, you see the following prompt.

Confirm

Please insert the floppy disk.

If the program installation requires more than one floppy disk, be sure to insert the disks in the proper order, starting with disk number 1.

After the first floppy disk, instruction will be provided for inserting the remaining floppy disks.

Strike ENTER when ready
or ESC to stop.

4. Insert diskette 1 of 2 of the X.25 R1.2.1 Network Interface software in the floppy drive and press (Enter).

When you install the diskette, the system beeps and you see the following prompt on the screen.

Reached end of medium or input.

You may remove this floppy disk.

To QUIT - strike <q> followed by <ENTER>

To continue - insert floppy disk number *x* and strike the <ENTER> key.

5. Remove diskette 1 of 2 and insert diskette 2 of 2.

6. Press (Enter).

When you install diskette 2 of 2, you see the following prompt on the screen.

ENTER THE NUMBER OF BOARDS TO BE INSTALLED (q, 1-4)

7. Type 1 and press (Enter).

You see the following prompt on the screen:

Current Board: #0

Is the shared memory range (C0000 to CFFFF) acceptable? (y/n)

8. Type **n** and press (Enter).

You see the following prompt on the screen:

Is the shared memory range (D0000 to DFFFF) acceptable? (y/n)

9. Type **n** and press (Enter).

You see the following prompt on the screen:

Is the shared memory range (80000 to 8FFFF) acceptable? (y/n)

10. Type **n** and press (Enter) .

You see the following prompt on the screen:

Is the shared memory range (90000 to 9FFFF) acceptable? (y/n)

11. Type **y** and press (Enter).

You see the following prompt on the screen:

Is the I/O address range (240 -242) acceptable? (y/n)

12. Type **y** and press (Enter).

You see the following prompt on the screen:

Is the interrupt vector (10) acceptable? (y/n)

13. Type **y** and press (Enter).

You see the following prompt on the screen:

ENTER NUMBER OF SIMULTANEOUS X.25 PROCESSES (1 - 251)

It is advisable not to choose too many because some memory is allocated for each one. Choose the number of X.25 processes that you expect to be running at the same time:

14. Type the number of processes that you expect to be running simultaneously (5 is recommended) and press (Enter).

You see the following prompt on the screen:

ENTER MAXIMUM PACKET SIZE (128, 256, 512)
or h for more information:

15. Type **128** and press (Enter) .

You see the following message on the screen:

```
Process is complete! PLEASE NOTE: On each X.25 link
the following parameters should be changed in its INIT
Table to reflect the actual packet size used on that link.
```

```
-Maximum Receive Packet Size
-Input/Output Data Packet Size
```

```
The UNIX operating system will now be rebuilt. This will
take approximately 2 minutes. Please wait.
```

NOTE

The message is an informational message. You do not need to perform any action.

When you complete the installation, you see the following message on the screen:

```
Current X.25 Configuration - 1 GPSC card:
```

Board #	LINE #	IO ADDRESS	VECTOR	64K SHARED
0	0.1		240-24F	10
90000 - 9FFFF				

```
Hit <return> when you are done copying
```

16. Copy the information from the screen to the space provided for the X.25 Network Interface software information on the Installation on Worksheet, located at the back of *AUDIX Voice Power Lodging R1.1 Installer's Checklist* (585-310-126).
17. When you finish copying the information, press (Enter) to continue.

The system rebuilds the UNIX Operating System to complete the installation and displays the following messages:

```
The UNIX Operating System is being
rebuilt it will take approximately 2 minutes. Please wait.
```

```
The UNIX kernel has been rebuilt.
```

```
Confirm
```

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

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

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

18. Remove diskette 2 of 2 from the drive.

19. Press (Enter) to begin the shutdown.

After you press (Enter), you see a prompt on the screen that instructs you to reboot the system.

20. Press the (Ctrl) (Alt) and(Del) keys simultaneously to reboot the system.

When the system completes the reboot, you see the `Console Login` prompt on the screen.

Return to Task 6 in Chapter 3 of *AUDIX Voice Power Lodging R1.1 Installation*.

TASK 2: INSTALLING AUDIX VP SWITCH INTEGRATION

Configurations 3 and 4 (AUDIX VPL coresident with AUDIX VP) require Task 2 when integrated with the switch through a DCP card. You should have just completed Task 8, *Installing IPVAA R2.1 Software* in Chapter 3 of *AUDIX Voice Power Lodging R1.1 Installation*.

1. At the UNIX system prompt (#), type **installpkg** and press (Enter).

You see the following prompt on the screen.

Confirm

Please insert the floppy disk.

If the program installation requires more than one floppy disk, be sure to insert the disks in the proper order, starting with disk number 1.

After the first floppy disk, instructions will be provided for inserting the remaining floppy disks.

Strike ENTER when ready
or ESC to stop.

2. Insert diskette 1 of 2 of AUDIX VP Switch Integration R2.1.1 in the floppy drive and press (Enter).

At the end of the installation, the system beeps and you see the following prompt on the screen:

Reached end of medium or input.

You may remove this floppy disk.

To QUIT –strike <q> followed by <ENTER>

To continue – insert floppy disk number x and strike the <ENTER> key.

3. Remove diskette 1 of 2 and insert diskette 2 of 2.
4. Press (Enter).

During the installation of diskette 2 of 2, you see the following prompt on the screen:

Please choose the release number of the System 75 to which this package is to interface:

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

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

NOTE

AUDIX VPL has not received certification on R1V1 and R1V2.

5. Enter the number corresponding to the release of the switch to which this system is integrated. (If you do not know, check the switch label located on the inside of the door panel.)

If you responded with either R1V3 or R1V4, you see the following message on the screen:

```
You have selected System 75 software version R1V3 or R1V4. Be
sure you have the updated version of this software to avoid
problems with your multi-appearance stations.
```

The system rebuilds the UNIX Operating System to complete the installation and displays the following messages:

```
The UNIX Operating System is being
rebuilt it will take approximately 2 minutes. Please wait.
```

```
The UNIX kernel has been rebuilt.
```

```
Confirm
```

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

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

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

6. Remove diskette 2 of 2 from the drive.
7. Press (Enter) to begin the shut down.
At the end of the shutdown process, you receive a prompt that tells you to reboot the system.
8. Press the (Ctrl) (Alt) and (Del) keys simultaneously to reboot the system.
When system completes the reboot, you see the Console Login prompt on the screen.
9. Continue with Task 9, *Installing AUDIX VPL R1.1 Software*, in Chapter 3 of *AUDIX Voice Power Lodging R1.1 Installation*.

TASK 3: INSTALLING AUDIX VPL SCI R1.0 SOFTWARE

All configurations integrated with a system 75/DEFINITY G1 switch require Task 3.

You should have just completed Task 9, *Installing AUDIX VPL R1.1 Software*, in Chapter 3 of *AUDIX Voice Power Lodging Installation*.

1. At the UNIX system prompt (#), type **installpkg** and press (Enter).

You see the following prompt on the screen:

Confirm

Please insert the floppy disk.

If the program installation requires more than one floppy disk, be sure to insert the disks in the proper order, starting with disk number 1.

After the first floppy disk, instructions will be provided for inserting the remaining floppy disks.

Strike ENTER when ready
or ESC to stop.

2. Insert the S75/DEFINITY Switch Communication Interface software diskette in the floppy drive and press (Enter).

You see several messages scroll on the screen that describe the installation.

When the system completes the software installation, you see the following message:

Installation of the AT&T S75/DEFINITY Switch Communication Interface R1.0 is now complete. You may remove the floppy diskette. The voice system is not presently running. Enter the "start_vs" command to start the system.

The installation of the AT&T S75/DEFINITY Switch Communication Interface R1.0 is now complete.

NOTE

Do not start the voice system. Continue with the instructions.

3. Remove the S75/DEFINITY G1 SCI R1.0 diskette.
4. Select one of the options below and continue with the installation.
 - If you need to install AUDIX VPL PMS Integration software, continue with Task 10 in Chapter 3 of *AUDIX Voice Power Lodging R1.1 Installation*.
 - Ž If you do not need to install PMS but you do need to install either of the AUDIX VPL Guest Language Packages, continue with Task 11 in Chapter 3 of *AUDIX Voice Power Lodging R1.1 Installation*.
 - If you do not need to install PMS or the Guest packages, continue with Task 12 in Chapter 3 of *AUDIX Voice Power Lodging R1.1 Installation*.

ASSOCIATING APPLICATION WITH SWITCH

You should have just completed Tasks 1 through 4 in Chapter 5, *Initial Administration*, of *AUDIX Voice Power Lodging R1.1 Installation*. Do not perform this task until you complete the installation document tasks. If you are performing an upgrade, you should have completed Task 8 or Task 9 in Appendix A, *Upgrades*, in *AUDIX Voice Power Lodging R1.1 Installation*.

Use the following instructions to associate AUDIX VPL with the switch integration package.

1. At the IVPSS R2.0 menu, select Voice System Administration and press (Enter).
After you press (Enter), you see the VOICE SYSTEM ADMINISTRATION menu.
2. Select Application Package Administration
3. Select Application/Switch Integration Association
4. Press (CHG-KEYS) (F8), then (ASSIGN) (F3).

After you press the keys, you see the ASSIGN APPLICATION TO SWITCH INTEGRATION screen as shown in the following example.

Assign Application to Switch Integration
Application Package:
Switch Integration Package:

5. Press (CHOICES) (F2).
6. Select AUDIX Voice Power Lodging Application Software R1.1
7. Use the arrow keys to move the cursor down to Switch Integration Package.
8. Press (CHOICES) (F2).
9. Select AT&T S75/DEFINITY Switch Communication Interface R1.0
10. Press (SAVE) (F3).
After you press the key, you see the confirmation window.
11. Enter **y** to confirm the association and exit the confirmation window.
12. Press (CANCEL) (F6) three times to exit the ASSIGN APPLICATION TO SWITCH INTEGEATION window and return to the IVPSS R2.0 menu.

You have completed the association process.

- To continue with a new installation, return to Task 5 in Chapter 5, *Initial Administration*, of *AUDIX Voice Power Lodging R1.1 Installation*.
- To continue with an upgrade, return to Task 10 in Appendix A, *Upgrades*, of *AUDIX Voice Power Lodging R1.1 Installation*.

5. System 75 Switch Administration

Do not complete the tasks in this chapter until instructed by *AUDIX Voice Power Lodging R1.1 Installation*.

Chapter 5 contains instructions for administering a System 75 switch to work with AUDIX Voice Power Lodging (VPL) R1.1. If you have a DEFINITY G1 switch, refer to Chapter 6, *DEFINITY G1 Switch Administration*, for instructions. If you have another type of switch, refer to the documentation provided with that switch or the switch integration package for more information.

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

Before you begin the administration, you need to plan the process. You must determine your configuration, select different options, and create hunt groups and call coverage paths. To plan the switch integration, refer to Chapter 2, *Switch Integration Planning Guide*. Chapter 2 contains worksheets and instructions you can use to plan and record your switch integration. After you complete the worksheets and return to this chapter, use the worksheets as you plan, track, and log the switch setup.

The front of this chapter contains an *Experienced User Quick Reference*. The quick reference represents a high level checklist-style summary intended for the experienced user. After reviewing the quick reference, continue with the detailed procedures in the remainder of the chapter.

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

- Assign a data module for the processor interface
- Assign a data module for the MPDM
- Assign a processor channel
- Create a communication interface link
- Administer the hunt group
- Assign hunt group members

Experienced User Quick Reference



- ☐ **Task 1: Assign Data Modules**
pages 5-3 to 5-6
 - ☐ Task 1A: Log in
 - ☐ Task 1B: Assign a Data Module for the Processor Interface
 - ☐ Task 1C: Assign a Data Module for the MPDM
 - ☐ **Task 2: Assign a Processor Channel**
pages 5-7 to 5-8
 - ☐ **Task 3: Create a Communication Interface Link**
pages 5-9 to 5-11
 - ☐ **Task 4: Administer the Hunt Group**
pages 5-12 to 5-13
 - ☐ **Task 5: Assign Hunt Group Members**
pages 5-14 to 5-15
-

TASK 1: ASSIGN DATA MODULES

In the first step of integrating the System 75 switch to AUDIX VPL, you assign data modules for the Processor Interface and for the Modular Processor Data Module (MPDM). The Processor Interface, located on the switch, serves as the connecting point for the cable that connects the switch to the MPDM and eventually to AUDIX VPL. The MPDM serves as a link between the switch and AUDIX VPL. *Data modules* provide an interface between the digital switch, Data Terminal Equipment (DTE), and Data Communications Equipment (DCE). In this case, the MPDM and Processor Interface card serve as DTEs.

You can connect components using two different methods, the logical port connection and the physical port connection. The logical port connection uses an MPDM between the switch and the AUDIX VPL computer. The physical port allows you to directly connect the switch to the AUDIX VPL computer.

AT&T recommends that you use the logical port connection. For most applications, you must use the physical port on the switch for other connections, such as to Station Message Detail Recording (SMDR) for toll accounting. Since AT&T recommends the logical port connection, the instructions in this chapter explain the logical port connection. Differences between the logical port and the physical port connections are noted in the text. If you do connect through the physical port, read the notes and complete the process.

Task 1A: Log In

1. At the `login` prompt enter `inads` or `craft` to log in to the switch system administration terminal.
2. After you enter the login ID, enter the correct password.
3. When you see the `Terminal Type` prompt at the bottom of the screen, enter your terminal type.

You should now see a copyright screen on your monitor. At the bottom of the screen, you see the prompt `enter command.` Continue to the next page.

Task 1 B: Assign a Data Module for the Processor Interface

Use the instructions in this section to assign a data module to the processor interface. If you need to connect through the physical port, carefully read the notes in this section. When you completed worksheet A in Chapter 2, you selected two extension numbers, one for the processor interface card and one for the MPDM. You use the extension numbers several times in this chapter. As you perform the procedures, refer to worksheet A to help you correctly enter the required information. If you connect through a physical port, use only the extension number you selected for the processor interface and entered on worksheet A.

