



**GuestWorks<sup>®</sup> and DEFINITY<sup>®</sup>**  
**Enterprise Communications Server**  
Release 9  
Technician Handbook for  
Hospitality Installations

555-231-743  
Issue 1  
November 2000

## Notice

Every effort was made to ensure that the information in this book was complete and accurate at the time of printing. However, information is subject to change.

## Preventing Toll Fraud

"Toll fraud" is the unauthorized use of your telecommunications system by an unauthorized party (for example, a person who is not a corporate employee, agent, subcontractor, or is not working on your company's behalf). Be aware that there may be a risk of toll fraud associated with your system and that, if toll fraud occurs, it can result in substantial additional charges for your telecommunications services.

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- Eavesdropping (privacy invasions to humans)
- Mischief (troubling, but apparently innocuous, tampering)
- Harm (such as harmful tampering, data loss or alteration, regardless of motive or intent)

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- System administration documents
- Security documents
- Hardware-/software-based security tools
- Shared information between you and your peers
- Telecommunications security experts

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The "CE" mark affixed to the equipment described in this book indicates that the equipment conforms to the following European Union (EU) Directives:

- Electromagnetic Compatibility (89/336/EEC)
- Low Voltage (73/23/EEC)
- Telecommunications Terminal Equipment (TTE) i-CTR3 BRI and i-CTR4 PRI

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## About This Handbook

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This handbook provides instructions for installing GuestWorks® and DEFINITY® Enterprise Communications Server (ECS) switches in a hospitality solution. The procedures in this handbook describe how to connect the switch and adjuncts used in a hospitality solution, and how to administer the switch so it operates with the adjuncts in a hospitality solution. The information provided in this handbook includes information about preparing the site, unpacking and installing the cabinets, connecting cabling and adjuncts, translating the switch and adjuncts, and activating and testing the switch.

The information in this handbook can be used with any of the following switches when the switches are optioned for hospitality services:

- GuestWorks
- DEFINITY ECS
- ProLogix™
- DEFINITY Business Communications System (BCS).

## Suggested Training

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It is suggested that technicians installing this equipment receive training on GuestWorks and DEFINITY ECS Release 9 (R9) before installing this equipment. Except for connectivity of hospitality adjuncts and translations of those adjuncts, this handbook contains high-level reminders of the tasks required to install the switch, and is not intended to replace normal switch training or standard switch installation documents.

## Reasons for Issue

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This document replaces the *GuestWorks Issue 6 Technician Handbook* (555-231-109) that is still valid on GuestWorks Issue 6 systems. This document is issued for the following reasons:

- To update all information related to Release 9 of the DEFINITY ECS software. GuestWorks now uses the same software release numbering as DEFINITY ECS.
- To update information about the Transmission Control Protocol/Internet Protocol (TCP/IP) messaging connectivity between the switch and the INTUITY™ voice messaging system.
- To add information about Custom Selection of VIP Direct Inward Dialing (DID) Numbers.

## Conventions

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The following conventions are used in this handbook:

- In this handbook, the term “switch” refers to the telephone switching equipment (GuestWorks, DEFINITY ECS, ProLogix, or DEFINITY BCS); the term “INTUITY” refers to the voice messaging and call accounting platform; and the term “PMS” refers to the Property Management System provided by the customer.
- All screens shown in this handbook are approximations of how the actual screens appear. Depending on the system options, the screens may vary.
- The terms “attendant console” and “backup telephone” are used in this document. The attendant console is the model 302 that is usually found at the front desk. The preferred backup telephone is the model 6424 or 8434 telephone with attendant-type feature buttons. The model 6408 or 8410 can be used as a secondary backup to the model 6424 or 8434.
- For most hospitality installations, the MAP/5P is the voice messaging platform of choice. For very large installations that require more voice ports or message storage, the MAP/40P or MAP/100 may be used. Unless otherwise noted, the term “MAP” refers to any of the different platforms. Any differences between the platforms (other than capacities) will be noted in this handbook.
- This handbook documents two versions of the INTUITY system — Release 4.4 (R4.4) and Release 5 (R5). Unless otherwise specified, all connectivity and administration applies to either release.

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

#### **change system-parameters hospitality**

Some administration command paths have additional actions available (such as **change**, **list**, **add**, and **display**). In this document, only the suggested action is shown in the administration sections.

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

Queue Length

- On the cabling diagrams, the << and >> symbols are used to show the plug-receptacle relationship. If this relationship is not known, the diagrams show a rectangular box.
- Switch hardware is offered on the compact modular cabinet (CMC), the single-carrier cabinet (SCC), or the multi-carrier cabinet (MCC) platforms. Specific cabinet models will not be mentioned except when necessary. Refer to the installation document for the cabinet type you are installing.
- Switch software is packaged for *csi*, *si*, or *r* systems. The *csi* system uses CMC hardware, the *si* system uses SCC or MCC hardware, and the *r* system uses MCC hardware.

## **Related Documents**

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The following documents will be useful when installing a hospitality solution. Most of these documents are included on the Documentation Library CDs shipped with the system.

- 555-015-201 — *DEFINITY Terminals and Adjuncts Reference*
- 555-020-706 — *7400A Data Module User Guide*
- 555-020-707 — *7400B Data Module User Guide*
- 555-020-709 — *8400B Plus Data Module User's Guide*
- 555-025-600 — *BCS Products Security Handbook*
- 555-230-700 — *DEFINITY ECS Console Operations*
- 555-230-755 — *GuideBuilder Software for DEFINITY Telephones*
- 555-230-890 — *DEFINITY ECS Console Operations Quick Reference*
- 555-231-104 — *GuestWorks Technician Connectivity Training* (video tape)
- 555-231-205 — *GuestWorks INTUITY Lodging Call Accounting User's Guide*
- 555-231-601 — *GuestWorks and DEFINITY ECS Property Management System Interface Specifications*
- 555-231-744 — *DEFINITY Business Communications System and GuestWorks Release 9 Call Vectoring Guide*

