Avaya PBX and Phone Set Administration

System 75/85/Definity Generic 1, 2 & 3

Although detailed administration procedures are provided, a general overview of the VoiceGate ICS administration requirements is given below. Refer to this list if you are installing a VoiceGate ICS on new or non-standard software releases. It is also useful as a brief requirement list. A TN754B card will be needed for every 8 ports.

Avaya 7434D Digital Telephone - PREFERRED

- ! Two (2) call appearances on the first buttons.
- ! A D401A display module must be administered
- ! The D401A must have the "Normal" feature assigned to display button one.
- ! Assign eight digital ports, one for each voice mail port.
- ! Configure button 33 as LWC STORE.
- ! Configure button 34 as LWC CANCEL.

Avaya 7405D Digital Telephone - OPTIONAL

- ! Two (2) call appearances on the first buttons.
- ! A D401A display module must be administered
- ! The D401A must have the "Normal" feature assigned to display button one.
- ! Assign eight digital ports, one for each voice mail port.
- ! Configure button 23 as LWC STORE.
- ! Configure button 24 as LWC CANCEL.

Coverage Paths

- ! Create a voice mail coverage path which contains the voice mail Hunt Group number as the coverage point.

Subscriber Setup

- ! Assign the voice mail coverage path to each subscriber.
- ! Place the subscriber's complete extension number somewhere in the first sixteen (16) characters of the name field.

Administration of Eight Avaya 7434D Digital Station Sets

Programming the Avaya 7434 station set - in this case, the voice mail - requires the most attention. Administration of this set controls how the integration works. Initially you need to set up the 7434 for 2 call appearances, one appearance for each of the call appearance buttons.

Another requirement involves reserving the last appearance. On the Avaya PBX's, one line must be reserved for transfers and outgoing calls. Earlier System 75's will do this automatically. On later 75's and Definity systems, you must set the "Restrict Last Appearance" field to "Y". This will insure that an appearance will be reserved for the VoiceGate ICS to transfer and perform leave word calls. The VoiceGate ICS will always perform leave word calls on the last call appearance.

NOTE

The screens shown in this section are taken from an Avaya System 75/85 administration terminal:

- **Boldface** fields indicate where required information must be entered.
- Underlined fields should be completed as needed, but have no required defaults.
- *Italics* indicate fields that may not appear on all software versions.

Step 1: In our example, the first voice mail port is extension 501. Enter the following: command and press RETURN to gain access to the screen below:

add station 501

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STATION

Extension: **501**
Type: **7434D** Lock Messages? n COR: ___
Port: _____ Security Code: COS: ___
Name: Voice Mail Coverage Path: ___

FEATURE OPTIONS
LWC Reception? **msa-spe** Coverage Msg. Retrieval Permission? **n**
LWC Activation? **y** Date Restriction? **y**
Redirect Notification? **n** Idle Appearance Preference? **n**
Bridged Call Alerting? **n** *Restrict Last Appearance?* **y**
701A Data Module? **n** F401A Feature Module? **y**
D401A Display Module? **y** C401A Coverage Module? **n**

ABBREVIATED DIALING
List1: _____ List2: _____ List3: _____

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

Fill in all fields displayed in bold. When finished, check your entries and proceed to the next screen by pressing the soft key labelled. **NEXT PAGE**

Step 2: Make sure all Feature Keys are programmed as shown below:

STATION Page 2 of 3

FEATURE BUTTON ASSIGNMENTS

			11:	23:
			12:	24:
			13:	25:
			14:	26:
			15:	27:
1	**2**	**3**	16:	28:
			17:	29:
4	**5**	**6**	18:	30:
			19:	31:
7	**8**	**9**	20:	32:
			21:	33: LWC - STORE
*****	**0**	**#**	22:	34: LWC - CANCEL

Step 3: Program the 7434 display. Press the soft key labelled:

NEXT PAGE

Program this screen exactly as shown.

STATION Page 3 of 3

DISPLAY BUTTON ASSIGNMENTS

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

Step 4: When finished with the display, accept your programming by pressing the soft key labelled:

ENTER

Step 5: Repeat the above steps 1 through 4 for extensions 502 through 508

add station 501

Page 1 of 3

STATION

Extension: **501**
Type: **7405D** Lock Messages? n COR: ___
Port: _____ Security Code: COS: ___
Name: Voice Mail Coverage Path: ___

FEATURE OPTIONS
LWC Reception? **msa-spe** Coverage Msg. Retrieval Permission? **n**
LWC Activation? **y** Date Restriction? **y**
Redirect Notification? **n** Idle Appearance Preference? **n**
Bridged Call Alerting? **n** *Restrict Last Appearance?* **y**
701A Data Module? **n** F401A Feature Module? **y**
D401A Display Module? **y** C401A Coverage Module? **n**