1. At the enter command prompt, enter **add data-module XXXX**.

NOTE

XXXX represents the extension number you selected for the processor interface and entered on worksheet A. Enter the number you selected instead of XXXX.

After you enter the command, you see the DATA MODULE screen as shown in the example on the next page. The cursor appears in the Type field. Type sample screen uses “4444” as a processor interface extension number.

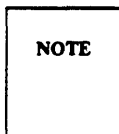
DATA MODULE			
Data Extension: <u>4444</u>	Type: <u>interface</u>	Physical Channel: <u>02</u>	
Name: <u>386audix</u>	COS: <u>1</u>	COR: <u>1</u>	
ABBREVIATED DIALING List 1: _____			
HOTLINE DESTINATION Abbreviated Dialing Dist. Code (From above list): _____			
ASSIGNED MEMBERS (Stations with a data extension button for this data module)			
Ext	Name	Ext	Name
1: _____	_____	3: _____	_____
2: _____	_____	4: _____	_____

2. Enter **interface** in the Type field.

By entering **interface**, the switch uses the data port as an interface to AUDIX VPL.

3. Enter **02** in the Physical Channel field.

The number represents the 2 digit circuit number of the processor interface port, also known as the interface link.



For a physical connection, enter **1** in the field.

4. Enter **386audix** in the Name field.

The field tells the switch that AUDIX VPL is the system associated with the data channel.

- 5 Press (Enter) to enter the information into the system and return to the **enter** command prompt.

Task 1C: Assign a Data Module for the MPDM

Use the following instructions to assign a data module to the MPDM. You must assign the number if you are connecting through a logical port. If you are connecting through a physical port, skip this procedure and proceed to Task 2, *Assign a Processor Channel*.

1. At the enter command prompt, enter **add data-module XXXX**

NOTE

XXXX represents the extension number you selected for the MPDM and entered on worksheet A. Enter the number that you selected instead of XXXX.

After you enter the command, you see the DATA MODULE screen as shown below. The cursor appears in the TYPE field. The sample screen uses "4446" as an MPDM extension number.

DATA MODULE			
Data Extension:	<u>4446</u>	Type:	<u>pdm</u>
Name:	<u>386audix</u>	COS:	<u>1</u>
Physical Channel:	<u>AO605</u>	COR:	<u>1</u>
Connected to:	<u>dte</u>	Remote Loop Around Test?	<u>n</u>
ABBREVIATED DIALING			
List 1: _____			
HOTLINE DESTINATION			
Abbreviated Dialing Dist. Code (From above list): _____			
ASSIGNED MEMBERS (Stations with a data extension button for this data module)			
Ext	Name	Ext	Name
1:	_____	3:	_____
2:	_____	4:	_____

2. Enter **pdm** in the Type field.
The field informs the switch to use the data port as an interface between the switch and the MPDM.
3. Enter the physical channel number in the Physical Channel field.
Physical Channel indicates the port location for the digital line connection.
4. Enter **386audix** in the Name field.
The field tells the switch that AUDIX VPL is the system associated with the data channel.
5. Enter **dte** in the Connected to field.
By entering **dte**, you specify that the data module connects to DTE, the MPDM.
6. In the Remote Loop Around Test field, enter **n**
You enter **n** to tell the system *not* to support a loop-back test at the EIA interface.
7. Press (Enter) to enter the information into the system and return to the enter command prompt.

TASK 2: ASSIGN A PROCESSOR CHANNEL

After assigning the data modules, you need to assign a processor channel for the AUDIX VPL connection. AUDIX VPL requires processor channel 59 for the connection. To assign channel 59 for AUDIX VPL, follow the instructions below.

1. At the command prompt, enter **change communication-interface processor-channels**.
2. Press (F7) to move the screen down until you see Processor Channel 59 on the screen. You must set channel number 59 for the X.25 link. AUDIX VPL recognizes and uses channel 59.

To move the cursor to channel 59, press .

You should see the **PROCESSOR CHANNEL ASSIGNMENT** screen as shown in the following example.

Page 4 of 4

PROCESSOR CHANNEL ASSIGNMENT						
Proc Chan	Interface Link	Chan	Priority	Remote Proc Chan	Appl.	MACHINE ID
49:	—	—	—	—	—	—
50:	—	—	—	—	—	—
51:	—	—	—	—	—	—
52:	—	—	—	—	—	—
53:	—	—	—	—	—	—
54:	—	—	—	—	—	—
55:	—	—	—	—	—	—
56:	—	—	—	—	—	—
57:	—	—	—	—	—	—
58:	—	—	—	—	—	—
59:	2	1	h	59	audix	2
60:	—	—	—	—	—	—
61:	—	—	—	—	—	—
62:	—	—	—	—	—	—
63:	—	—	—	—	—	—
64:	—	—	—	—	—	—

3. Enter **2** in the Interface Link field.

If you connect through a physical port, enter **1**

The interface link field identifies the interface link/channel pair used to establish a connection to AUDIX VPL. The number must match the number you assigned to the physical channel on the processor channel data module form.

NOTE

You must place the same value in the Interface Link field and the Machine ID field.

4. Enter **1** in the Interface Chan field.

If you connect through a physical port, also enter **1**

The Interface Channel number combined with the Interface Link number identifies the link/channel pair associated with the local processor channel. An association of the interface link and the interface channel establishes a network channel to AUDIX VPL.

5. Enter **h** in the Priority field.

The value h indicates that you want the channel to have a high priority. AUDIX VLP requires a high-priority channel.

6. Enter **59** in the Remote Proc Chan (Remote Processor Channel) field.

The Remote Processor Channel indicates the remote switch processor channel that connects to the local processor channel. You must use **59** with AUDIX VPL.

7. Enter **audix** in the Appl. (Application) field.

The field tells the switch the type of application connected to the processor channel.

8. Enter **2** in the Machine ID field.

If you connect through a physical port, enter **1**

NOTE

Check the screen and make sure you entered the same value in the Interface Link field and the Machine ID field.

9. Press (Enter) to enter the information into the system and return to the enter command prompt.

TASK 3: CREATE A COMMUNICATION INTERFACE LINK

In the next switch administration process, you create an *interface link* to provide an interface between the switch and AUDIX Voice Power Lodging. A logical port connection uses link 2. A physical port connection uses link 1 to communicate with the AUDIX VPL computer. This chapter provides instructions for creating a logical link using Link 2 for AUDIX VPL.

To simplify the instructions, the logical port and physical port connection processes are divided under two headings. *Do not perform both sets of instructions.*

Before you proceed, make sure you completed worksheet B in Chapter 2. On lines 1 and 2 of the worksheet, you wrote the extensions you assigned to the processor interface and the MPDM. Physical port connections do not require an MPDM extension.

After checking worksheet B, continue with the instructions under the appropriate heading on the next few pages.

Creating a Logical Interface Link

Use the following instructions to create a logical port interface link. *Do not* complete these instructions if you need to create a physical port link. If you need to create a physical port link, refer to the instructions under the heading *Creating a Physical Interface Link*.

1. At the enter command prompt, enter **change communication-interface links**

After you enter the command, you see the **INTERFACE LINKS** screen as shown in the example on the next page.

INTERFACE LINKS

Link	Enabled	Establish Connection	Interface Extension	Destination Number	DTE/DCE	Identification
1:	<u>n</u>	<u>n</u>	<u> </u>	<u> </u>	<u> </u>	<u> </u>
-->2:	<u>y</u>	<u>y</u>	<u>4444</u>	<u>4446</u>	<u>DCE</u>	<u>386audix</u>
3:	<u>n</u>	<u>n</u>	<u> </u>	<u> </u>	<u> </u>	<u> </u>
4:	<u>n</u>	<u>n</u>	<u> </u>	<u> </u>	<u> </u>	<u> </u>

Link 1 (eia) Connected to: DTE Clocking: internal

2. Find the **Link** column, row number 2, highlighted by the arrow in the example.

Link 2 was assigned in the **Physical Port** field of the processor interface data module. If you assigned a different **Physical Port** number, use that number as the link number.

3. In the `Enabled` column for row number 2, enter **Y**

The value `y` enables or activates the link. You can only enable the link if you have administered a corresponding Processor Interface Data Module.

4. In the `Establish connection` field, enter **Y**

`y` indicates that the switch participates in the call setup for the link between the switch and AUDIX VPL

5. At the `Interface Extension` field enter, the extension number you assigned to the processor interface. Refer to worksheet B, line 1, if you do not remember the number.

In the example above, "4444" was assigned as the processor interface extension.

6. In the `Destination Number` field, enter the number you assigned to the MPDM. Refer to line 2 on worksheet B if you do not remember the number.

In the example above, "4446" was assigned as the MPDM extension.

7. Enter **DCE** in the `DCE/DTE` field.

You enter `DCE` to define the type of interface.

8. Enter **386audix** in the `identification` field.

9. Press (Enter) to enter the information into the system and return to the `enter` command prompt.

Proceed to Task 4, *Administer the Hunt Group*.

Creating a Physical Interface Link

Use the following g instructions to create a physical port interface link. *Do not* complete these instructions if you need to create a logical port link or if you have already created a logical port link. If you need to create a logical port link, refer to the instructions under the heading *Creating a Logical Interface Link*.

After you enter the command, you see the INTERFACE LINKS screen as shown in the following example.

INTERFACE LINKS

Link	Enabled	Establish Connection	Interface Extension	Destination Number	DTE/DCE	Identification
-->1:	<u>y</u>	<u>y</u>	<u>4444</u>	<u>eia</u>	<u>DCE</u>	<u>386audix</u>
2:	<u>n</u>	<u>n</u>	<u> </u>	<u> </u>	<u> </u>	<u> </u>
3:	<u>n</u>	<u>n</u>	<u> </u>	<u> </u>	<u> </u>	<u> </u>
4:	<u>n</u>	<u>n</u>	<u> </u>	<u> </u>	<u> </u>	<u> </u>

Link 1 [eia] Connected to: DTE Clocking: internal

- Find the Link column, row number1, highlighted by the arrow in the example.

You must use Link 1 if you use a physical port connection.

3. In the **Enabled** column for row number 1, enter **Y**

The value **y** enables or activates the link. You can only enable the link if you have administered a corresponding Processor Interface Data Module.

4. In the **Establish Connection** field, enter **Y**

y indicates that the switch participates in the call setup required for the link between the switch and AUDIX VPL.

5. At the **Interface Extension** field enter the extension number you assigned to the processor interface. Refer to line 1 on worksheet B if you do not remember the number.

In the example above, "4444" was assigned as the processor interface extension.

6. Enter **DCE** in the **DCE/DTE** field.

You enter **DCE** to define the type of interface.

7. Enter **386audix** in the identification field.

8. Press (Enter) to enter the information into the system and return to the **enter** command prompt.

Proceed to Task 4, *Administer the Hunt Group*.

TASK 4: ADMINISTER THE HUNT GROUP

Guests need a central number, called the *Hunt Group* number, to call and retrieve messages or use the other functions of the AUDIX VPL system. Attendants need a hunt group of their own to assist guests who use AUDIX VPL. Hunt groups combine groups of channels under one extension number and basically have two purposes:

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

Hunt groups work together with *coverage paths*. Coverage paths tell the switch what to do when circumstances arise where the switch cannot follow the normal path. A coverage path directs the switch to transfer unanswered or busy calls to a hunt group, a service, or another extension.

For example, a hotel has a front desk number of 0. Two guests dial zero at the same time to request more towels. 0 is actually a hunt group for the front desk station. When the switch sees two calls directed at station 0, the switch sends one of the calls to channel 1001. The switch then looks for another open channel assigned to hunt group 0. The switch finds channel 1002 and sends the second call to channel 1002. An attendant answers both calls and places the second caller on hold. When the attendant finishes with caller 1, he or she takes care of caller 2.

Your system probably already contains hunt groups and coverage paths. The information in this section explains how you set up a hunt group for AUDIX VPL. Remember that the hunt group numbers used in the documentation examples only represent example numbers. You do not have to use the same numbers to set up your switch. Before you use your own numbers, though, follow the instructions and complete worksheet C in Chapter 2, *Switch Integration Planning Guide*.

When you completed worksheet C in Chapter 2, you selected hunt group numbers. As you complete the instructions in this chapter, use the information you recorded on the worksheets. If you have not completed worksheet C in Chapter 2, turn to Chapter 2 and complete the instructions.

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

To administer the hunt group, use the following instructions.

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

NOTE

X represents the number you chose to use as the hunt group number and entered on worksheet C. Enter the hunt group number from worksheet C instead of X. The sample screen below uses group number 2 as the hunt group number.

After you enter the command, you see the HUNT GROUP screen as shown below.

Page 1 of 5

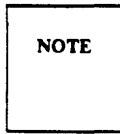
• HUNT GROUP

Group Number:	<u>2</u>	Group Extension:	<u>1234</u>	Group Type:	<u>ucd</u>
Group Name:	<u>386audix</u>	Coverage Path:	<u> </u>	COR:	<u>1</u>
Security Code:	<u> </u>	Message Center:	<u>audix</u>	ACD?	<u>n</u>
Queue?	<u>y</u>	Night Service Destination:	<u> </u>		

Queue Length:	<u>5</u>		
Calls Warning Threshold:	<u> </u>	Calls Warning Port:	<u> </u>
Times Warning Threshold:	<u> </u>	Times Warning Port:	<u> </u>

First Announcement Extension:	<u> </u>	First Announcement Delay (sec):	<u> </u>
-------------------------------	---------------	---------------------------------	---------------

3. Enter XXXX in the Group Extension field.



XXXX represents the number you chose as the hunt group extension and entered on worksheet C. Enter the hunt group extension from worksheet C instead of XXXX. The sample screen uses 1234 for the hunt group extension.