- 555-233-114 — *DEFINITY ECS Installation and Test for Multi-Carrier Cabinets*
- 555-233-115 — *DEFINITY ECS Upgrades and Additions for R9r*
- 555-233-116 — *DEFINITY ECS Installation for Adjuncts and Peripherals*
- 555-233-117 — *DEFINITY ECS Maintenance for R9r*
- 555-233-118 — *DEFINITY ECS Installation, Upgrades and Additions for Compact Modular Cabinets*
- 555-233-119 — *DEFINITY ECS Maintenance for R9csi*
- 555-233-120 — *DEFINITY ECS Installation and Test for Single-Carrier Cabinets*
- 555-233-122 — *DEFINITY ECS Upgrades and Additions for R8si*
- 555-233-123 — *DEFINITY ECS Maintenance for R9si*
- 555-233-200 — *DEFINITY ECS System Description*
- 555-233-763 — *DEFINITY ECS Release 9.1 Change Description*
- 555-233-766 — *DEFINITY ECS What's New for Release 9*
- 555-233-506 — *DEFINITY ECS Administrator's Guide*
- 555-233-705 — *Using the New Abbreviated Dialing Program Feature*
- 555-233-742 — *GuestWorks and DEFINITY ECS Release 9 Hospitality Operations*
- 555-233-756 — *DEFINITY System's Little Instruction Book for Basic Administration*
- 555-233-757 — *DEFINITY System's Little Instruction Book for Advanced Administration*
- 555-233-758 — *DEFINITY System's Little Instruction Book for Basic Diagnostics*
- 555-233-767 — *DEFINITY ECS Release 9 Overview*
- 555-233-816 — *DEFINITY ECS Release 9 Documentation Library (CD)*
- 585-310-169 — *INTUITY Messaging Solutions Release 4 MAP/40 and MAP/40s System Installation*
- 585-310-170 — *INTUITY Messaging Solutions Release 4 System Installation Worksheets*
- 585-310-171 — *INTUITY Messaging Solutions Release 4 MAP/40 Maintenance*
- 585-310-173 — *INTUITY Messaging Solutions Release 4 MAP/100 System Installation*
- 585-310-174 — *INTUITY Messaging Solutions Release 4 MAP/100 Maintenance*

- 585-310-185 — *INTUITY Messaging Solutions Release 4 MAP/5P System Installation*
- 585-310-186 — *INTUITY Messaging Solutions Release 4 MAP/5P Maintenance*
- 585-310-196 — *INTUITY Messaging Solutions Release 4 MAP/40P System Installation*
- 585-310-197 — *INTUITY Messaging Solutions Release 4 MAP/40P Maintenance*
- 585-310-234 — *INTUITY Lodging Property Management Specifications*
- 585-310-257 — *INTUITY Messaging Solutions Integration with System 75, DEFINITY Generics 1 & 3, and R5/6*
- 585-310-564 — *INTUITY Messaging Solutions Release 4 Administration*
- 585-310-577 — *INTUITY Lodging Release 4 Administration*
- 585-310-745 — *GuideBuilder Software for AUDIX System*
- 585-313-401 — *INTUITY Messaging Solutions Release 4 Supplement for Technicians*
- 585-313-602 — *INTUITY Messaging Solutions Release 4 Using a LAN to Integrate with DEFINITY ECS*
- 585-313-604 — *INTUITY Messaging Solutions Release 5 Using a LAN to Integrate with DEFINITY ECS*
- 585-313-807 — *INTUITY Messaging Solutions Release 5 Documentation (CD)*





# Hospitality Features

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DEFINITY now has different offer categories for customers. Offer Category A contains all possible DEFINITY features and is used by the DEFINITY ECS and ProLogix products. Offer Category B contains a subset of Offer Category A features used by the GuestWorks and DEFINITY BCS products. The following is an abbreviated list of the hospitality features most likely to be used in your installation:

- Analog Station Caller ID
- Answer Detection
- ASCII Data Over the Switch-to-Property Management System (PMS) Link
- Attendant Backup
- Attendant Split Swap
- Authorization Codes
- Automated Attendant
- Automatic Alternate Routing (AAR)
- Automatic Route Selection (ARS)
- Automatic Selection of DID Numbers
- Attendant-activated Automatic Wakeup Service
- Attendant-activated Do Not Disturb
- Basic Call Management System (BCMS)
- Busy Verification
- Call Vectoring (requires the TN750C circuit pack when using Call Vectoring for the Automated Attendant feature)
- Check-in/Check-out
- Controlled Restrictions
- Crisis Alert to attendant console, display station, or digital pager
- Custom Selection of VIP DID Numbers (new for R9)
- Daily Wakeup

- Dial by Name (only available on GuestWorks or DEFINITY BCS)
- Dual Wakeup
- Emergency Access to the Attendant
- Guest-activated Automatic Wakeup (requires a speech synthesizer circuit pack)
- Guest-activated Do Not Disturb (requires a speech synthesizer circuit pack)
- Integrated Services Digital Network (ISDN) access using Primary Rate Interface (PRI) and Basic Rate Interface (BRI) telephones and adjuncts
- Maid Status
- Message Waiting Lamps, either light-emitting diode (LED) or neon, on guest room telephones
- Names Registration
- PMS Interface
- Recorded Announcements (requires the TN750C circuit pack)
- Room Status
- Station Self-Display
- Suite Check-In
- Switch/INTUITY/PMS Link Integration



**NOTE:**

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

- Terminal Translation Initialization
- Trunk Identification
- VIP Wakeup
- Wakeup Activation via Tones



**NOTE:**

If Wakeup Activation via Tones is enabled, the wakeup feature provided by a speech synthesizer circuit pack is disabled from service.

- World Class Routing (WCR).

# Installing the System

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This section describes the procedures you must use to install the components of a hospitality solution.

## Overview

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Before you connect the switch to the hospitality adjuncts (see [“Connecting the Hospitality Adjuncts” on page 15](#)), you must first install the basic switch equipment and, if purchased, install the INTUITY voice messaging system. Use the following documents when installing the switch and voice messaging equipment:

- *DEFINITY ECS Installation, Upgrades and Additions for Compact Modular Cabinets*
- *DEFINITY ECS Installation and Test for Single-Carrier Cabinets*
- *DEFINITY ECS Installation and Test for Multi-Carrier Cabinets*
- *DEFINITY ECS Change Description*
- *DEFINITY ECS Installation for Adjuncts and Peripherals*
- *INTUITY Messaging Solutions Release 4 MAP/5P System Installation*
- *INTUITY Messaging Solutions Release 4 MAP/40P System Installation*
- *INTUITY Messaging Solutions Release 4 MAP/40 and MAP/40s System Installation*
- *INTUITY Messaging Solutions Release 4 MAP/100 System Installation*
- *INTUITY Messaging Solutions Release 5 Documentation (CD).*

## Installation Checklist

The following is a brief checklist of the tasks required to install and translate a hospitality solution.