ABBREVIATED DIALING
List1: _____ List2: _____ List3: _____

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

Fill in all fields displayed in bold. When finished, check your entries and proceed to the next screen by pressing the soft key labelled. **NEXT PAGE**

Step 2: Make sure all Feature Keys are programmed as shown below:

STATION Page 2 of 3

FEATURE BUTTON ASSIGNMENTS

			1:	13:
			2:	14:
			3:	15:
			4:	16:
			5:	17:
1	**2**	**3**	6:	18:
			7:	19:
4	**5**	**6**	8:	20:
			9:	21:
7	**8**	**9**	10:	22:
			11:	23: LWC - STORE
*****	**0**	**#**	12:	24: LWC - CANCEL

Step 3: Program the 7405 display. Press the soft key labelled:

NEXT PAGE

Program this screen exactly as shown.

STATION Page 3 of 3

DISPLAY BUTTON ASSIGNMENTS

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

Step 4: When finished with the display, accept your programming by pressing the soft key labelled:

ENTER

Step 5: Repeat the above steps 1 through 4 for extensions 502 through 508

Addition of a Hunt Group

Step 1: Now that the individual 7434/7405 phones are programmed to be compatible with the voice mail, they need to be grouped together. To do this, add a new hunt group as shown below.

add hunt 1

COVERAGE PATH

Group Number: **1** Group Extension: **500** Group Type: ucd

Group Name: **VIP4000** Coverage Path: _____ COR: _____

Security Code: _____ Message Center: _____ Queue? **N**

GROUP MEMBER ASSIGNMENTS

	Ext.	Name		Ext.	Name
1:	**501**	VIP4001	9:		
2:	**502**	VIP4002	10:		
3:	**503**	VIP4003	11:		
4:	**504**	VIP4004	12:		
5:	**505**	VIP4005	13:		
6:	**506**	VIP4006	14:		
7:	**507**	VIP4007	15:		
8:	**508**	VIP4008	16:		

Step 2: When finished, check your entries. If they are correct, confirm the programming by pressing the soft key labelled.

ENTER

Coverage Path Administration

Before adding subscribers, you must provide a path to voice mail for unanswered phones. This is achieved through coverage paths. A coverage path forwards calls to another telephone if the individual does not answer or is busy. Placing the voice mail's hunt group number in the coverage path assures that unanswered and busy calls are sent to voice mail.

A single coverage path is sufficient for most voice mail users, but if there is a specific need, different coverage paths can be assigned through PBX administration.

Step 1: Our example shows a very common voice mail coverage path. Enter the following command and press RETURN to gain access to the screen below: **add coverage path 1**

COVERAGE PATH
Coverage Path Number: **1**

COVERAGE CRITERIA

Station/Group Status	Inside Call	Outside Call	
Active?	n	n	
Busy?	**y**	**y**	# of Rings:**3**
Don't Answer?	**y**	**y**	
All?	n	n	

COVERAGE POINTS
Point1: **h1** Point3:
Point2:

Terms used in the above screen are described below:

Active: If any call appearance is in use, the call forwards
Busy: If all call appearances are in use, the call forwards
Don't Answer: If the call is unanswered, the call forwards after the specified number of rings.
All: All calls immediately forward.

Step 2: When finished, check your entries. If they are correct, confirm the programming by pressing the soft key labelled.
ENTER

Subscriber Administration

The final requirement for PBX administration is at the subscriber level. This consists of two parts: name field administration and the assignment of a coverage path.

A key element in identifying the calling parties is the PBX name field administration. In order for a telephone set to be integrated, a complete extension number must appear in ***the first 16 characters of the subscriber's name field.*** Since each site may have a different format for placing names in these fields, we will only make suggestions. The only requirement is that the extension number appear. Different formats will have an affect on some System 75 features such as the integrated directory.

Here are a few examples of how name fields are established:

Entered as	Smith, John 201
Displayed as	Smith, John 201
Directory	Smith, John 201
Entered as	John 201 Smith
Displayed as	John 201 Smith
Directory	Smith, 201 John
Entered as	201 John Smith
Displayed as	201 John Smith
Directory	Smith, 201 John
Entered as	John Smith 201
Displayed as	John Smith 201
Directory	201, John Smith

The name field (including the extension) must be no longer than 16 characters. Names with more than 16 characters on a System 75/85 need to be abbreviated (ie. Alongname, J. 202).