4. Enter **ucd** in the Group Type field.

ucd identifies the hunt group as having Uniformed Callers Distribution.

5. Enter **386audix** in the Group Name field.

You enter **386audix** to uniquely name and identify the hunt group as the AUDIX VPL hunt group.

6. Press (Return) and move the cursor past the Coverage Path field. Leave the field blank.

7. Enter 1 in the COR (class of Restriction) field.

You set up COR 1 during the Cut-to-Service process.

8. Enter **audix** in the Message Center field.

The field identifies the type of message center that the hunt group accesses. You must enter **audix** in the field.

For each hunt group you create, you must assign member extensions to the group. You can assign up to a maximum of 24 member extensions for each hunt group, depending on your system configuration. In Chapter 2, you completed worksheet D, Hunt Group Member Extensions. As you continue with the instructions, refer to worksheet D to assist you in entering all of your required member extensions.

9. Press (F7) to page down and access the **GROUP MEMBER ASSIGNMENTS** screen. When you press (F7) you see the screen shown on the next page.

HUNT GROUP

Group Number: 2Group Extension: 1234

GROUP MEMBER ASSIGNMENTS

Ext	Name	Ext	Name
1: <u>5103</u>		14: _____	
2: <u>5104</u>		15: _____	
3: <u>5105</u>		16: _____	
4: <u>5106</u>		17: _____	
5: _____		18: _____	
6: _____		19: _____	
7: _____		20: _____	
8: _____		21: _____	
9: _____		22: _____	
10: _____		23: _____	
11: _____		24: _____	
12: _____		25: _____	
13: _____		26: _____	

10. Enter a hunt group member channel.
You cannot enter a name for the channel in the Name field. The field is display only.
11. Repeat step 4 until you finish entering channels.
Use worksheet D in Chapter 2 to make sure you enter all of the channels you need.
12. When you finish entering channels, press (Enter) to enter the information into the system and return to the enter command prompt.

(OPTIONAL) TASK 5: ADMINISTER DO-NOT-DISTURB

You can administer the Do-Not-Disturb feature to send a call immediately to AUDIX VPL instead of ringing in a guest's room. To administer the Do-Not-Disturb feature, use the following the instructions.

1. At the command prompt, enter **change system-parameters features**
2. Press (Page) to move the screen down until you see Page 3 of 3 at the top, right corner of the screen.
3. Press  and move the cursor to the Controlled termination restriction (Do Not Disturb) field.
4. Enter **coverage** in the field.
5. Press (Enter) to save your changes and return to the enter command prompt.

Return to Chapter 5, *Initial Administration*, in *AUDIX Voice Power Lodging R1.1 Installation* and continue with the instructions in that document.

6. DEFINITY G1 Switch Administration

Do not complete the tasks in this chapter until instructed by *AUDIX Voice Power Lodging R1.1 Installation* (585-310-125).

Chapter 6 contains instructions for administering a DEFINITY G1 switch to work with AUDIX Voice Power Lodging (VPL) R1.1. If you have a System 75 switch, refer to Chapter 5, *System 75 Switch Administration*, for instructions. If you have another type of switch, refer to the documentation provided with that switch or the switch integration package for more information.

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

Before you begin the administration, you need to plan the process. You must determine your configuration, select different options, and create hunt groups and call coverage paths. To plan the switch integration, refer to Chapter 2, *Switch Integration Planning Guide*. Chapter 2 contains worksheets and instructions you can use to plan and record your switch integration. After you complete the worksheets and return to this chapter, you use the worksheets as you plan, track, and log the switch setup.

The front of this chapter contains an *Experienced User Quick Reference*. The quick reference represents a high level checklist intended for the experienced user. After reviewing the quick reference, continue with the detailed procedures in the remainder of the chapter.

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

- Assign a data module for the processor interface
- Assign a data module for the MPDM
- Assign a processor channel
- Create a communication interface link
- Ž Administer the hunt group
- Assign hunt group members

Experienced User Quick Reference



☐ **Task 1: Assign Data Modules**

pages 5-3 to 5-6

- ☐ Task 1A: Log In
- ☐ Task 1B: Assign a Data Module for the Processor Interface
- ☐ Task 1C: Assign a Data Module for the MPDM

☐ **Task 2: Assign a Processor Channel**

pages 5-7 to 5-8

☐ **Task 3: Create a Communication Interface Link**

pages 5-9 to 5-11

☐ **Task 4: Administer the Hunt Group**

pages 5-12 to 5-13

☐ **Task 5: Assign Hunt Group Members**

pages 5-14 to 5-15

TASK 1: ASSIGN DATA MODULES

In the first step of integrating the DEFINITY G1 switch to AUDIX VPL, you assign data modules for the Processor Interface and for the Modular Processor Data Module (MPDM). The Processor Interface, located on the switch, serves as the connecting point for the cable that connects the switch to the MPDM and eventually to AUDIX VPL. The MPDM serves as a link between the switch and AUDIX VPL. *Data modules* provide an interface between the digital switch, Data Terminal Equipment (DTE), and Data Communications Equipment (DCE). In this case, the MPDM and Processor Interface serve as DTEs.

You can connect components using two different methods, the logical port connection and the physical port connection. The logical port connection uses an MPDM between the switch and the AUDIX VPL computer. The physical port allows you to directly connect the switch to the AUDIX VPL computer.

AT&T recommends that you use the logical port connection. For most applications, you must use the physical port on the switch for other connections, such as to Station Message Detail Recording (SMDR) for toll accounting purposes. Since AT&T recommends the logical port connection, the instructions in this chapter explain the logical port connection. Differences between the logical port and the physical port connections are noted in the text. If you do connect through the physical port, read the notes and complete the process.

Task 1A: Log In

1. At the login prompt, enter **inads** or **craft** to log in to the switch system administration terminal.
2. After you enter the login ID, enter the correct password.
3. When you see the **Terminal Type** prompt at the bottom of the screen, enter your terminal type.

You should now see a copyright screen on your monitor. At the bottom of the screen, you see the prompt enter command. Continue to the next page.

Task 1 B: Assign a Data Module for the Processor Interface

Use the instructions in this section to assign a data module to the processor interface. If you need to connect through the physical port, carefully read the notes in this section. When you completed worksheet A in Chapter 2, you selected two extension numbers, one for the processor interface and one for the MPDM. You use the extension numbers several times in this chapter. As you perform the procedures, refer to worksheet A to help you correctly enter the required information. If you connect through a physical port, use only the extension number you selected for the processor interface and entered on worksheet A.

1. At the `enter` command prompt, enter **add data-module XXXX**

NOTE

XXXX represents the extension number you selected for the processor interface and entered on worksheet A. Enter the number you selected instead of XXXX.

After you enter the command, you see the `DATA MODULE` screen as shown in the example on the next page. The cursor appears in the `Type` field. The sample screen uses "4444" as a processor interface data extension.

DATA MODULE			
Data Extension: <u>4444</u>	Type: <u>procr_intf</u>	Port: <u>02</u>	
Name: <u>386audix</u>	COS: <u>1</u>	COR: <u>1</u>	
Maintenance Extension: <u>4445</u>			
ABBREVIATED DIALING			
List 1: _____			
HOTLINE DESTINATION			
Abbreviated Dialing Dist. Code (From above list): _____			
ASSIGNED MEMBERS (Stations with a data extension button for this data module)			
Ext	Name	Ext	Name
1: _____	_____	3: _____	_____
2: _____	_____	4: _____	_____

2. Enter **procr_intf** in the Type field.

By specifying **procr_intf** the switch uses the data port as an interface to AUDIX VPL.

3. Enter 02 in the Port field.

The number represents the 2-digit circuit number of the processor interface port, also known as the interface link.

NOTE

For a physical connection, enter **1** in the field.

4. Enter **386audix** in the Name field.

The field tells the switch that AUDIX VPL is the system associated with the data channel.

5. Enter an extension in the Maintenance Extension field.

Select an unused extension to enter in the field.

6. Press (Enter) to enter the information into the system and return to the **enter** command prompt.

Task 1 C: Assign a Data Module for the MPDM

Use the following instructions to assign a data module to the MPDM. You must assign the number if you are connecting through a logical port. If you are connecting through a physical port, skip this procedure and proceed to Task 2, *Assign a Processor Channel*.

1. At the enter command prompt, enter **add data-module XXXX**

NOTE

XXXX represents the extension number you selected for the MPDM and entered on worksheet A. Enter the number that you selected instead of XXXX.

After you enter the command, you see the DATA MODULE screen as shown below. The cursor appears in the Type field. The sample screen uses “4446” as an MPDM extension number.

DATA MODULE			
Data Extension:	<u>4446</u>	Type:	<u>pdm</u>
Name:	<u>386audix</u>	COS:	<u> </u>
Port:	<u>1A0105</u>	COR:	<u>1</u>
Connected to:	<u>dte</u>	Remote Loop Around Test?	<u>n</u>
ABBREVIATED DIALING			
List 1: <u> </u>			
HOTLINE DESTINATION			
Abbreviated Dialing Dist. Code (From above list): <u> </u>			
ASSIGNED MEMBERS (Stations with a data extension button for this data module)			
Ext	Name	Ext	Name
1:	<u> </u>	3:	<u> </u>
2:	<u> </u>	4:	<u> </u>

2. Enter `pdm` in the `Type` field.
The field informs the switch to use the data port as an interface between the switch and the MPDM.
3. Enter the physical channel number in the `Physical Channel` field.
`Physical Channel` indicates the port location for the digital line connection.
4. Enter **386audix** in the `Name` field.
The field tells the switch that AUDIX VPL is the system associated with the data channel.
5. Enter **dte** in the `Connected to` field.
By entering `dte` you specify that the data module connects to Data Terminal Equipment (DTE), the MPDM.
6. In the `Remote Loop Around Test` field, enter **n**
You enter `n` to tell the system *not* to support a loop-back test at the EIA interface.
7. Press (Enter) to enter the information into the system and return to the `enter command` line at the bottom of the screen.

TASK 2: ASSIGN A PROCESSOR CHANNEL

After assigning the data modules, you need to assign a processor channel for the AUDIX VPL connection. AUDIX VPL requires processor channel 59 for the connection. To assign channel 59 for AUDIX VPL, follow the instructions below.

1. At the command prompt, **enter change communication-interface processor-channels**
2. Press (Page) to move the screen down until you see Processor Channel 59 on the screen. You must set channel number 59 for the X.25 link. AUDIX VPL recognizes and uses channel 59.

To move the cursor to channel 59, press .

Page 4 of 4

PROCESSOR CHANNEL ASSIGNMENT						
Proc Chan	Appl.	Interface		Priority	Remote Proc Chan	Machine-ID
		Link	Chan			
52:	_____	___	___	___	___	___
53:	_____	___	___	___	___	___
54:	_____	___	___	___	___	___
55:	_____	___	___	___	___	___
56:	_____	___	___	___	___	___
57:	_____	___	___	___	___	___
58:	_____	___	___	___	___	___
59:	<u>audix</u>	<u>2</u>	<u>1</u>	<u>h</u>	<u>59</u>	<u>2</u>
60:	_____	___	___	___	___	___
61:	_____	___	___	___	___	___

3. Enter **audix** in the Appl.(Application) field.

The field tells the switch the type of application connected to the processor channel.

4. Enter **2** in the Interface Link field.

If you connect through a physical port, enter **1**

The interface link field identifies the interface link/channel pair used to establish a connection to AUDIX VPL. The number must match the number you assigned to the physical channel on the processor channel data module form.

NOTE

You must place the same value in the Interface Link field and the Machine ID field.

5. Enter **1** in the Interface Chan field.

If you connect through a physical port, you also enter **1**

The Interface Channel number combined with the Interface Link number identifies the link/channel pair associated with the local processor channel. An association of the interface link and the interface channel establishes a network to AUDIX VPL.

6. Enter **h** in the Priority field.

The value **h** indicates that you want the channel to have a high priority. AUDIX VPL requires a high priority channel.

7. Enter **59** in the Remote Proc Chan (Remote Processor Channel) field.

The Remote Processor Channel indicates the remote switch processor channel that connects to the local processor channel. You must use **59** with AUDIX VPL.

8. Enter **2** in the MACHINE ID field.

If you connect through a physical port, enter **1**

NOTE

Check the screen and make sure you entered the same value in the Interface Link field and the Machine ID field.

9. Press (Enter) to enter the information into the system and return to the enter command prompt.

TASK 3: CREATE A COMMUNICATION INTERFACE LINK

In the next switch administration process, you create an *interface link* between the switch and AUDIX VPL. A logical port connection can use link 2. A physical port connection uses link 1 to communicate with the AUDIX VPL computer.

To simplify the instructions, the logical port and physical port connection processes are divided under two headings. *Do not perform both sets of instructions.*

Before you proceed, make sure you completed worksheet B in Chapter 2. On lines 1 and 2 of the worksheet you wrote the extensions you assigned to the processor interface and the MPDM. Physical port connections do not require an MPDM extension.

After checking worksheet B, continue with the instructions under the appropriate heading on the next few pages.

Creating a Logical Interface Link

Use the following instructions to create a logical port interface link. *Do not* complete these instructions if you need to create a physical port link. If you need to create a physical port link, refer to the instructions under the heading *Creating a Physical Interface Link*.

1. At the enter command prompt, enter **change communication-interface links**

After you enter the command, you see the **INTERFACE LINKS** screen as shown in the following example.