**Table 1. Installation Checklist**

✓	Procedure	Begins on...
	Verify parts and test equipment	<a href="#">page 5</a>
	Plan and prepare the site	<a href="#">page 6</a>
	Unpack the equipment	<a href="#">page 9</a>
	Install and connect the equipment	<a href="#">page 9</a>
	Install telecommunications cabling	<a href="#">page 10</a>
	Install the management interface	<a href="#">page 10</a>
	Activate the systems	<a href="#">page 12</a>
	Set up the initial options	<a href="#">page 12</a>
	Connect and test the hospitality adjuncts	<a href="#">page 15</a>
	Miscellaneous translations and testing	<a href="#">page 81</a>
	Switch-to-INTUITY translations and testing	<a href="#">page 157</a>
	INTUITY Lodging-to-PMS translations and testing	<a href="#">page 195</a>
	Switch-to-Call Accounting translations and testing	<a href="#">page 205</a>
	INTUITY Lodging Call Accounting-to-PMS translations and testing	<a href="#">page 207</a>
	Switch-to-PMS link translations and testing	<a href="#">page 208</a>
	Printer translations and testing	<a href="#">page 228</a>
	Logins, security, and backups	<a href="#">page 233</a>
	General switch testing	<a href="#">page 237</a>
	Install and wire telephones and other equipment	<a href="#">page 237</a>
	Test telephones and other equipment	<a href="#">page 238</a>
	Turn the switch over to the customer	<a href="#">page 238</a>

## Additional Parts and Test Equipment

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Other than the tools and test equipment noted in the installation manuals, you should also have the following items available on site:

- RS232 mini-tester (comcode 407515139)



### NOTE:

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



### CAUTION:

*After using a mini-tester to check data leads, you MUST remove the mini-tester from the connection. DO NOT leave the mini-tester in-line during actual operation.*

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

See "[Appendix A — Parts List](#)" on page 242 for a list of the parts used for this installation. Part numbers are provided in case replacements must be ordered.

## Planning and Preparing the Site

---

See Chapter 1 in the DEFINITY ECS and INTUITY installation documents for more information about the tasks in this section.

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

The equipment may include the following:

- Switch cabinets and circuit packs
- Default translation card (GuestWorks and DEFINITY BCS only)  
Unless instructed otherwise, always use the default translation card.
- DEFINITY Site Administration (DSA) software (provided for the customer's PC), or a 715 management terminal
- Multi-Application Platform (MAP) for INTUITY Lodging Voice Messaging, INTUITY AUDIX Voice Messaging, and INTUITY Lodging Call Accounting

When using the INTUITY Lodging Call Accounting from Homisco, share "[Appendix D — Homisco Call Record Format](#)" on page 248 with the PMS vendor before or during the switch integration.

- Xiox™ call accounting equipment, which will be software, a buffer box, and a PC  
Call Xiox technical support at +1-480-970-9015, +1-602-970-9015, +1-603-624-4424, or +1-650-548-5200 if any issues arise about their call accounting equipment or installation support.
- Attendant console
- Multiappearance telephones (usually the 6400-series or 8400-series; a 6424 or 8434 is recommended as the primary attendant backup telephone)
- Guest room telephones  
If custom room telephones and faceplates are being ordered, coordinate the translations on the switch with any special feature access buttons being programmed by the vendor. If programming is done ahead of time, this could save time at installation.
- Modems

- Printers

The Okidata® Models 320, 321, and 184T are often used for hospitality installations, but be aware that other printers may be delivered on site.
  - Miscellaneous equipment.
  - If the INTUITY Lodging Call Accounting co-resident application from Homisco has been ordered, part of the miscellaneous equipment is a set of adapters, cables, and user documentation used with the INTUITY system. This equipment is packaged in a separate box with the INTUITY equipment and is labeled "Hold for Homisco Technicians - Do Not Discard!" Save this equipment for the Homisco technicians.
2. Locate the equipment room and lay out the equipment room floor plan. If possible, use standard floor plans as described in *DEFINITY ECS System Description*. When laying out the equipment locations, consider the following:
- The switch-to-MAP link distance limitations depend on whether you are using Transmission Control Protocol/Internet Protocol (TCP/IP), X.25, or Mode Code:
    - The TCP/IP link using the crossover cord is 328 feet (100 meters). This is the default configuration.
    - The TCP/IP link using a 10/100base-T auto-sensing hub or router is 656 feet (200 meters). This can be 328 feet (100 meters) on either side of the hub or router.
    - The Isolating Data Interface (IDI) X.25 link must be 200 feet (61 meters) or less. This link is used only on an upgraded system if TCP/IP is not used. Duplicated *si* systems must use data modules instead of IDI, so the distance limit is not an issue.
    - The Mode Code link is done over the same analog voice ports connected between the switch and the voice messaging adjunct. The analog ports have a distance limit of 20000 feet (6100 meters). This connection is limited to upgraded systems; the default configuration is TCP/IP.
  - The link between the switch and the INTUITY Lodging Call Accounting on the MAP is limited to 50 feet (15.2 meters) unless you use DCP data modules to extend the distance. When using a stand-alone call accounting system, there is still the 50 foot (15.2 meter) limit that can be extended with DCP data modules.

- For the call accounting link, the MAP hardware must be within 50 feet (15.2 meters) of the PMS. This distance can be extended using a pair of Digital Communications Protocol (DCP) data modules connected through the switch.

Figure 2 on page 17 illustrates an overall view of a hospitality solution.