You should experiment with methods that correspond with your site requirements. Administering the system in this manner only affects telephones with digital displays. VoiceGate ICS integration is not affected by the placement of the extension number. You have the option to use other numbers in the name field if they consist of fewer digits than the extension number (ie. room 23 ext. 203).

The following diagrams give examples of administrative screens for a subscriber with an analog set and a subscriber with a 7403 digital phone set. It is recommended that you consult with your PBX administrator before applying the changes described in this section.

Step 1: Continuing with our example, we will program John Smith's station set for integration. His extension is 201 and he has an analog telephone. Enter the following command and press RETURN to gain access to the screen below:

change station 201

```
STATION                                                    Page 1 of 1
Extension: 201

    Type:  2500                 Lock Messages? n          COR: ___
    Port:  _____                Security Code:             COS: ___
    Name:  Smith, John  201     Coverage Path:  1          Tests?  y

FEATURE OPTION
  LWC Reception?  y                  Coverage Msg Retrieval Permission?  n
  LWC Activation?  n                  Data Restriction?     n
  Redirect Notification?  n           Call Waiting Indication?   n
  Off Premise Station?  n             Distinctive Audible Alert?  n
  Message Waiting Indicator?  y

ABBREVIATED DIALING
List1: ______          List2:______          List3: ______

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

Step 2: When finished, check your entries. If they are correct, confirm the programming by pressing the soft key labelled:

ENTER

Step 3: Repeat above steps 1 and 2 for every subscriber with an analog telephone.

Step 4: Finishing our example, we will program J. Alongname's station set. His extension is 202 and he has a digital set (in this example, a Model 7403). Enter the following command and press RETURN to gain access to the screen below.

change station 202

Page 1 of 3
STATION

Extension: **202**
Type: 7403D Lock Messages? n COR: ___
Port: _____ Security Code: COS: ___
Name: **Alongname, J 202** Coverage Path: **1**

FEATURE OPTIONS
LWC Reception? y Coverage Msg Retrieval Permission? y
LWC Activation? n Data Restriction? n
Redirect Notification? y Idle Appearance Preference? n
Bridged Call Alerting? y
701 Data Module? n

ABBREVIATED DIALING
List1: system List2: group List3: personal

BUTTON ASSIGNMENTS

1:	call-appr	6:	send-calls			
2:	call-appr	7:	call-pkup			
3:	call-appr	8:	abrv-dial	List: 1	DC: 1	
4:	call-appr	9:	abrv-dial	List: 1	DC: 2	
5:	call-appr	10:	abrv-dial	List: 1	DC: 3	

Step 5: When finished, check your entries. If they are correct, confirm the programming by pressing the soft key labelled.

ENTER

Step 6: Repeat above steps 4 & 5 for every subscriber with a digital station set.

When the above tasks are complete, you successfully programmed the PBX for an integrated messaging environment using thenVIP400 ICS.

NOTE

Occasionally you may need to reference work you have completed or check your programming. You can display information about any station or coverage path without making changes by using a command similar to the following:

display station 202

Colour Code Designations

Abbreviation Code	Colour
S	Slate
W	White
BI	Blue
O	Orange
G	Green
Br	Brown
R	Red
Bk	Black
Y	Yellow
V	Violet

The table below gives the interconnect block (Type 66) hook-up for VoiceGate ICS.