INTERFACE LINKS								
Page 1 of 1								
Link	Enable	Est Conn	PI Ext	Prot	Destination Digits	Brd	DTE/ DCE	Identification
1:	<u>n</u>	-	-	<u>BX.25</u>	-	-	<u>DTE</u>	-
→2:	<u>y</u>	<u>y</u>	<u>4444</u>	<u>BX.25</u>	<u>4446</u>	-	<u>DCE</u>	<u>386audix</u>
3:	<u>n</u>	-	-	<u>BX.25</u>	-	-	<u>DTE</u>	-
4:	<u>n</u>	-	-	<u>BX.25</u>	-	-	<u>DTE</u>	-
5:	<u>n</u>	-	-	<u>BX.25</u>	-	-	<u>DTE</u>	-
6:	<u>n</u>	-	-	<u>BX.25</u>	-	-	<u>DTE</u>	-
7:	<u>n</u>	-	-	<u>BX.25</u>	-	-	<u>DTE</u>	-
8:	<u>n</u>	-	-	<u>BX.25</u>	-	-	<u>DTE</u>	-

2. Find the **Link** column, row number 2, highlighted by the arrow in the example.

Link 2 was assigned in the Physical Port field of the processor interface data module.

3. In the **Enabled** column for row number 2, enter **Y**

The value **Y** enables or activates the link. You can only enable the link if you have administered a corresponding Processor Interface Data Module.

4. In the **Est Conn** field, enter **Y**

Y indicates that the switch participates in the call setup required for the link between the switch and AUDIX VPL.

5. At the **PI** field, enter the extension number you assigned to the processor interface. Refer to line 1 on worksheet B if you do not remember the number.

In the example above, "4444" was assigned as the processor interface extension.

6. In the **Destination Digits** field, enter the number you assigned to the MPDM. Refer to line 2 on worksheet B if you do not remember the number.

In the example above, "4446" was assigned as the MPDM extension.

7. Enter **DCE** in the **DCE/DTE** field.

You enter **DCE** (Data Communication Equipment) to define the type of interface.

8. Enter **386audix** in the **Identification** field.

9. Press (Enter) to enter the information into the system and return to the **enter** command prompt.

Proceed to Task 4, *Administer the Hunt Group*.

Creating a Physical Interface Link

Use the following instructions to create a physical port interface link. *Do not* complete these instructions if you need to create a logical port link or if you already have created a logical port link. If you need to create a logical port link, refer to the instructions under the heading *Creating a Logical Interface Link*.

1. At the enter command prompt, enter **change communication-interface links**

After you enter the command, you see the INTERFACE LINKS screen as shown in the following example.

INTERFACE LINKS								
Page 1 of 1								
Link	Enable	Est Conn	PI Ext	Prot	Destination Digits	Brd	DTE/ DCE	Identification
-->1:	<u>y</u>	<u>y</u>	<u>4444</u>	<u>BX.25</u>	<u> </u>	<u> </u>	<u>DCE</u>	<u>386audix</u>
2:	<u>n</u>	<u>-</u>	<u> </u>	<u>BX.25</u>	<u> </u>	<u> </u>	<u>DTE</u>	<u> </u>
3:	<u>n</u>	<u>-</u>	<u> </u>	<u>BX.25</u>	<u> </u>	<u> </u>	<u>DTE</u>	<u> </u>
4:	<u>n</u>	<u>-</u>	<u> </u>	<u>BX.25</u>	<u> </u>	<u> </u>	<u>DTE</u>	<u> </u>
5:	<u>n</u>	<u>-</u>	<u> </u>	<u>BX.25</u>	<u> </u>	<u> </u>	<u>DTE</u>	<u> </u>
6:	<u>n</u>	<u>-</u>	<u> </u>	<u>BX.25</u>	<u> </u>	<u> </u>	<u>DTE</u>	<u> </u>
7:	<u>n</u>	<u>-</u>	<u> </u>	<u>BX.25</u>	<u> </u>	<u> </u>	<u>DTE</u>	<u> </u>
8:	<u>n</u>	<u>-</u>	<u> </u>	<u>BX.25</u>	<u> </u>	<u> </u>	<u>DTE</u>	<u> </u>

2. Find the Link column, row number 1, highlighted by the arrow in the example.

You must use Link 1 if you use a physical port connection.

3. In the `Enabled` column for row number 1, enter Y

The value y enables or activates the link. You can only enable the link if you have administered a corresponding Processor Interface Data Module.

4. In the `Est Conn` field, enter Y

Y indicates that the switch participates in the call setup required for the link between the switch and AUDIX VPL.

5. At the `PI Ext` field, enter the extension number you assigned to the processor interface. Refer to line 1 on worksheet B if you do not remember the number.

In the example above, “4444” was assigned as the processor interface extension.

6. Enter **DCE** in the `DCE/DTE` field.

You enter DCE to define the type of interface.

7. Enter **386audix** in the `identification` field.

8. Press (Enter) to enter the information into the system and return to the `enter` command prompt.

Proceed to Task 4, *Administer the Hunt Group*.

TASK 4: ADMINISTER THE HUNT GROUP

Guests need a central number, called the *Hunt Group*, to call and retrieve messages or use the other functions of the AUDIX VPL system. Attendants need a hunt group of their own to assist guests who use the system. Hunt groups combine groups of channels under one extension number and have two purposes

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

Hunt groups work together with *coverage paths*. Coverage paths tell the switch what to do when situations arise when the switch cannot follow the normal path. A coverage path directs the switch to transfer unanswered or busy calls to a hunt group, a service, or another extension.

For example, a hotel has a front desk number of 0. Two guests dial zero at the same time to request more towels. 0 is actually a hunt group for the front desk station. When the switch sees two calls directed at station 0, the switch sends one of the calls to channel 1001. The switch then looks for another open channel assigned to hunt group 0. The switch finds channel 1002 and sends the second call to channel 1002. An attendant answers both calls and places the second caller on hold. When the attendant finishes with caller 1, he or she takes care of caller 2.

Your system probably already contains hunt groups and coverage paths. The information in this section explains how you set up a hunt group for AUDIX VPL. Remember that the hunt group numbers used in the documentation examples only represent example numbers. You do not have to use the same numbers to set up your switch. Before you use your own numbers, though, follow the instructions and complete worksheet C in Chapter 2, *Switch Integration Planning Guide*.

When you completed worksheet C in Chapter 2, you selected hunt group numbers. As you complete the instructions in this chapter, use the information you recorded on the worksheet. If you have not completed worksheet C in Chapter 2, turn to Chapter 2 and complete the instructions.

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

To administer the hunt group, use the following instructions.

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

NOTE

X represents the number you chose to use as the hunt group number and entered on worksheet C. Enter the hunt group number from worksheet C instead of X. The sample screen below uses group number 2 as the hunt group number.

After you enter the command, you see the HUNT GROUP screen as shown below.

Page 1 of 5

HUNT GROUP

Group Number: <u>2</u>	Group Extension: <u>1234</u>	Group Type: <u>ucd</u>
Group Name: <u>386audix</u>	Coverage Path: <u> </u>	COR: <u>1</u>
Security Code: <u> </u>	Message Center: <u>audix</u>	ACD? <u>n</u>
Queue? <u>y</u>	Night Service Destination: <u> </u>	

ISDN Caller Disp:

Queue Length: <u>5</u>	Calls Warning Port: <u> </u>
Calls Warning Threshold: <u> </u>	Times Warning Port: <u> </u>
Times Warning Threshold: <u> </u>	

First Announcement Extension: <u> </u>	First Announcement Delay (sec): <u> </u>
---	---

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

NOTE

XXXX represents the number you chose as the hunt group extension and entered on worksheet C. Enter the hunt group extension from worksheet C instead of XXXX. The sample screen uses 1234 for the hunt group extension.

4. Enter **ucd** in the **Group Type** field.
ucd identifies the hunt group as having Uniformed Callers Distribution.
5. Enter **386audix** in the **Group Name** field.
You enter **386audix** to uniquely name and identify the hunt group as the AUDIX VPL hunt group.
6. Press (Return) and move the cursor past the **Coverage Path** field. Leave the field blank.
7. Enter **1** in the **COR** (Class of Restriction) field.
You set up COR 1 during the cut-to-service process later in this document.
8. Enter **audix** in the **Message Center** field.
The field identifies the type of message center that the hunt group accesses. You must enter **audix** in the field.
For each hunt group you create, you must assign member extensions to the group. You can assign up to a maximum of 24 member extensions to a hunt group, depending on your system configuration. In Chapter 2, you completed worksheet D, Hunt Group Member Extensions. As you continue with the instructions, refer to worksheet D to assist you with entering all of your required member extensions.
9. Press (Page) to page down and access the **GROUP MEMBER ASSIGNMENTS** screen. When you press (Page) you see the screen shown on the next page.

Page 2 of 5

HUNT GROUP

Group Number: 2 Group Extension: 5777 Group Type: ucd

GROUP MEMBER ASSIGNMENTS

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

10. Enter a hunt group member channel.
You cannot enter a name for the channel in the NAME field. The field is display only.
11. Repeat step 4 until you finish entering channels.
Use worksheet D in Chapter 2 to make sure you enter all of the channels you need.
12. When you finish entering channels, press (Enter) to enter the information into the system and return to the enter command prompt.

(OPTIONAL) TASK 5: ADMINISTER DO-NOT-DISTURB

You can administer the Do-Not-Disturb feature to send a call immediately to AUDIX Voice Power Lodging instead of ringing in a guests room. To administer the Do-Not-Disturb feature, follow the instructions below.

1. At the command prompt, enter **change system-parameters features**
2. Press (Page) to move the screen down until you see Page 3 of 3 at the top, right corner of the screen.
3. Press  and move the cursor to the Controlled termination restriction (Do Not Disturb) field.
4. Enter **coverage** in the field.
5. Press (Enter) to save your changes and return to the enter command prompt.

Return to Chapter 5, *Initial Administration*, in *AUDIX Voice Power Lodging R1.1 Installation* and continue with the instructions in that document.

7. Acceptance Test

Do not perform any tasks in this chapter until you complete Tasks 1 through 3 in Chapter 6 of *AUDIX Voice Power Lodging R1.1 Installation* (585-310-125). The installation document explains when you must use the instructions in this chapter. If you have not performed the tasks in the installation document, complete the tasks now.

This chapter explains how to administer the switch to perform the acceptance tests for AUDIX VPL. You must perform three tasks to administer the System 75 and DEFINITY G1 switches for the acceptance tests.

- Administer the COR
- Administer the Coverage Path
- Administer the Test Guest Stations

As stated in *AUDIX Voice Power Lodging R1.1 Installation*, two test guests should have been established for acceptance tests. If you have not established the test guests, return to the installation document and read the criteria for choosing test guests. Continue with the procedures in this chapter to administer the switch for acceptance tests.

TASK 1: ADMINISTER THE COR

The Class of Restriction (COR) defines users' calling privileges. COR specifies up to 64 different classes of call origination and termination privileges. You need at least one COR for AUDIX VPL. If you have AUDIX VPL coresident with AUDIX Voice Power, you need to configure two additional CORs, 8 and 16. Refer to the AUDIX Voice Power switch notes document shipped with AUDIX Voice Power for instructions. Use the instructions and examples in this chapter to configure a COR for the AUDIX VPL acceptance tests.

To perform the acceptance test, select a COR number between 0 and 63. Try to use a COR number currently not assigned to a station. If you do not know what CORs the system contains, enter the `list station` command on the switch SAT. The command shows you each station and the COR assigned to the station. Once you determine the acceptance test COR number, write the number on the space provided below.

COR Number: _____

Follow the instructions on the next page to properly configure a COR for acceptance tests.

1. Log on to the SAT by entering the `craft` or `inads` user id.
2. Enter your password.
3. At the enter command prompt, enter **change COR X**

NOTE

X represents the number you selected as the acceptance test COR. Enter that number instead of X.

After you enter the command, you see the **CLASS OF RESTRICTION** screen as shown in the following example. On the screen you see several fields. The instructions in this section only indicate the fields you need to change for AUDIX VPL. Do not change the value in any field unless you are instructed. For more information on the non-AUDIX VPL fields, refer to the documentation provided with your switch.

```

                                CLASS OF RESTRICTION

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

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

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

```

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

4. For AUDIX VPL, set all of the permissions to **y**, except number 8.

5. Enter **n** for permission 8.

NOTE

You only need to change this permission if you operate AUDIX VPL coresident with AUDIX Voice Power. By entering **n** for permission 8, you restrict guests from calling voice mail and call answer stations.

6. Press (Enter) to save your changes and return to the `enter` command prompt.

Proceed to Task 2, *Administer the Call Coverage Path*, on the next page.

TASK 2: ADMINISTER THE CALL COVERAGE PATH

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

Ž Unanswered call time intervals (number of rings)

- Call coverage criteria
- Coverage path points used to redirect calls

To perform the acceptance test, select a coverage path currently not used by the system. If you do not know what coverage paths the system contains, use the `list coverage path` command at the SAT. Once you determine the acceptance test coverage path number you want to use, write the number on the space provided below.

Coverage Path Number: _____

NOTE

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

X represents the coverage path number you wrote in the space above. The sample screen on the next page uses coverage path number 5.

After you enter the command, you see the `COVERAGE PATH` screen as shown in the example on the next page.

COVERAGE PATH			
Coverage Path Number: <u>5</u>			
Next Path Number: <u> </u> Linkage			
COVERAGE CRITERIA			
Station/Group Status	Inside Call	Outside Call	
Active?	<u>n</u>	<u>n</u>	
Busy?	<u>y</u>	<u>y</u>	
Don't Answer?	<u>y</u>	<u>y</u>	Number of Rings: <u>2</u>
All?	<u>n</u>	<u>n</u>	
DND/SAC/Goto Cover?	<u>y</u>	<u>y</u>	
COVERAGE POINTS			
Point 1: <u>h2</u>	Point 3: <u> </u>		
Point 2: <u>0</u>			

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

The number you enter tells the system how many times to let the user's telephone ring before recognizing a *no answer* condition and sending the call to the first coverage path. For the acceptance tests, enter a small number such as 2 to speed up the acceptance test process.

6. In the All field, enter **n** for both Inside Call and Outside Call.
7. In the DND/SAC/ Goto Cover field, enter **y** for both Inside Call and Outside Call.
8. Enter the first coverage point in the Point 1 field. If you use a hunt group number, enter **h** before the hunt group number.