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

- A customer-provided PC equipped with DSA, or a 715 management terminal
  - Cross-connect fields
  - Space requirements and room layout
  - Cable slack manager.
3. Lay out and ensure appropriate power for the switch and the management terminal in the equipment room, and arrange for an electrician to install.
  4. Lay out and ensure appropriate grounding in the equipment room, including provisions for a coupled bonding conductor (CBC).
  5. Determine the location of equipment closets where feeder cables can be terminated.
  6. Determine where external trunk lines come into the building and where external trunk converters and adapters will be installed.
  7. Determine an appropriate available port circuit on the switch for each telephone, trunk, and peripheral connection needed, and create a provisioning plan based on standard procedures.
  8. Have the customer contact the PMS vendor and, if not using the INTUITY Lodging Call Accounting, the call accounting system vendor to find out if there are any special connections required to interface with their equipment. It is highly recommended that the customer schedule the vendors to be on-site when the connections are made and the testing is done for the PMS and the call accounting. If the vendors cannot be on-site, they should at least be available by telephone.
  9. If this is an upgrade from an existing system, remind the customer that during the cutover, all Automatic Wakeup requests and Do Not Disturb requests must be noted manually. After the cutover is complete, the customer must manually input these requests.



## Unpacking the Equipment

---



### CAUTION:

*Lifting and moving the switch cabinets may require two people. The average weight of a CMC is 50 pounds (23 kilograms); an SCC is 125 pounds (60 kilograms); and the MCC is 800 pounds (268 kilograms). Use caution to avoid injury.*

See Chapter 1 in the DEFINITY ECS installation documents and Chapter 2 in the INTUITY installation documents for more information about the tasks in this section.

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

## Installing and Connecting the Equipment

---

See the appropriate installation document for information about installing and connecting the equipment:

- For CMC installations, see Chapter 1 of *DEFINITY ECS Installation, Upgrades and Additions for Compact Modular Cabinets*.
- For SCC installations, see Chapter 1 of *DEFINITY ECS Installation and Test for Single-Carrier Cabinets*.
- For MCC installations, see Chapter 1 of *DEFINITY ECS Installation and Test for Multi-Carrier Cabinets*.
- For installations with an INTUITY system, see Chapters 2 through 4 in the INTUITY installation documents.

## Installing Telecommunications Cabling

---

See the appropriate installation document for information about installing telecommunications cabling:

- For CMC installations, see Chapter 1 of *DEFINITY ECS Installation, Upgrades and Additions for Compact Modular Cabinets*.
- For SCC installations, see Chapter 2 of *DEFINITY ECS Installation and Test for Single-Carrier Cabinets*.
- For MCC installations, see Chapter 2 of *DEFINITY ECS Installation and Test for Multi-Carrier Cabinets*.

## Installing the Management Terminal

---

The management terminal for administration on either the switch or the INTUITY system can be either a customer-provided PC loaded with the DSA software, or a dedicated management terminal, which must be purchased separately. It is the customer's responsibility to set up his or her PC with DSA, but the technicians are responsible for connecting and setting up the 715 management terminal if it was purchased for the system. Use the customer's PC, your own laptop PC, or the management terminal to access the switch for administration during the installation.

See the appropriate installation document for information about installing the management terminal:

- For CMC installations, see Chapter 1 of *DEFINITY ECS Installation, Upgrades and Additions for Compact Modular Cabinets*.
- For SCC installations, see Chapter 3 of *DEFINITY ECS Installation and Test for Single-Carrier Cabinets*.
- For MCC installations, see Chapter 3 of *DEFINITY ECS Installation and Test for Multi-Carrier Cabinets*.
- For installations with an INTUITY system, see Chapter 4 in the INTUITY installation documents.

The following section shows how to connect a PC to the switch.

## Connecting a PC to the Switch

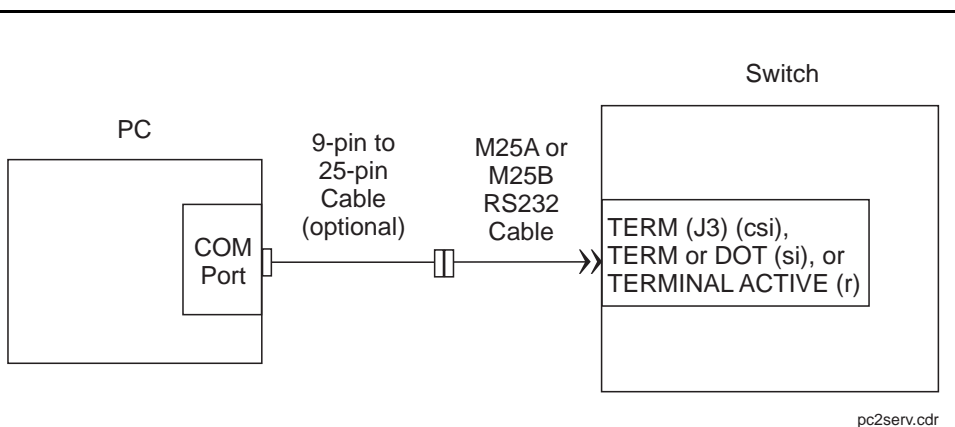
---

Use the on-line help for DSA to set the communication options on the PC.

### Parts List

- PC with keyboard and monitor
- One M25A or M25B RS232 cable (or equivalent 25-pin straight-through cable); see [“Appendix A — Parts List” on page 242.](#)
- One 9-pin to 25-pin transition cable (if using a 9-pin COM port) (comcode 847106945)
- Gender changers, as needed.

### Cabling Diagram



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Figure 1. Direct PC Connection to the Switch

## Activating the Systems

---

See the appropriate installation document for information about activating the switch and the INTUITY system:

- For CMC installations, see Chapter 1 of *DEFINITY ECS Installation, Upgrades and Additions for Compact Modular Cabinets*.
- For SCC installations, see Chapter 3 of *DEFINITY ECS Installation and Test for Single-Carrier Cabinets*.
- For MCC installations, see Chapter 3 of *DEFINITY ECS Installation and Test for Multi-Carrier Cabinets*.
- For installations with an INTUITY system, see Chapter 4 in the INTUITY installation documents.

Unless instructed otherwise, *always* activate your system using the default translation card.