LINE NUMBER	PIN NUMBER	PAIR COLOR	LEAD DESIGNATION
Phone Line #1	26	White/Blue	TXR1 (7434 set)
	1	Blue/White	TXT1 (7434 set)
	27	White/Orange	RXR1 (7434 set)
	2	Orange/White	RXT1 (7434 set)
Phone Line #2	28	White/Green	TXR1 (7434 set)
	3	Green/White	TXT1 (7434 set)
	29	White/Brown	RXR1 (7434 set)
	4	Brown/White	RXT1 (7434 set)
Phone Line #3	30	White/Slate	TXR1 (7434 set)
	5	Slate/White	TXT1 (7434 set)
	31	Red/Blue	RXR1 (7434 set)
	6	Blue/Red	RXT1 (7434 set)
Phone Line #4	32	Red/Orange	TXR1 (7434 set)
	7	Orange/Red	TXT1 (7434 set)
	33	Red/Green	RXR1 (7434 set)
	8	Green/Red	RXT1 (7434 set)
Phone Line #5	34	Red/Brown	TXR1 (7434 set)
	9	Brown/Red	TXT1 (7434 set)
	35	Red/Slate	RXR1 (7434 set)
	10	Slate/Red	RXT1 (7434 set)
Phone Line #6	36	Black/Blue	TXR1 (7434set)
	11	Blue/Black	TXT1 (7434 set)
	37	Black/Orange	RXR1 (7434 set)
	12	Orange/Black	RXT1 (7434 set)
Phone Line #7	38	Black/Green	TXR1 (7434 set)
	13	Green/Black	TXT1 (7434 set)
	39	Black/Brown	RXR1 (7434 set)
	14	Brown/Black	RXT1 (7434 set)
Phone Line #8	40	Black/Slate	TXR1 (7434 set)
	15	Slate/Black	TXT1 (7434 set)
	41	Yellow/Blue	RXR1 (7434 set)
	16	Blue/Yellow	RXT1 (7434 set)
	42	Yellow/Orange	NOT USED
	17	Orange/Yellow	NOT USED
	43	Yellow/Green	NOT USED
	18	Green/Yellow	NOT USED
	44	Yellow/Brown	NOT USED
	19	Brown/Yellow	NOT USED
	45	Yellow/Slate	NOT USED
	20	Slate/Yellow	NOT USED
	46	Violet/Blue	NOT USED
	21	Blue/Violet	NOT USED
	47	Violet/Orange	NOT USED
	22	Orange/Violet	NOT USED
	48	Violet/Green	NOT USED
	23	Green/Violet	NOT USED
	49	Violet/Brown	NOT USED
	24	Brown/Violet	NOT USED

	50	Violet/Slate	NOT USED
	25	Slate/Violet	NOT USED

The table below gives the layout for a 8 port TN754 card.

LINE NUMBER	PIN NUMBER	PAIR COLOR	LEAD DESIGNATION
	26	White/Blue	NOT USED
	1	Blue/White	NOT USED
Extension # 1	27	White/Orange	TXR1 (Avaya 7434/7405)
	2	Orange/White	TXT1 (Avaya 7434/7405)
	28	White/Green	RXR1 (Avaya 7434/7405)
	3	Green/White	RXT1 (Avaya 7434/7405)
	29	White/Brown	NOT USED
	4	Brown/White	NOT USED
Extension # 2	30	White/Slate	TXR1 (Avaya 7434/7405)
	5	Slate/White	TXT1 (Avaya 7434/7405)
	31	Red/Blue	RXR1 (Avaya 7434/7405)
	6	Blue/Red	RXT1 (Avaya 7434/7405)
	32	Red/Orange	NOT USED
	7	Orange/Red	NOT USED
Extension # 3	33	Red/Green	TXR1 (Avaya 7434/7405)
	8	Green/Red	TXT1 (Avaya 7434/7405)
	34	Red/Brown	RXR1 (Avaya 7434/7405)
	9	Brown/Red	RXT1 (Avaya 7434/7405)
	35	Red/Slate	NOT USED
	10	Slate/Red	NOT USED
Extension # 4	36	Black/Blue	TXR1 (Avaya 7434/7405)
	11	Blue/Black	TXT1 (Avaya 7434/7405)
	37	Black/Orange	RXR1 (Avaya 7434/7405)
	12	Orange/Black	RXT1 (Avaya 7434/7405)
	38	Black/Green	NOT USED
	13	Green/Black	NOT USED
Extension # 5	39	Black/Brown	TXR1 (Avaya 7434/7405)
	14	Brown/Black	TXT1 (Avaya 7434/7405)
	40	Black/Slate	RXR1 (Avaya 7434/7405)
	15	Slate/Black	RXT1 (Avaya 7434/7405)
	41	Yellow/Blue	NOT USED
	16	Blue/Yellow	NOT USED
Extension # 6	42	Yellow/Orange	TXR1 (Avaya 7434/7405)
	17	Orange/Yellow	TXT1 (Avaya 7434/7405)
	43	Yellow/Green	RXR1 (Avaya 7434/7405)
	18	Green/Yellow	RXT1 (Avaya 7434/7405)
	44	Yellow/Brown	NOT USED
	19	Brown/Yellow	NOT USED
Extension # 7	45	Yellow/Slate	TXR1 (Avaya 7434/7405)
	20	Slate/Yellow	TXT1 (Avaya 7434/7405)
	46	Violet/Blue	RXR1 (Avaya 7434/7405)
	21	Blue/Violet	RXT1 (Avaya 7434/7405)
	47	Violet/Orange	NOT USED
	22	Orange/Violet	NOT USED
Extension # 8	48	Violet/Green	TXR1 (Avaya 7434/7405)
	23	Green/Violet	TXT1 (Avaya 7434/7405)
	49	Violet/Brown	RXR1 (Avaya 7434/7405)
	24	Brown/Violet	RXT1 (Avaya 7434/7405)
	50	Violet/Slate	NOT USED
	25	Slate/Violet	NOT USED