Example: In the *Administer the Hunt Group* section of this chapter, hunt group 2 was created. To use hunt group 2 as the first coverage point, you would enter **h2**.

For AUDIX VPL acceptance tests, set Point 1 to the hunt group you listed on worksheet C in Chapter 2 of this document and created in the System 75 or DEFINITY G1 administration chapter.

9. Enter the second coverage point in the Point 2 field.

For AUDIX VPL, enter the attendant console extension.

10. Press (Enter) to save your changes and return to the enter command prompt.

Proceed to Task 3, *Administer the Station*, on the next page.

TASK 3: ADMINISTER THE STATION

Station refers to each telephone connected to AUDIX VPL. Before a guest, administrator, or attendant can use AUDIX VPL, you must administer each station's configuration to match the requirements of AUDIX VPL. The requirements include assigning each station the correct AUDIX VPL coverage path, which you created in Task 2. The coverage path directs the switch to transfer unanswered or busy calls to the AUDIX VPL hunt group, a service, or another destination.

In the *AUDIX Voice Power Lodging R1.1 Installation* acceptance test instructions, you were instructed to select two guest rooms and the rooms' stations. Use those two guest stations and their extensions as you complete the instructions in this section.

Use the following instructions to administer the station.

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

NOTE

X represents the guest station extension you selected. Enter the station extension instead of *X*. The sample screen below uses station extension 4005.

If you receive the message `XXXX Identifier not assigned`, you entered a station extension not entered in the system. For a list of valid assigned station extensions, use the `list station` command.

After you enter the command, you see the `STATION` screen as shown in the example on the next page. The cursor appears in the `Type` field.

STATION			
Extension: <u>4005</u>	Lock Messages? <u>n</u>	COR: <u>1</u>	Room: <u> </u>
Type: <u>2500</u>	Security Code: <u> </u>	COS: <u>1</u>	Jack: <u> </u>
Port: <u>1A0305</u>	Coverage Path: <u>5</u>	Tests: <u>y</u>	Cable: <u> </u>
Name: <u> </u>			
FEATURE OPTIONS			
LWC Reception: <u>none</u>	Headset? <u>n</u>	Coverage Msg Retrieval? <u>y</u>	
LWC Activation? <u>n</u>	Auto Answer? <u>n</u>	Data Restriction? <u>n</u>	
Redirect Notification? <u>y</u>		Call Waiting Indication? <u>n</u>	
Off Premise Station? <u>n</u>		Att. Call Waiting Indication? <u>n</u>	
		Distinctive Audible Alert? <u>y</u>	
		Message Waiting Indication: <u>LED</u>	
		Station Adjunct Supervision? <u>y</u>	
ABBREVIATED DIALING			
List 1: <u> </u>	List 2: <u> </u>	List 3: <u> </u>	
HOT LINE DESTINATION			
Abbreviated Dialing List Number (from above 1, 2, or 3): <u> </u>			
Dial Code: <u> </u>			

2. In the Coverage Path field, enter the coverage path you created for AUDIX VPL in Task 2 of this chapter.
If you do not remember the coverage path number, refer to the space where you wrote the number.
3. In the COR field, enter the COR you created for AUDIX VPL in Task 1 of this chapter.
If you do not remember the COR number, refer to the space where you wrote the number.
4. Enter **1** in the COS field.
5. In the LWC Reception field, enter **none**
6. In the LWC Activation field, enter **n**
7. Enter **n** in the Call Waiting Indication field.
8. Enter **n** in the Att. Call Waiting Indication field.
9. Press (Enter) to save your changes and return to the enter command prompt.
10. Repeat steps 1 through 9 for the second guest station.

When you complete the station administration for both test guests, return to task 4 in Chapter 6, *Acceptance Test of AUDIX Voice Power Lodging R1.1 Installation* and complete the acceptance test procedure.

REMOVING TEST GUESTS COVERAGE

Do not perform the tasks in this section until you complete Tasks 1 through 9 in Chapter 6 of *AUDIX Voice Power Lodging Installation*. The installation document explains when you must use the instructions in this section. If you have not performed the tasks in the installation document, complete the tasks now.

After you complete the acceptance tests tasks, you must remove the test guests from AUDIX VPL coverage. To perform the task, you remove the AUDIX VPL coverage path assigned to the test guest station. Use the following instructions to perform the process.

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

NOTE

X represents the guest station extension you selected. Enter the extension instead of X. The sample screen uses extension 4005

After you enter the command, you see the STATION screen as shown in the following example.

STATION			
Extension: <u>4005</u>	Lock Messages? <u>n</u>	COR: <u>1</u>	Room: <u> </u>
Type: <u>2500</u>	Security Code: <u> </u>	COS: <u>1</u>	Jack: <u> </u>
Port: <u>1A0305</u>	Coverage Path: <u>5</u>	Tests: <u>y</u>	Cable: <u> </u>
Name: <u> </u>			
FEATURE OPTIONS			
LWC Reception: <u>none</u>	Headset? <u>n</u>	Coverage Msg Retrieval? <u>y</u>	
LWC Activation? <u>n</u>	Auto Answer? <u>n</u>	Data Restriction? <u>n</u>	
Redirect Notification? <u>y</u>		Call Waiting Indication? <u>n</u>	
Off Premise Station? <u>n</u>		Att. Call Waiting Indication? <u>n</u>	
		Distinctive Audible Alert? <u>y</u>	
		Message Waiting Indication: <u>LED</u>	
		Station Adjunct Supervision? <u>y</u>	
ABBREVIATED DIALING			
List 1: <u> </u>	List 2: <u> </u>	List 3: <u> </u>	
HOT LINE DESTINATION			
Abbreviated Dialing List Number (from above 1, 2, or 3): <u> </u>			
Dial Code: <u> </u>			

On the station screen, you see several fields. The instructions in this section only explain the fields you need to change to remove AUDIX VPL coverage. If you need more information on screen fields not explained here, refer to the documentation supplied with your switch.

2. Press (Tab) and move the cursor to the Coverage Path field number.
3. Press the space bar to blank-out the field.
4. Press (Enter) to save your changes and return to the enter command prompt.
5. Repeat the process for the second test guest.

You have removed AUDIX VPL coverage from the test guests. Return to Chapter 6, Task 10, in *AUDIX Voice Power Lodging R1.1 Installation* and complete the acceptance tests.

8. Cut-to-Service Tasks

Do not perform any tasks in this chapter until you complete the necessary Cut-to-Service tasks in Chapter 7, *Cut-to-Service*, of *AUDIX Voice Power Lodging R1.1 Installation*. The installation document explains when you must use the instructions in this chapter. If you have not performed the tasks in the installation document complete the tasks now.

This chapter explains the different types of cut-to-service methods and how to administer the switch for the AUDIX VPL cut-to-service process. The following list shows you each cut-to-service method.

- Integrated PMS: Changing the Coverage Path
- Non-PMS: Administering All Current Guests
- Non-PMS: Administering on a New Guest Basis
- Non-PMS: Implementing the Open Mailbox Concept

Depending on your system configuration, you need to perform Integrated PMS procedures or Non-PMS procedures. This chapter contains a section for each type. For integrated PMS configurations, refer to the section titled *Integrated PMS Cut-to-Service*. For non-PMS configurations, refer to the section titled *Non-PMS Cut-to-Service*.

INTEGRATED PMS CUT-TO-SERVICE

Before you perform the tasks in this section, complete Task 1 in Chapter 7, *Cut-To-Service*, of *AUDIX Voice Power Lodging R1.1 Installation*. Perform the instructions in this section only if you have an integrated PMS system configuration.

Cutting over an AUDIX VPL system integrated with PMS requires you to change the coverage path used by all guests. You accomplish cut-to-service by performing the *Global Cut-to-Service* task in the *Cut-to-Service Procedures* section of this chapter.

NOTE

Performing a global cut-to-service gives all current guests voice mailboxes. Make sure you have trained your attendants and informed the guests before you change the coverage path.

After cutting the system into service, perform the tasks in the *Initial Activities* section of Chapter 3, *Administrator's Activities* in *AUDIX Voice Power Lodging Administration* (585-310-525). After you cut the system to service, use *AUDIX Voice Power Lodging Administration* to help you operate the AUDIX VPL system.

NON-PMS CUT-TO-SERVICE

Before you perform the tasks in this section, complete Tasks 1 through 3 in Chapter 7, *Cut-To-Service*, of *AUDIX Voice Power Lodging R1.1 Installation*. Perform the instructions in this section only if you have a non-PMS system configuration.

In the non-PMS environment you can perform cut-to-service using three methods. Each method has advantages and disadvantages.

1. Administering all current guests
2. Administering on a new guest basis
3. Using the open mailbox concept

Before you proceed with the cut-to-service perform the *Registering the AUDIX VPL Administrator* task in the *Non-PMS Cut-to-Service* section of *AUDIX Voice Power Lodging Installation*. When you complete the task, read the description in this section for each method. Select *one* of the cut-to-service methods that suits your lodging establishment and perform the procedures in that section.

NOTE

If you are performing an upgrade, first perform the *Non-PMS Cut-to-Service* tasks in Appendix A of *AUDIX Voice Power Lodging Installation*. When you complete the tasks, perform the *Global Cut-to-Service* procedure in this chapter.

Task 2A: Administering All Current Guests

Using this cut-to-service method, you enter all current guests into the AUDIX VPL system (populate the database) then change the coverage path used by all guests.

One advantage of this method is that you use only one PBX command to cut all guests over to voice mail. A disadvantage, however, is that some guests may check out during the time that you populate the database. AUDIX VPL will take messages for the checked out guests, even though they have checked out. Depending on the number of rooms at your establishment the initial database population may take some time.

Use the following instructions to administer all current guests.

1. Compile a list of all current guest telephone extensions. You use the telephone extension to check in a guest on AUDIX VPL. You also can enter the following information about guests through the AUDIX VPL mailbox window: room number, name, comments.

AT&T suggests that you do not enter a guest password unless you have a method for communicating passwords to guests. If you have a language package installed, AT&T also suggests that you do not enter a guest language unless you are certain of a guest's preference. The system defaults to English.

2. After you compile the extension list, tell attendants to note any changes (check-ins or check-outs) that occur while you populate the database.

3. Check in each guest on the AUDIX VPL terminal using the procedure in Chapter 5, *Attendant Terminal-Based Activities of AUDIX Voice Power Lodging Administration* (585-310-525).
4. When you complete the guest check in process, change the coverage path used by guests. Perform the *Global Cut-to-Service* procedure at the end of this chapter.

NOTE

Changing the coverage path gives all current guests voice mailboxes. Make sure you train the attendants and inform the guests *before* you change the coverage path.

5. Perform any check-ins or check-outs that occurred while you populated the database.

Checked-in guests now have voice mailboxes. When a guest telephone is busy or does not answer, the call automatically transfers to AUDIX VPL and the caller can leave a voice mail message.

After cutting the system into service, perform the tasks in the *Initial Activities* section of Chapter 3, *Administrator's Activities in AUDIX Voice Power Lodging Administration*. After you cut the system into service, use *AUDIX Voice Power Lodging Administration* to help you with the ongoing operation of the AUDIX VPL system.

Task 2B: Administering on a New Guest Basis

Using this cut-to-service strategy, you enter guests into the AUDIX VPL system as they check in. Only new guests, not current guests, receive voice mailboxes.

One advantage of this method is that it is a gradual cut over. The gradual cut allows attendants to learn the system and become familiar with helping guests. The method eliminates the task of entering all guests into the system at one time. You also can assign guest passwords and language options because the guest is available at check-in. A disadvantage of this method is that you have to change the coverage path for each guest; you cannot do a global coverage conversion. Not all guests will have voice mailboxes. This may confuse both attendants and guests.

Use the following instructions to cut-to-service on a new-guest basis.

1. When a new guest arrives, check the guest in using the check-in procedure in Chapter 5, *Attendant Terminal-Based Activities of AUDIX Voice Power Lodging Administration* (585-310-525).
2. Change the new guest's PBX station to use the AUDIX VPL coverage path. Perform the *Individual Station Cut-to-Service* procedure at the end of this chapter.

New guests now have voice mailboxes. When a new guest's telephone is busy or does not answer, the call automatically transfers to AUDIX VPL and the caller can leave a voice mail message.

After cutting the system into service, perform the tasks in the *Initial Activities* section of Chapter 3, *Administrator's Activities in AUDIX Voice Power Lodging Administration*. After you cut the system to service, use *AUDIX Voice Power Lodging Administration* to help you with the ongoing operation of the AUDIX VPL system.

Task 2C: Using the Open Mailbox Concept

In the non-PMS environment guest mailbox administration requires more work. To reduce the amount of work, some lodging establishments use the *open mailbox concept*. The open mailbox concept reduces daily mailbox administration by checking in all room extensions once and leaving the extensions checked in regardless of when guests check in or out. The method, however, increases security concerns. For example, new guests can listen to messages that previous guests did not retrieve and can restore previously deleted messages.

The advantage of this method is that you perform only one PBX command to cut all guests over to voice mail. Depending on the number of rooms at your establishment, however, the initial database population may take some time to perform. In addition, this strategy requires the attendant to retrieve and write down all leftover messages. If a leftover message is in a language the attendant does not understand, they cannot record the message.

The following procedure shows you one way to use the open mailbox concept.

1. Check in all room extensions on the AUDIX VPL terminal. See Chapter 5, *Attendant Terminal-Based Activities of AUDIX Voice Power Lodging Administration* (585-310-525) for instructions.
2. When all guests are checked in, change the coverage path used by guests. For instructions on changing the coverage path, refer to the *Global Cut-to-Service* task in this chapter.

NOTE

Changing the coverage path gives all current guests voice mailboxes. Make sure that you have trained your attendants and informed the guests *before* you change the coverage path.

3. Instruct your housekeeping staff to check the message-waiting lamp (MWL) on the telephone when they clean a checked-out room. If they see a lighted MWL, instruct them to call the front desk attendant and inform the attendant of the lighted MWL.