## Setting Up the Initial Options

---

After activating the systems, there are some initial administration options you must set up. In addition to the procedures given in this section, see the appropriate installation document for information about setting up the initial options:

- For CMC installations, see Chapter 1 of *DEFINITY ECS Installation, Upgrades and Additions for Compact Modular Cabinets*.
- For SCC installations, see Chapter 3 of *DEFINITY ECS Installation and Test for Single-Carrier Cabinets*.
- For MCC installations, see Chapter 3 of *DEFINITY ECS Installation and Test for Multi-Carrier Cabinets*.
- For installations with an INTUITY system, see Chapter 5 in the INTUITY installation documents.



**NOTE:**

Before setting any options, ensure that the default translation card is being used on a GuestWorks or DEFINITY BCS switch. A default translation card is not used on a DEFINITY ECS or ProLogix switch.

Do the following to set up the initial options:

1. After the switch powers up, log on to the switch using the `craft` login ID and the `crftpw` password. Distributors should use the `dadmin` login ID.

2. Before you do any administration, verify that you are using the correct translation card. For a DEFINITY ECS or ProLogix system, you will start with a blank card, and all options must be set on site. For GuestWorks and DEFINITY BCS, there is a default translation card that is already administered for Offer Category B with certain default options. Check this by using the **display system-parameters offer-options** command.



**NOTE:**

If the Offer Category is not set correctly and activated, contact the technical support group or your regional Center of Excellence (COE). The switch must be set to the correct Offer Category; the translations must be saved; and the switch must be reset before you can do any translations.

3. Set the required country options using the **change system-parameters country-options** command.
4. Set the daylight savings time rules using the **change daylight-savings-rules** command.
5. Set the date and the time using the **set time** command. This includes applying the daylight savings time rules set up in [Step 4](#).
6. If the switch has EPNs in different time zone locations, use the **change location** command to set the time zone offset, daylight savings rules, and numbering plan area code.
7. Set the switch maintenance parameters using the **change system-parameters maintenance** command. For *csi* systems that have a C-LAN (TN799C) circuit pack, use Page 2 of this screen to verify that the Bus Bridge Packet Interface 2 has been enabled for the C-LAN circuit pack. If it is not already assigned, enter the C-LAN circuit pack equipment location, and use the defaults for the Timeslot Port fields as shown below.

```

change system-parameter maintenance                               Page 2 of 4
                    MAINTENANCE-RELATED SYSTEM PARAMETERS

MINIMUM MAINTENANCE THRESHOLDS ( Before Notification )
  TTRs: 4           CPTRs: 1           Call Classifier Ports:
  MMIs: 0           VCs:

TERMINATING TRUNK TRANSMISSION TEST (Extension)
  Test Type 100:           Test Type 102:           Test Type 105:

ISDN MAINTENANCE
  ISDN-PRI TEST CALL Extension:           ISDN BRI Service SPID:

DS1 MAINTENANCE
  DSO Loop-Around Test Call Extension:

SPE OPTIONAL BOARDS
  Packet Intf1? y           Packet Intf2? y
  Bus Bridge: 03C05   Inter-Board Link Timeslots   Pt0: 6   Pt1: 1   Pt2: 1
    
```

8. Verify that the hospitality customer options have been enabled by checking the **display system-parameters customer-options** screen. On Page 3, the following options must be enabled:
  - Hospitality (Basic)
  - Hospitality (G3V3 Enhancements)

These options can be enabled only with the *init* login ID. Contact technical support or your COE if you do not have permission to make this change.

9. Change the craft password using the **change password craft** command.



**CAUTION:**

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

10. Save these initial translations. Use the **save translation** command. Label the translation card with the current date and switch name.



**CAUTION:**

*It is recommended that you save your translations regularly during the installation process. If a power failure occurs, all translations since the last save are lost and must be readministered.*

## Connecting the Hospitality Adjuncts

---

The hospitality adjuncts include the following:

- INTUITY Lodging Voice Messaging

INTUITY Lodging Voice Messaging is an optional adjunct that resides on the MAP. INTUITY Lodging is used for the guest access to voice messages; and INTUITY AUDIX is used for the office staff to access voice messaging.

- INTUITY Lodging Call Accounting

INTUITY Lodging Call Accounting is a co-resident application from Homisco that resides on the MAP. It is based on a product from the Homisco Corporation. At most installations, you can expect a technician from Homisco to be on site to install the software and hardware for the call accounting portion of the product. The Homisco technician will assist you in making the call accounting system interface to the switch.

For installations that include INTUITY Lodging Voice Messaging and INTUITY Lodging Call Accounting, all connections are shown in complete detail.

- Stand-Alone Call Accounting

Stand-alone call accounting systems (such as Xiox) can be installed if the call record format is compatible with the switch. Two typical formats are *printer* and *Teleser*.

For installations that include voice mail or call accounting from another vendor, the connections are shown up to a definable demarcation point. Connections beyond that demarcation point must be coordinated with the vendor.

- Property Management System (PMS)

The PMS is a vendor-provided product that interfaces to the switch according to the *GuestWorks and DEFINITY ECS Property Management System Interface Specifications*. If the PMS follows those specifications, the PMS will interface to the switch when properly connected to the switch. The PMS connections are shown up to a definable demarcation point. Connections beyond that demarcation point must be coordinated with the vendor.

- Printers

Two serial printers can be installed to print hospitality reports and to keep a log of events as they occur on the switch. Each printer connects to the switch using a DCP data module. The printers are designated as either a “journal/schedule” printer or a “log” printer. The journal/schedule printer records Emergency Access to Attendant calls and Automatic Wakeup calls. The log printer records housekeeping updates when the PMS link is down, in addition to recording any other PMS-related events. These PMS events are shown in [“Appendix C — List PMS Down Events” on page 245](#).



**NOTE:**

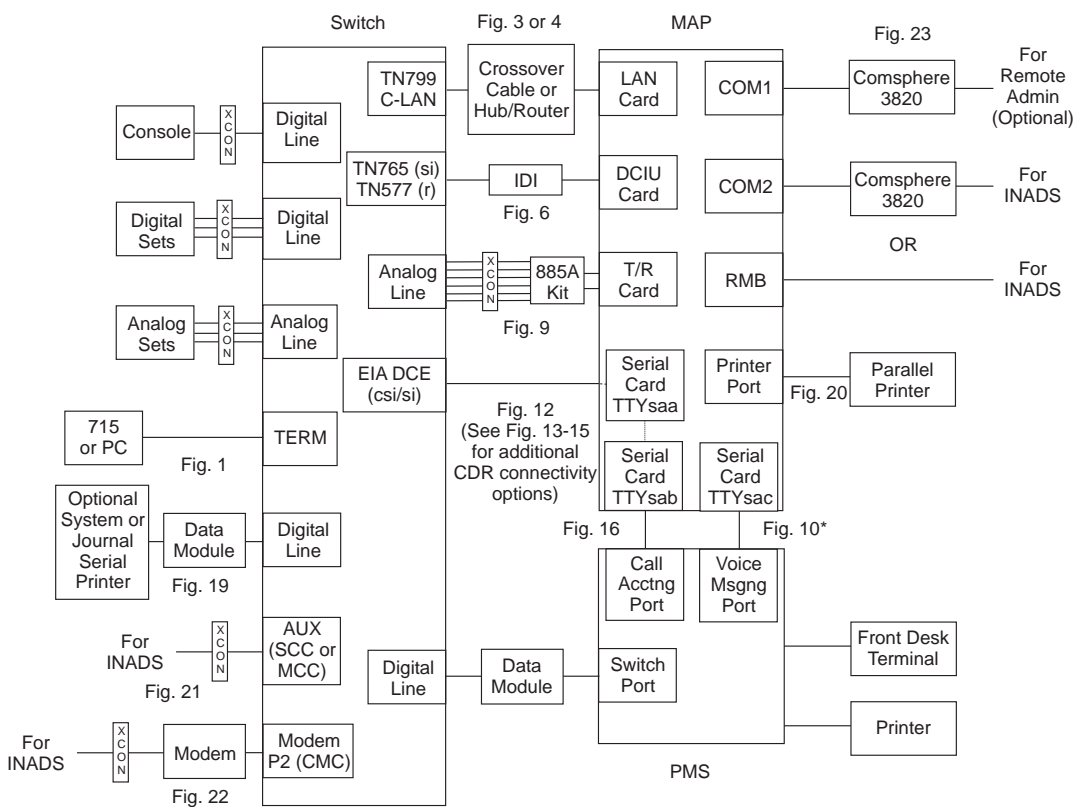
In most cases, only one printer is provided to perform both the journal/schedule and log printer functions.

A parallel printer may be connected to the INTUITY system to run call accounting reports or reports from the INTUITY messaging system.



## Overall Hospitality Connectivity

Figure 2 shows the overall connectivity for a hospitality installation when using the MAP for INTUITY Lodging Voice Messaging, INTUITY Lodging Call Accounting, plus connections to a PMS. References to the detailed connectivity drawings are shown in this figure. Table 2 also gives references to the detailed connectivity drawings based on the equipment you are installing.



\* This link is not used with the Switch/Intuity/PMS Link Integration feature. This link is required when using Mode Code Integration.

gws\_sol2.cdr

Figure 2. Overall Hospitality Connectivity

**Table 2. Matrix for Cabling Diagrams**

From...	To...						
	Switch	INTUITY Lodging Voice Messaging	INTUITY Voice Ports	INTUITY Lodging Call Accounting	Xiox Call Accounting	Stand-alone Call Accounting	PMS
Switch		Figure 3, Figure 4, Figure 6, or Figure 9	Figure 9	Figure 12 or Figure 15	Figure 13 or Figure 15	Figure 14 or Figure 15	Figure 18
INTUITY Lodging Voice Messaging	Figure 3, Figure 4, Figure 6, or Figure 9						Figure 10 or Figure 11*
INTUITY Lodging Call Accounting	Figure 12 or Figure 15						Figure 16
Xiox Call Accounting	Figure 13 or Figure 15						Figure 17
Stand-alone Call Accounting	Figure 14 or Figure 15						Designed Locally

\* This connection is not required when using the Switch/INTUITY/Link Integration feature.

In [Figure 2](#), there are a variety of digital line circuit packs and telephones/data modules that can be used. [Table 3](#) shows which circuit packs should be used to support the different digital telephones and data modules.

**Table 3. Digital Line Circuit Packs and Telephone Equipment Compatibility**

Equipment	Circuit Packs			
	TN754C (4-wire)	TN2181 (2-wire)	TN2214 (2-wire)	TN2224 (2-wire)
302B Console (2-wire/4-wire)	Yes	Yes	Yes	Yes
302C Console (2-wire/4-wire)	Yes	Yes	Yes	Yes
6400-Series telephones (2-wire)	No	Yes	Yes	Yes
7400-Series telephones/data modules (4-wire)	Yes	No	No	No
8400-Series telephones/data modules (2-wire/4-wire)	Yes	Yes	Yes	Yes

## Switch-to-INTUITY Admin Link (TCP/IP)

---

This data link transfers information to support the INTUITY AUDIX service for office staff voice messaging. For all new installations, this is the recommended way to connect the switch to the MAP for voice messaging administrative messages. If the system is an upgrade, you may reuse the X.25 hardware for this connection; see [“Switch-to-INTUITY Admin Link \(X.25\)” on page 22](#). For installations using Mode Code integration, see [“Switch-to-INTUITY Admin Link \(Mode Code Integration\)” on page 24](#).

### Parts List

- An ethernet port on the C-LAN circuit pack
- One 259A adapter (comcode 102631413), or  
UTP Category 5 cross-connect hardware and connecting blocks
- One 6-inch RJ45 crossover cord (comcode 846943306 or 104154414), or  
One 10/100Base-T auto-sensing LAN hub or customer router (optional)
- One or two RJ45 UTP Category 5 modular cords (see [“Appendix A — Parts List” on page 242](#))
- One or more 451A in-line RJ45 adapters, as needed (used to connect modular cords together)
- One LAN card on the MAP (for INTUITY R4.4, model 8412; for INTUITY R5, model 8416).

### Distance Limits

Using the standard crossover cord (or alternate crossover wiring arrangement in [Figure 5](#)), the distance limit between the switch and the MAP is 328 feet (100 meters).