4. After being informed of the lighted MWL, instruct the front desk attendant to retrieve the leftover voice messages, record them as text messages, then delete them from the voice mailbox. Refer to Chapter 4, *Attendant Phone-Based Activities*, of *AUDIX Voice Power Lodging Administration* for instructions.

The next guest in that room now has an empty mailbox.

5. Retain the text messages according to your establishment's policy.
6. Set the `Lamp On for New Messages Only` parameter to `No`. Refer to Chapter 9, *System Tuning*, of *AUDIX Voice Power Lodging Administration* (585-310-525) for instructions.

Checked-in guests now have voice mailboxes. When a guest telephone is busy or there is no answer, the call automatically transfers to AUDIX VPL and the caller can leave a voice mail message. You do not have to perform daily mailbox administration because mailboxes remain open regardless of when guests check in or out.

After cutting the system into service, perform the tasks in the *Initial Activities* section of Chapter 3, *Administrator's Activities* in *AUDIX Voice Power Lodging Administration*. After you place the system in service, use *AUDIX Voice Power Lodging Administration* to help you with the ongoing operation of the AUDIX VPL system.

CUT-TO-SERVICE PROCEDURES

You can perform cut-to-service using two different methods, Global Cut-to-Service or Individual Station Cut-to-Service. *Do not perform both methods.* Perform the procedure you were instructed to use earlier in this chapter. The following chart shows you the cut-to-service type and the corresponding cut-to-service procedure you need to use.

Type of Cut-to-Service	Procedure in this Section
Integrated PMS: Changing the Coverage Path	Global Cut-to-Service
Non-PMS: Administering All Current Guests	Global Cut-to-Service
Non-PMS: Administering on a New Guest Basis	Individual Station Cut-to-Service
Non-PMS: Implementing the Open Mailbox Concept	Global Cut-to-Service

NOTE

Regardless of which cut-to-service method you use, prepare your guests and attendants for voice mail service. Read and perform the following tasks in Chapter 3, *Administrator's Activities*, in *Audix Voice Power Lodging R1.1 Administration*, before you perform any cut-to-service tasks.

- Training Attendants
- Ž Creating Guest Quick Reference Cards
- Informing Guests About AUDIX VPL
- Ž Copying Troubleshooting Worksheet

Global Cut-to-Service

Global Cut-to-Service allows you to change all of the guest stations to AUDIX VPL at the same time. Using Global Cut-to-Service method, you must perform three tasks to administer the System 75 and DEFINITY G1 switch.

- Administer the Class of Restriction (COR)
- Ž Administer the AUDIX VPL Coverage Path
- Confirm the AUDIX VPL Guest Stations

Continue with the instructions on the next page to perform a Global Cut-to-Service.

Task 1: Administer the COR

The Class of Restriction (COR) defines user's calling privileges. COR specifies up to 64 different classes of call origination and termination privileges. Before you continue with the instructions in this section, read the following list of important information.

- Ž You need at least one COR for AUDIX VPL.
- Ž Most applications use one COR for all stations.
- You need to configure the COR assigned to your guest stations. To determine the COR assigned to the guest stations on your system, use the `list station` command. The command shows you all of the stations on the system and the COR assigned to each station. Once you determine the COR, write the COR in the following space.

COR Number: _____

- If you operate AUDIX VPL coresident with AUDIX Voice Power, you need to configure two additional CORs. See your AUDIX Voice Power switch documentation for instructions.

Use the following instructions to configure the COR for your guest stations.

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

NOTE

X represents the number you chose to use as the COR. Refer to the space on the previous page where you recorded the COR. Enter that number instead of X.

After you enter the command, you see the `CLASS OF RESTRICTION` screen as shown in the example on the next page.

CLASS OF RESTRICTION							
COR Number: 1				FRL: 7			
APLT? y				Calling Party Restriction: none			
Partitioned Group Number: 1				Called Party Restriction: none			
Service Observing? n				Forced Entry of Account Codes? n			
Priority Queuing? n				Facility Access Trunk Test? n			
CALLING PERMISSION (Enter "y" to grant permission to call specified COR)							
0? y	8? n	16? y	24? y	32? y	40? y	48? y	56? y
1? y	9? y	17? y	25? y	33? y	41? y	49? y	57? y
2? y	10? y	18? y	26? y	34? y	42? y	50? y	58? y
3? y	11? y	19? y	27? y	35? y	43? y	51? y	59? y
4? y	12? y	20? y	28? y	36? y	44? y	52? y	60? y
5? y	13? y	21? y	29? y	37? y	45? y	53? y	61? y
6? y	14? y	22? y	30? y	38? y	46? y	54? y	62? y
7? y	15? y	23? y	31? y	39? y	47? y	55? y	63? y

On the screen, you see several fields. The following instructions only explain the fields that you must configure for AUDIX VPL to operate properly. If you need more information for screen fields not explained here, refer to the documentation supplied with your switch.

Under the **CALLING PERMISSION** heading on the screen, you see the numbers 0 through 63. The numbers represent the calling permissions you can set.

2. Enter a for permission 8.

NOTE

You only need to change this permission if you operate AUDIX VPL coresident with AUDIX Voice Power. By entering n for permission 8, you restrict guests from calling voice mail and call answer stations.

3. For AUDIX VPL, set all of the permissions to y, except number 8.
4. Press (Enter) to save your changes and return to the enter command prompt. Continue with task 2, *Administer the Call Coverage Path*, on the next page.

Task 2: Administer the Call Coverage Path

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

• Unanswered call time interval (number of rings)

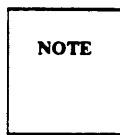
- Call coverage criteria
- Coverage path points used to redirect calls

On the coverage path screen, you assign the call coverage points. These coverage points tell the switch where to direct a busy or unanswered call. Usually hunt groups, attendant stations, or specific extensions are assigned as coverage points.

You need at least one coverage path for AUDIX VPL. Your switch should already contain coverage paths. To perform a Global Cut-to-Service, you need to determine the coverage path used on your guest stations. Chapter 2, *Switch Integration Planning*, explained how to check the guest stations and determine their primary coverage path. Worksheet E in Chapter 2 provided you with a place to record the guest station coverage path.

To use AUDIX VPL, you must modify the primary coverage path to match the configuration. Refer to worksheet E and use the instructions in this chapter to configure the coverage path.

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



X represents the coverage path number you listed on worksheet E. Enter the coverage path number from worksheet E instead of *X*. The sample screen uses coverage path number 5.

After you enter the command, you see the **COVERAGE PATH** screen as shown in the example on the next page.

On the coverage path screen, you see several fields. The instructions in this section only explain the fields you need to configure for AUDIX VPL. If you need more information on screen fields not explained here, refer to the documentation supplied with your switch.

COVERAGE PATH			
Coverage Path Number: <u>5</u>			
Next Path Number: <u> </u> Linkage			
COVERAGE CRITERIA			
Station/Group Status	Inside Call	Outside Call	
Active?	<u>n</u>	<u>n</u>	
Busy?	<u>y</u>	<u>y</u>	
Don't Answer?	<u>y</u>	<u>y</u>	Number of Rings: <u>2</u>
All?	<u>n</u>	<u>n</u>	
DND/SAC/Goto Cover?	<u>y</u>	<u>y</u>	
COVERAGE POINTS			
Point 1: <u>h2</u>	Point 3: <u> </u>		
Point 2: <u>0</u>			

2. In the Active field, enter **n** for both Inside Call and Outside Call.
3. In the Busy field, enter **y** for both Inside Call and Outside Call.
4. In the Don't Answer field, enter **y** for both Inside Call and Outside Call.
5. Determine and enter then number of rings (1 to99) in the Number of Rings field.

The number you enter tells the system how many times to let the guest's telephone ring before recognizing a *no answer* condition and sending the call to the first coverage path.

6. In the All field, enter **n** for both Inside Call and Outside Call.
7. In the DND/SAC/Goto Cover field, enter **y** for both Inside Call and Outside Call.
8. In the Point 1 field, enter the AUDIX VPL hunt group.

You listed the hunt group on worksheet C and created the number in the *Administer the Hunt Group* section of the *System 75* or *DEFINITY G1* administration chapter.

Enter **h** before the hunt group number.

Example: To use hunt group 2 as the first coverage point, you would enter h2.

9. In the Point 2 field, enter the attendant console extension as the second AUDIX VPL point of coverage.
10. Press (Enter) to save your changes and return to the enter command prompt. Continue with Task 3, *Check the Guest Stations*, on the next page.

If you are performing an upgrade, return to Appendix A, Task 11, in *AUDIX Voice Power Lodging Installation*.

Task 3: Check the Guest Stations

After completing Tasks 1 and 2 in this section, your guest stations operate under AUDIX VPL. However, you need to check the guest stations to make certain they are configured correctly for AUDIX VPL.

In Chapter 2, *Switch Integration Planning*, you were instructed to complete worksheet F. The worksheet asked you to record a representative cross section of guest station extensions. Refer to worksheet F as you complete the instructions in this section. To prevent possible errors, you should check each guest station you listed on worksheet F.

To check the configuration of a guest station, enter **display station X** at the `enter` command prompt.

NOTE

X represents a station extension recorded on worksheet F. Enter the station extension instead of *X*.

The command allows you to view a station and check the information entered in each screen field. Compare the station screen with the following table.

TABLE 8-1. Station Screen Field Values

Screen Field	Value
COR:	Use the COR you created in Task 1
Coverage Path:	Use the coverage path you created in Task 2
COS:	1
LWC Reception:	none
LWC Activation:	n
Call Waiting Indication:	n
Att. Call Waiting Indication:	n

Table 8-1 only shows you the screen field values required for AUDIX VPL. You do not need to check the other non-AUDIX VPL screen fields.

If you find a screen that contains values different from the table, you need to change the station. Follow the instructions below to change any incorrect information.

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

NOTE

X represents the station that contains incorrect information. Enter the station extension instead of X. The sample screen below uses station extension 4005.

After you enter the command, you see the STATION screen as shown in the following example. The cursor appears in the TYPE field.

STATION			
Extension: <u>4005</u>	Lock Messages? <u>n</u>	COR: <u>1</u>	Room: <u> </u>
Type: <u>2500</u>	Security Code: <u> </u>	COS: <u>1</u>	Jack: <u> </u>
Port: <u>1A0305</u>	Coverage Path: <u>5</u>	Tests: <u>y</u>	Cable: <u> </u>
Name: <u> </u>			
FEATURE OPTIONS			
LWC Reception: <u>none</u>	Headset? <u>n</u>	Coverage Msg Retrieval? <u>y</u>	
LWC Activation? <u>n</u>	Auto Answer? <u>n</u>	Data Restriction? <u>n</u>	
Redirect Notification? <u>y</u>		Call Waiting Indication? <u>n</u>	
Off Premise Station? <u>n</u>		Att. Call Waiting Indication? <u>n</u>	
		Distinctive Audible Alert? <u>y</u>	
		Message Waiting Indication: <u>LED</u>	
		Station Adjunct Supervision? <u>y</u>	
ABBREVIATED DIALING			
List 1: <u> </u>	List 2: <u> </u>	List 3: <u> </u>	
HOT LINE DESTINATION			
Abbreviated Dialing List Number (from above 1, 2, or 3): <u> </u>			
Dial Code: <u> </u>			

2. Press (Tab) to move the cursor to the field you need to change.
3. Enter the correct information in the screen field according to Table 8-1.
4. Change any other incorrect fields.
5. When you finish entering the correct information press (Enter) to save your changes and return to the enter command prompt.

When you finish checking each guest station, return to Chapter 7, Cut-to-Service, in *AUDIX Voice Power Lodging R1.1 Installation* and complete the Cut-to-Service instructions.

Individual Station Cut-to-Service

The Individual Cut-to-Service process allows you to change your guest stations to AUDIX VPL on an individual basis. Using this method, you do not have to change all stations at the same time. You change the guest's station to AUDIX VPL service at check-in.

- Do not perform the tasks in this chapter if you just completed the Global Cut-to-Service tasks.
- Do not perform any tasks in this section until you complete the Cut-to-Service tasks in Chapter 7 of *AUDIX Voice Power Lodging R1.1 Installation*. The installation document explains when you must use the instructions in this chapter. If you have not performed the tasks in the installation document, complete the tasks now.
- The information in this section explains how to administer the switch for the AUDIX VPL cut-to-service process. Once you complete the tasks in this section, you must return to *AUDIX Voice Power Lodging R1.1 Installation* and complete the Cut-to-Service instructions.

With the Individual Cut-to-Service process, you only need to perform one task; administer the the AUDIX VPL guest station. Continue with the instructions in this section to administer the switch for an individual cut-to-service.

Task 1: Administer the Guest Station

Before a guest, administrator, or attendant can use AUDIX VPL, you must administer each station's configuration to match the requirements of AUDIX VPL. The requirements include assigning each station the correct AUDIX VPL COR and coverage path. For Individual Station Cut-to-Service, you use the COR and coverage path you created in Chapter 7 of this document, *Acceptance Tests*. The coverage path directs the switch to transfer unanswered or busy calls to the AUDIX VPL hunt group, a service, or another extension. Once you change the station to the AUDIX VPL coverage path, the station becomes active.

Follow the instructions below to administer the station and cut-to-service.

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

NOTE

X represents the station extensions for the room of the guest checking in. Enter the station extension instead of X. The sample screen below uses station extension. 4005.

If you receive the message "XXXX" Extension invalid; please check dialplan you entered a station extension not used by the system. Use the **list station** command to view a list of valid station extensions used by the system. also, refer to worksheet F in Chapter 2. The worksheet lists the guest station extensions.

After you enter the command, you see the STATION screen as shown in the following example. The cursor appears in the TYPE field.

STATION			
Extension: <u>4005</u>	Lock Messages? <u>n</u>	COR: <u>1</u>	Room: <u> </u>
Type: <u>2500</u>	Security Code: <u> </u>	COS: <u>1</u>	Jack: <u> </u>
Port: <u>1A0305</u>	Coverage Path: <u>5</u>	Tests: <u>y</u>	Cable: <u> </u>
Name: <u> </u>			
FEATURE OPTIONS			
LWC Reception: <u>none</u>	Headset? <u>n</u>	Coverage Msg Retrieval? <u>y</u>	
LWC Activation? <u>n</u>	Auto Answer? <u>n</u>	Data Restriction? <u>n</u>	
Redirect Notification? <u>y</u>		Call Waiting Indication? <u>n</u>	
Off Premise Station? <u>n</u>		Att. Call Waiting Indication? <u>n</u>	
		Distinctive Audible Alert? <u>y</u>	
		Message Waiting Indication: <u>LED</u>	
		Station Adjunct Supervision? <u>y</u>	
ABBREVIATED DIALING			
List 1: <u> </u>	List 2: <u> </u>	List 3: <u> </u>	
HOT LINE DESTINATION			
Abbreviated Dialing List Number (from above 1, 2, or 3): <u> </u>			
Dial Code: <u> </u>			

On the screen you see several fields. The instructions in this section only explain the fields you need to configure for AUDIX VPL. If you need more information for screen fields not explained here, refer to the documentation supplied with your switch.

2. In the **COR** field, enter the **COR** number you created in Chapter 7 of this document, *Acceptance Tests*, Task 1. You should have recorded the number when you completed the acceptance test
3. Enter **1** in the **COS** field.
4. In the **coverage path** field, enter the coverage path you created in Chapter 7 of this document, *Acceptance Tests*, Task 2. You should have recorded the number when you completed the acceptance test.
5. In the **LWC Reception** field, enter **none**
6. In the **LWC Activation** field, enter **n**
7. Enter **n** in the **Call waiting Indication** field.
8. Enter **n** in the **Att. Call waiting Indication** field.
9. Press (Enter) to save your changes and return to the **enter** command prompt.

Repeat the process for each guest you need to check-in. When you complete the process, return to *AUDIX Voice Power Lodging R1.1 Installation*, Chapter 8, and complete the Cut-to-Service process.

CUT-FROM-SERVICE

When you install system upgrades or perform system maintenance, you may have to cut the AUDIX VPL system from smite. To perform the task, you must change coverage point 1 in the coverage path from the AUDIX VPL hunt group to the attendant station extension. Do not perform the Cut-From-Service task unless *AUDIX Voice Power Lodging Installation* or another document instructs you to Cut-From-Service.

Use the following instructions to perform the Cut-From-Service process.

1. At the enter command prompt, enter change coverage path X

NOTE

X represents the coverage path number you listed on worksheet E in Chapter 2, *Switch Integration Planning*. The number relates to the current AUDIX VPL coverage path. Enter the coverage path number from worksheet E instead of X. The sample screen uses coverage path number 5.

If you are performing an upgrade, turn to the *Call Coverage Path Worksheet* section in Chapter 2, *Switch Integration Planning*. Use the instructions in the section to determine the coverage path and complete worksheet E.

After you enter the command, you see the COVERAGE PATH screen as shown in the following example.

```

                                COVERAGE PATH

                                Coverage Path Number: 5
                                Next Path Number:  _  Linkage

COVERAGE CRITERIA

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

COVERAGE POINTS

      Point 1: 1111      Point 3:  _
      Point 2: 0
  
```

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

2. The **Point 1** field currently contains the AUDIX VPL hunt group number. Set the **Point 1** field to the attendant station extension. The sample screen on the previous page shows 1111 as the attendant station extension assigned to coverage point 1.

Now, instead of sending the call to AUDIX VPL, the switch sends the call to the attendant station.

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

You have completed the Cut-From-Service process. Return to *AUDIX Voice Power Lodging R1.1 Installation* or the document that instructed you to perform the Cut-From-Service process.

If you are performing an upgrade, return to Appendix A, Task 2, in *AUDIX Voice Power Lodging R1.1 Installation*.

A. Planning Worksheets

Appendix A contains blank worksheets for you to use when you plan your switch integration. Make copies of the worksheets and use them as you need them. For an explanation on how to use each sheet, refer to Chapter 2, *Switch Integration Planning*, in this document.

Worksheet A: Data Module Extensions

Data Module	Extension
Processor Interface:	_____
MPDM: (Logical port connection only)	_____

Worksheet B: Communication Link Assignment

Screen Field	Value
1. Interface Extension/PI:	_____
2. Destination Number/Digits (Logical port only)	_____

Worksheet C: Hunt Group Assignment

Screen Field	Value
Hunt Group Number:	_____
Group Extension:	_____

Worksheet D: Hunt Group Channel Assignment

Channel Extension	Channel Extension	
1. _____	13. _____	Hunt Group Number: _____
2. _____	14. _____	Hunt Group Extension: _____
3. _____	15. _____	
4. _____	16. _____	
5. _____	17. _____	
6. _____	18. _____	
7. _____	19. _____	
8. _____	20. _____	
9. _____	21. _____	
10. _____	22. _____	
11. _____	23. _____	
12. _____	24. _____	

Worksheet E: Coverage Path

Primary Coverage Path Number: _____

Worksheet F: Station Extensions and Types

Extension	Type
1. _____	_____
2. _____	_____
3. _____	_____
4. _____	_____
5. _____	_____
6. _____	_____
8. _____	_____
9. _____	_____
10. _____	_____
11. _____	_____
12. _____	_____
13. _____	_____
14. _____	_____
15. _____	_____
16. _____	_____
17. _____	_____
18. _____	_____
19. _____	_____
20. _____	_____

B. Troubleshooting

Appendix B provides troubleshooting information to help you isolate and correct problems that may occur with the AUDIX VPL system. The information in this appendix only covers switch related AUDIX VPL problems including the following troubleshooting areas.

- *Service Problem Escalation Path* - describes the procedure for escalating problems you cannot correct.
- *Troubleshooting Strategy* - lists several tasks you should perform before escalating the problem.
- *AUDIX VPL Trouble Report* - allows attendants to record any reported problems. The attendant can forward the reports to the administrator for resolution.
- *Call Handling Problems* - identifies possible switch-related problems based on error messages that you hear on the telephone.
- *Message Waiting Lamp (MWL) Problems* - explains problems that may occur with the guest,

The problems outlined in this appendix only refer to System 75 and DEFINITY G1 problems. If you do not find your problem in this appendix, refer to the troubleshooting section in *AUDIX Voice Power Lodging R1.1 Administration* for more troubleshooting procedures.

SERVICE PROBLEM ESCALATION PATH

When you purchased AUDIX VPL, your AT&T account team established an AT&T service path for your site. The service path defines the following:

- Who you contact when you cannot remedy AUDIX VPL problems
- Billing procedures for any services provided to you

If you do not know the AT&T service path for your site, contact your AT&T account team.

TROUBLESHOOTING STRATEGY

Problems with AUDIX VPL can be caused by something as minor as an unplugged power cord or as major as a damaged hard disk. This appendix provides information and instructions for correcting minor problems associated with the switch. To correct major problems not covered in this appendix, follow your service path.

Read the following troubleshooting steps to help you define and correct any problems.

1. Gather information about the problem. Guests usually detect and report AUDIX VPL problems. Regardless of who encounters the problem, use the *AUDIX VPL User Trouble Report* on the next page to gather and record information about the situation.

NOTE

Appendix C, *Paper-Based Job Aids*, in *AUDIX Voice Power Lodging R1.1 Administration* contains a copy of the *AUDIX VPL User Trouble Report*. Make several copies of the report and place a stack at the attendants' desks. If problems arise, attendants can accurately record and track the problems on the reports.

2. Attempt to recreate the problem. Make test calls from the guest, attendant, and administrator telephones.
3. Try to narrow the problem to one of the following areas:
 - Call handling
 - Message-Waiting Lamp

If you think the problem falls into another category, refer to the *Troubleshooting* chapter in *AUDIX Voice Power Lodging R1.1 Administration* for more information.

4. Turn to the section in this appendix that corresponds to the problem area. Under each section heading, you see a typical problem in **bold (dark black)** letters. After each problem, you can read one or more possible reasons and an action. Some situations may have more than one reason and action. The most common reason and action are listed first. Follow each action before proceeding to the next action.
5. If the actions do not correct the problem, escalate the problem and use your service path. Since AUDIX VPL interfaces with PMSs and other vendors' switches, make sure that AUDIX VPL has the problem before you contact AT&T.
6. To reduce the time required to correct a problem, inform the AT&T service personnel of the troubleshooting actions you attempted.

AUDIX VPL USER TROUBLE REPORT

To report a problem with AUDIX VPL, please answer all of the following questions.

1. Date and time trouble was reported _____
2. Date and time trouble occurred _____
3. Extension at which trouble occurred _____
4. Describe the trouble.

5. What task was being performed when the trouble occurred (retrieving messages, leaving a voice mail message, etc.)?

6. What (if any) message was heard signaling the problem? Check one.

Phrase	Heard?
"login incorrect"	
"invalid extension"	
"invalid password"	
"transfer failed"	
"no one is checked in to the room you dialed"	
"no one is available to receive your call"	
"this call is experiencing technical difficulties"	
"due to technical difficulties, your call is being transferred"	
"there is no room in the mailbox to leave a message"	
"the speech database is full"	
busy signal	
"multiple logins"	

CALL HANDLING PROBLEMS

In this section you can read information to help you troubleshoot telephone interface problems. You can hear many of the problem symptoms as spoken prompts on AUDIX VPL.

Caller hears “Transfer failed. Please try again later.”

Possible Reason: The PBX failed to make a successful transfer. The attendant hunt group or attendant queue length may be incorrectly administered.

“Remedy:” Refer to Chapter 5, *System 75 Switch Administration*, or Chapter 6, *DEFINITY G1 Switch Administration*, for instructions on correctly administering the AUDIX VPL hunt group.

The caller is never transferred to the voice mailbox or is transferred to an attendant when no one answers the phone in a guest’s room.

Possible Reason: The call coverage path for the extension has been incorrectly administered in the PBX.

Remedy: Refer to the Chapter 8, *Cut-to-Service*, for instructions on administering the call coverage path. You also can refer to the documentation supplied with your PBX for more information.

“This call is experiencing technical difficulties.”

Possible Reason: The PBX link is down.

Remedy: Make sure all voice and data lines are correctly connected to the PBX and the AUDIX VPL computer. For more information on the hardware connections, see Chapter 4, *Hardware Installation*.

Possible Reason: ‘The PBX was not administered correctly to interface to the PBX.

Remedy: Refer to Chapter 5, *System 75 Switch Administration*, or Chapter 6, *DEFINITY G1 Switch Administration*, for instructions on administering the PBX.

Possible Reason The switch integration packages are not assigned to the proper application.

Remedy: Follow the procedures in Chapter 4, *Software Installation*, to verify that the switch integration/application association is correct.

Possible Reason: The phone-to-channel mapping is incorrect.

Remedy: Verify that the phone to channel mapping is correct. See Appendix B, *Maintenance*, in *AUDIX Voice Power Lodging R1.1 Administration*.

Possible Reason: The system is heavily loaded.

Remedy: Try the call again later. If this problem persists, you may need to evaluate the number of channels at your establishment (if currently less than 24). Talk to your AT&T account team.

AUDIX VPL is taking a long time to answer.

Possible Reason: All channels are busy.

Remedy: If this problem occurs often, talk to your AT&T account team about evaluating the number of channels at your establishment.

Possible Reason: In the integrated PMS environment, PMS automatic database synchronization is in process. This can slow AUDIX VPL's response time.

Remedy: When the synchronization is complete, response time will return to normal.

Caller or guest hears the reorder tone (holler tone).

Possible Reason: Channel is not administered properly in the switch.

Remedy: Refer to the Chapter 5, *System 75 Switch Administration*, or Chapter 6, *DEFINITY G1 Switch Administration*, for administration instructions.

MWL PROBLEMS

Message-waiting lamp signals have three components: PMS, AUDIX, and console. Any one of these components can turn on the MWL. However, only the component that turns the lamp on can turn the MWL off. If a guest complains, for example, that their MWL is on but they have no messages, the attendant cannot extinguish the MWL from the console unless the MWL was turned on by the console. If the MWL was turned on by the PMS, then PMS must send the command to extinguish it.

When you encounter an MWL problem, determine which component controls the MWL. AUDIX VPL provides a system parameter that allows you to specify either PMS or AUDIX VPL as the controller of the MWL. Refer to Chapter 9, *System Tuning*, in *AUDIX Voice Power Lodging R1.1 Administration* for more information. The attendant console operates independently of these two, so you may want to ask the attendant if the MWL was activated from the console.

Once you have determined the MWL controller, try the remedies in this section that apply to your situation.

NOTE

AT&T suggests that you discourage attendants from activating the MWL from the console because the procedure complicates troubleshooting.

Guest has messages but MWL is not on.

Possible Reason: In the integrated PMS environment, the PMS link is down and SYSTEM PARAMETER window shows that the MWL is controlled by the PMS.

Remedy: When the PMS link is back up, MWLs automatically update to correct down time inconsistencies. To verify the state of the PMS link, refer to *Property Management System Problems* in the troubleshooting chapter of *AUDIX Voice Power Lodging R1.1 Administration*. For more information on system parameters, refer to Chapter 9, *System Tuning*, in *AUDIX Voice Power Lodging R1.1 Administration*.

Possible Reason: The PBX link is down and the SYSTEM PARAMETER window shows that the AUDIX VPL controls the MWL.

Remedy: Make sure all voice and data lines are correctly connected to the PBX and the AUDIX VPL computer. For more information on the hardware connections, see Chapter 4, *Hardware Installation*.

Possible Reason: The PBX administration of the MWL is incorrect.