Using a hub or customer router, the distance limit between the switch and the MAP is 656 feet (200 meters) total [328 feet (100 meters) from the switch to the hub or router, and 328 feet (100 meters) from the hub or router to the MAP]. If the distance between the switch and the MAP is more than 656 feet (200 meters), you can daisy-chain up to four separate hubs.



#### NOTE:

If you do locate the switch more than 50 feet (15.2 meters) from the MAP and are using the coresident INTUITY Lodging Call Accounting system on the MAP, the call accounting link limit of 50 feet (15.2 meters) must be taken into account. [Figure 15](#) shows how the call accounting link can be extended beyond that limit.

## Cabling Diagram

Figure 3 shows a detailed connection between the C-LAN circuit pack and the LAN card on the MAP when using the default crossover cord.

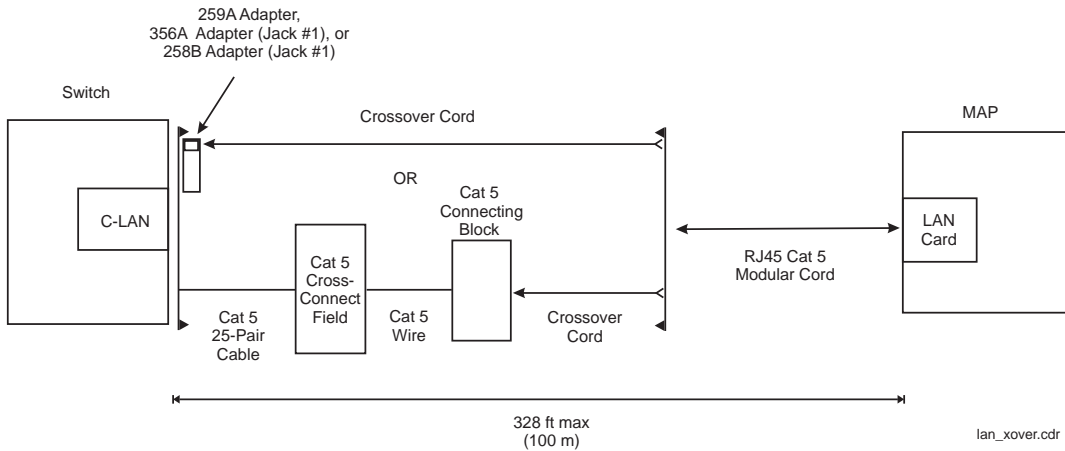


Figure 3. Switch-to-INTUITY Admin Link (TCP/IP) with Crossover Cord

Figure 4 shows a detailed connection between the C-LAN circuit pack and the LAN card on the MAP when using the optional hub or customer router.

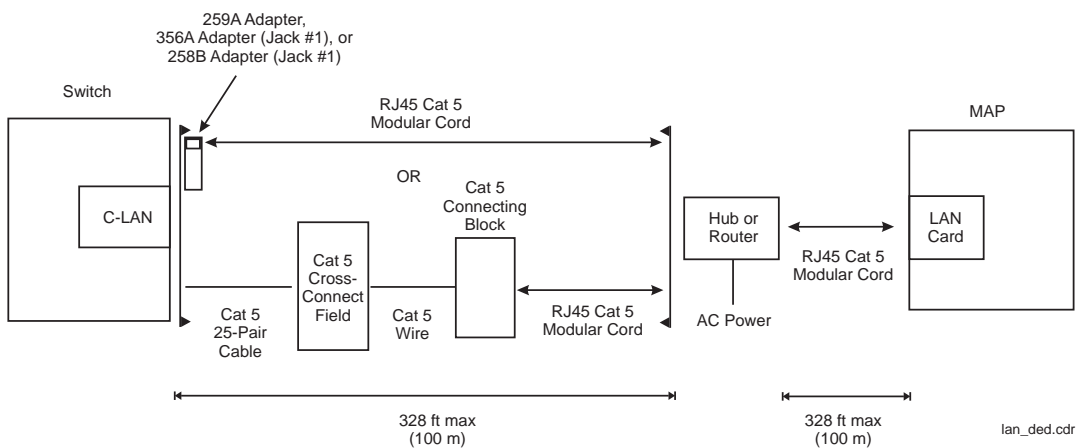


Figure 4. Switch-to-INTUITY Admin Link (TCP/IP) with Hub or Router

The C-LAN circuit pack ethernet lead designations are as follows:

Lead Name	25-Pair Cable Wire Color	25-Pair Cable Connector Pin-out	RJ45 Jack Pin-out	Terminal Block Pin-out on Connecting Block
TD+	white/orange	27	1	3
TD-	orange/white	2	2	4
RD+	white/green	28	3	5
RD-	green/white	3	6	6

Use this information when making connections from the using a 259A adapter (single-port), a 356A adapter (8-port harmonica), a 258B adapter (6-port harmonica), or standard cross-connect wiring. When using the 356A or 258B adapters, you must always connect to jack #1 of the adapter.

### Crossover Wiring

If the standard crossover cord or the optional hub/router are not available, you can build your own crossover wiring arrangement to flip the transmit and receive leads for the LAN connection. Figure 5 shows how this can be done with a 104A connecting block (comcode 105164859). When using this device, the distance limit from the switch to the INTUITY system is 328 feet (100 meters). Using this device, you would connect one Category 5 modular cord to the switch C-LAN circuit pack, and another Category 5 modular cord to the INTUITY LAN card.

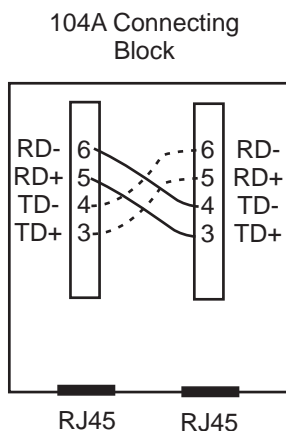


Figure 5. Alternate Crossover Wiring

## Switch-to-INTUITY Admin Link (X.25)

---

This data link transfers information to support the INTUITY AUDIX service for office staff voice messaging. This connection will be used only if:

- Your system has been upgraded from an earlier system, and
- The customer chooses to retain their X.25 hardware (a PI circuit pack is needed on the *si* system, or a Packet Gateway circuit pack is needed on an *r* system) instead of the TCP/IP C-LAN hardware.