Remedy: Refer to Chapter 8, *Cut-To-Service*, under the heading *Check the Guest Stations*. Make sure the MWL for the station was correctly administered and enabled. Check that the MWL type, LED or neon, was correctly administered.

Possible Reason: The telephone line is not properly connected to the guest's telephone or the MWL bulb is burned out.

Remedy: Check the phone set connection. When you insert the telephone line into the telephone, it clicks when properly in place. Test the bulb manually by sending a message-waiting call. If the bulb does not light, replace the bulb or the telephone.

You receive complaints that MWLs do not operate correctly. The MWL turns on when set to off and off when set to on.

Possible Reason:	In the integrated PMS environment, the PMS link is down.
Remedy:	When the PMS link returns to operation, the system automatically updates the MWLs and corrects down time inconsistencies. For instructions on checking the PMS link, refer to <i>Property Management System Problems</i> in the <i>Troubleshooting</i> chapter of <i>AUDIX Voice Power Lodging R1.1 Administration</i> .

Possible Reason:	The PMS automatic database synchronization is in process. This can slow MWL updates.
Remedy:	When the synchronization is complete, all MWLs update to the correct state.

Possible Reason:	In the integrated PMS environment, the PMS is not communicating to the switch.
Remedy:	Refer to your PMS vendor's document for possible remedies.

Possible Reason:	The PBX link is down and AUDIX VPL controls the MWLs.
Remedy:	Make sure all voice and data lines are correctly connected to the PBX and to the AUDIX VPL computer. For more information on the hardware connections, see Chapter 4, <i>Hardware Installation</i> .

Possible Reason:	In the non-PMS environment and in the integrated PMS environment, the MWL queue is malfunctioning.
Remedy:	Perform the <i>Stopping and Starting the Voice System</i> procedure the <i>Troubleshooting</i> chapter of <i>AUDIX Voice Power Lodging R1.1 Administration</i> .

Possible Reason:	Control of the MWL was changed on the SYSTEM PARAMETERS window.
Remedy:	Change the control back to its original setting. Refer to Chapter 9, <i>System Tuning</i> , of <i>AUDIX Voice Power Lodging R1.1 Administration</i> .

Abbreviations

ALT	assembly load and test
AT&T	American Telegraph and Telephone
AUDIX	Audio Information Exchange
AUDIX VPL	AUDIX Voice Power Lodging
CDH	call data handling
CO	central office
COR	class of restriction
COS	class of service
DCE	data communications equipment
DCP	Digital Communications Protocol
DID	direct inward dialing
DIO	disk input/output
DIP	data interface process
DTE	data terminal equipment
EIA	Electronic Industries Association
ET	error tracker
FACE	framed access command environment
FMLI	form and menu language interpreter
FOOS	facility out of service
GPSC-AT/E	general-purpose synchronous controller AT-enhanced
IPC 900	intelligent ports card model 900
IVP4	Integrated Voice Power (4 channels)
IVPSS	Integrated Voice Power system software
LAT	link acknowledgement timeout
LED	light emitting diode
LIT	link idle timeout
LGDIP	lodging data interface process
LWC	leave word calling
MANOOS	manually out of service
MPDM	modular processor data module

MR	maximum retransmissions
MRR	maximum retransmission requests
MTC	maintenance
MWL	message-waiting lamp
PEC	price element code
PMS	property management system
SCI	Switch Communication Interface
SCSI	small computer systems interface
TRIP	tip/ring input process
TSM	transaction state machine
VROP	voice response output process
WGS	work group systems

Glossary

abort	To cancel or quit without without any changes.
acknowledged (ack) message	An ack message confirms that PMS has received and understood a request from AUDIX VPL or that AUDIX VPL has received and understood a request from PMS.
active window	The area on the terminal screen where you are currently working. Only one window can be <i>active</i> at a time, usually the most recently opened window.
administration	The process of setting up and maintaining the AUDIX VPL system. Administration can refer to a number of tasks, such as changing AUDIX VPL parameters (parameter administration) or checking in guests (guest mailbox administration).
alphanumeric	Variables composed of letters and numbers.
analog	In teleprocessing usage, an analog channel usually refers to a voice-grade telephone line. See also digital .
attendant console	A special-purpose telephone with numerous lines and features used by attendants at lodging establishments to answer and transfer calls.
AUDIX VPL R1.1	A voice mail system designed by AT&T especially for lodging establishments. AUDIX VPL supplies guests with electronic mailboxes that serve as private answering machines and take messages for guests when they are unavailable.
AUDIX VPL administrator	A person at the customer site responsible for setting up and maintaining AUDIX VPL.
Automated Attendant	See Integrated Voice Power Automated Attendant .
backup	A duplicate copy of a file system saved on a removable cartridge or a disk separate from the original. You can restore the backup file system if the original active version is damaged or lost.
broadcast message	One message sent through AUDIX VPL to all guests with a voice mailbox.
call-answer	A feature that allows AUDIX VPL to answer a call and record a message when a guest is not available.
channel	A telecommunications transmission path for voice and/or data
class of service (COS)	The standard set of features given to an extension when the extension is first administered on the PBX.
cold boot	The process of restarting a computer by turning the computer off, then on.
configuration	A set or arrangement of hardware and software components selected for a system.

coresident	Using more than one software package on the same computer without interference. AUDIX VPL can coreside with AUDIX Voice Power R2.1.1 (AUDIX VP) or Integrated Voice Power Automated Attendant R2.1.1 (IVPAA).
coverage call	A call to an unanswered or busy extension redirected and sent along a designated coverage path, such as the AUDIX VPL hunt group extension. See also coverage path .
coverage path	An ordered sequence of points to which calls to a busy or unanswered extension are redirected. The AUDIX VPL coverage path starts at the AUDIX VPL hunt group extension and continues to a guest's mailbox. See also coverage call .
cut-to-service	The set of tasks which take the AUDIX VPL system from installation to a fully administered and operational voice mail system.
database	A collection of file systems and files in disk memory that store the voice and non-voice or program information necessary for AUDIX VPL and PBX operation.
data link	A connection that enables nonvoice data messages to pass between AUDIX VPL and another system, such as a PBX or the PMS. The link setup varies, depending on your configuration.
data terminal equipment (DTE)	A standard type of data interface used for the endpoints in a connection. AUDIX VPL, most terminals, and the switch communications interface (SCI) usually serve as DTE devices.
default	A value automatically supplied by the system if you do not specify any other value.
digital	The representation of information in discrete elements such as off and on or 0 or 1. see also analog.
digital communications protocol (DCP)	An AT&T proprietary 64-kbps digital data transmission code with a 160-kbps bipolar bit stream divided into two information (I) channels and one signaling (S) channel.
direct call	A call made directly to the AUDIX VPL hunt group extension, usually for voice mail retrieval.
direct inward dialing (DID)	A feature that allows an incoming call from the public network to reach a specific telephone without attendant help.
establishment	See lodging establishment
extension number	A 1-to-7 digit number that routes a call to a guest room or other location at a lodging establishment. A guest's extension number may differ from the room number.
field	An area on a screen, menu, or on-line report where you type information or see information displayed
file system	A collection of related files, programs, or other information stored on disk.
Generic 1	The newest release of System 75-based software, AT&T DEFINITY Generic 1 Communications System.
guest	Any person who patronizes a lodging establishment.
host PBX	The PBX directly connected to AUDIX VPL over a data link.

hotel	See lodging establishment
hunt group	A group of analog ports on the PBX usually administered to search for available ports in a circular pattern.
integrated message retrieval number	A special extension number that a guest dials to retrieve voice messages. On an AUDIX Voice Power coresident system, you have two message retrieval numbers: one for AUDIX VPL and one for AUDIX Voice Power. In this documentation, <i>integrated message retrieval number</i> always means the AUDIX VPL number.
integrated PMS environment	An arrangement of facilities in which PMS and AUDIX VPL communicate and share information to simplify administration tasks.
integrated services	A combination of facilities that allows the PBX, when transferring a call to AUDIX VPL to channels whose service is integrated, to also send along call information. The call information tells AUDIX VPL information such as the call type (coverage or direct), the caller location (extension or outside), and the intended call receiver (extension). Using this information, the service knows whether to take a message from a caller (coverage) or retrieve messages for a guest (direct).
Integrated Voice Power Automated Attendant (IVPAA) R2.1.1	An AT&T product that directs callers through a series of menu selections to reach a desired department, extension, or attendant. IVPAA greets callers with spoken prompts that instruct the callers to press touch-tone buttons and connect to their desired destination. IVPAA can also be configured to act as an information service.
interface	A means of communication. A terminal-based interface involves menus and prompts that allow the terminal to communicate with the user. The PMS interface is a link between AUDIX VPL and PMS over which data is transmitted; this is how AUDIX VPL and PMS communicate.
leave word calling (LWC)	Activation of the message-waiting lamp (MWL) from the attendant console.
list ID	See mailing list ID .
lodging establishment	A lodging site. Any location that uses AUDIX VPL.
lobby phone	A phone in the lobby of a lodging establishment. Some lobby phones ring directly to the attendant. Also called a <i>house phone</i> .
local installation	A system, adjunct, or piece of peripheral equipment installed physically near the host PBX or system.
mailbox, physical	A place where messages written on paper are stored
mailbox, voice	An electronic location on a computer hard disk that stores digitally encoded voice messages.
mailing list	A group of individual extensions you can use to send one message to several people. Lists may vary in length. The maximum number of members in one list is 250. In some integrated PMS environments, you can administer mailing lists for use with the administrator's activity menu through PMS terminal screens.
mailing list ID	A unique number used to identify and recall a mailing list.

mailing list members	The individual extensions that compose a mailing list.
maintenance	Tasks performed by an AUDIX VPL administrator on a regular basis to ensure problem-free system operation.
message, fax	An exact copy of pictures or text transmitted by a facsimile machine. AUDIX VPL allows you to track the number of fax messages a guest receives and notify the guest that they have fax messages waiting at the front desk.
message, heard	A message that the guest has listened to and saved or has deleted and restored.
message retrieval	The process of accessing and listening to voice mail messages by the owner of the mailbox.
message, text	A message that an attendant has written down, either on paper or through the PMS. AUDIX VPL allows you to track the number of text messages a guest receives and notify the guest that they have text messages waiting at the front desk.
message, unheard	A new message that the guest has not listened to.
message, voice	A message that AUDIX VPL records and a guest can play back at any time.
message-waiting lamp	A small light on a guest's telephone that flashes when they have messages.
modular processor data module (MPDM)	A data device that converts RS-232C or RS-449 signals to Digital Communications Protocol (DCP) used by the System 75 and DEFINITY Generic 1. MPDMs are data communications equipment (DCE) devices and can be used to connect AUDIX VPL to a PBX data link or to connect terminals to a PBX port board.
not-acknowledged (nak) message	A nak message is a request for retransmission from the PMS to AUDIX VPL or vice versa.
non-integrated service	An AUDIX VPL service that does not need call information from the PBX interface but instead asks the user to supply information to handle the call. AUDIX VPL has two non-integrated services non-integrated call answer (ldg_ni_call) and non-integrated voice mail (ldg_ni_vm).
non-PMS environment	An arrangement of facilities either without a PMS or with a PMS that is not integrated with AUDIX VPL. This documentation makes no distinction between the two; both are called non-PMS environments.
notification message	A phone-based message spoken by AUDIX VPL after a guest or the administrator logs on to the system. The message tells the user the number of voice messages received and if any text and/or fax messages have been received.
numeric	Variables composed of numbers.
outside caller	Someone calling from outside of the lodging establishment.
PBX administrator	The person who administers the PBX.
peripherals	External hardware components Connected to the AUDIX VPL computer, such as the voice terminals, printers, and display terminals.

phone-based	Using AUDIX VPL from a telephone or pertaining to AUDIX VPL telephone functions. See also terminal-based .
port	A connection between two devices that allows information to travel through the connection to a desired location. For example, a PBX port connects to an AUDIX VPL voice port to allow a guest on a voice terminal to leave a message on disk.
private branch exchange (PBX)	An analog, digital, or electronic system where data and voice transmissions are not confined to fixed communications paths but are routed among available ports or channels. Also called a <i>switch</i> .
processor interface	A System 75 and DEFINITY Generic 1 data link.
prompts	A request by the system for information. A phone-based prompt is spoken and requests touch-tone input. A terminal-based prompt is shown on the computer screen and requests keyboard input.
room extension	See extension number .
service path	A procedure that specifies who to contact when you cannot fix AUDIX VPL problems. If you do not know your site's service path, contact your AT&T account team.
support path	See service path .
switch	See private branch exchange (PBX) .
Switch Communications Interface (SCI)	The System 75 and DEFINITY Generic 1 datalink to AUDIX VPL.
system	See AUDIX VPL .
talk Off	The truncation of a message that is being played in response to touch tones. AUDIX VPL, in turn, prompts you with a spoken menu.
terminal-based	Using AUDIX VPL from the computer or a terminal or pertaining to AUDIX VPL computer functions. See also phone-based .
troubleshooting	The process of identifying system errors and correcting them.
truncate	To end prematurely, cut off.
type ahead	A feature of the administrator's phone-based menu in which the administrator can press the desired touch tone before the entire menu is spoken. The action truncates the menu and causes the system to act on the selection.
value	The information you enter in a field. Values can be numeric or alphanumeric.
voice link	The call distribution group, or hunt group, of analog ports on the PBX.
voice mail	An AUDIX VPL feature similar to a <i>verbal letter</i> that you can send to one or more guests. AUDIX VPL acts as an electronic post office that delivers spoken messages.
warm boot	A process to restart the computer while the computer is turned on.
window, form	A window that allows you to enter information. They are like paper forms you fill out with a pencil. The typical form window contains two or more parameters.

window, menu	A <i>menu</i> window contains a list of items to choose from, such as submenus or choices to fill a blank.
window, text	<i>Text</i> windows provide on-screen information, such as help messages, error messages, or repros. You cannot change what is shown in a text window; it is for information only.

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