See [“Switch-to-INTUITY Admin Link \(TCP/IP\)” on page 19](#). For installations using Mode Code integration, see [“Switch-to-INTUITY Admin Link \(Mode Code Integration\)” on page 24](#).



### NOTE:

The connectivity shown in this section will not work on an *si* system with duplication. For a duplicated system, the connection between the switch and the INTUITY is done with DCP data modules. See your project manager for more information.

## Parts List

- A PI port (TN765) on an *si* system, or a Packet Gateway port (TN577) on an *r* system
- One H600-347 cable (*r* system only)
- One H600-210 Group 3 cable (50 feet; 15.2 meters)
- One 105C IDI (comcode 107422735) or 105D IDI (comcode 108367376)

An IDI provides electrical isolation and protection between the switch and the INTUITY hardware. The dip switch settings on the IDI must be set for “Direct Connect.”

- One ED1E434-11 Group 175 cable (4.5 feet; 1.5 meters)
- One DCIU card (comcode 406801647, J1P260AA, L31) installed in the MAP, usually located in slot 1.

## Distance Limits

The distance limit between the switch and the IDI is 200 feet (61 meters). If you need a cable longer than the default 50 foot (15.2 meter) cable provided, order a Group 4 cable (100 feet; 30.5 meters) or a Group 5 cable (200 feet; 61 meters). See “[Appendix A — Parts List](#)” on page 242 for a list of cables.

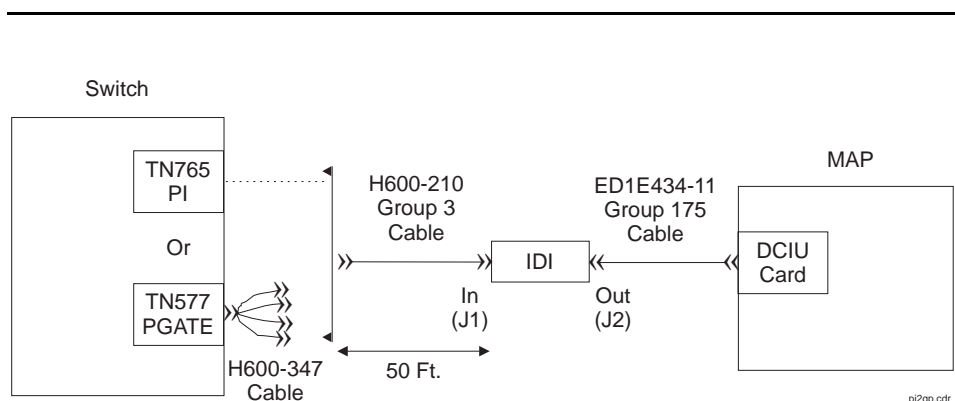


### NOTE:

If you locate the switch more than 50 feet (15.2 meters) from the MAP and are using the coresident INTUITY Lodging Call Accounting system on the MAP, the call accounting link limit of 50 feet (15.2 meters) must be taken into account. [Figure 15](#) shows how the call accounting link can be extended beyond this limit.

## Cabling Diagram

[Figure 6](#) shows a detailed connection between a Processor Interface (PI) switch port (*si* system) or Packet Gateway (PGATE) switch port (*r* system) and the DCIU card on the MAP.



**Figure 6. Switch-to-INTUITY Admin Link (X.25)**

## Switch-to-INTUITY Admin Link (Mode Code Integration)

---

When using Mode Code Integration, the administrative link between the switch and the MAP (the link that transfers information to support the INTUITY AUDIX service for office staff voice messaging) connects by way of an analog port on the switch and a voice port on the MAP. This connection is the same as the voice port connections shown in [“Switch-to-INTUITY Voice Port Connections” on page 25](#) and in [Figure 9](#).

In other words, the voice ports used for leaving and retrieving messages on the INTUITY system are the same voice ports used for Mode Code Integration. This means that the ports will be in use for the amount of time it takes to leave a message, plus the amount of time it takes for the Mode Codes to exchange messages between the switch and INTUITY. This will affect the traffic-handling of the voice messaging system.

Mode Code Integration should not be used if TCP/IP or X.25 link integration is available. See [“Switch-to-INTUITY Admin Link \(TCP/IP\)” on page 19](#) or [“Switch-to-INTUITY Admin Link \(X.25\)” on page 22](#) for more information.



### NOTE:

When using Mode Code Integration, you cannot take advantage of the Switch/INTUITY/PMS Link Integration feature. This means that you must install the link shown in [“INTUITY Lodging-to-PMS Link” on page 30](#).

Mode Code Integration between the switch and the MAP is described in more detail in the following documents:

- *DEFINITY ECS Administrator's Guide*
- *INTUITY Messaging Solutions Release 4 MAP/5P System Installation*
- *INTUITY Messaging Solutions Integration with System 75, DEFINITY Generics 1 & 3, and R5/6*
- *INTUITY Messaging Solutions Release 5 Documentation (CD)*.



## Switch-to-INTUITY Voice Port Connections

---

This connection is used for the following:

- For callers leaving messages for guests and office staff
- For guests and office staff to call the INTUITY system to retrieve their voice messages
- For the administrative link between the switch and the MAP when using Mode Code Integration (see [page 24](#)).

## Parts List

- One or more Tip/Ring cards in the MAP (different cards are required within different regions of the world)
  - IVC6 (AYC-10) Analog Voice Card (comcode 106406580)
  - IVC6A (AYC-29) Tip/Ring Card (comcode 107213944)
  - NGTR (AYC-30) Next Generation Tip/Ring Card (comcode 107224586)

Each Tip/Ring card supports six voice ports. For R5, you can have up to three Tip/Ring cards to support 18 ports for voice messaging. For R4.4, when using the Multi-Port Serial Card, you can have up to two Tip/Ring cards to support 12 ports for voice messaging; when not using the Multi-Port Serial Card, you can have up to three Tip/Ring cards to support 18 ports for voice messaging.

If your system came from the factory configured with more than one tip/ring card, the option settings on the cards should be set correctly. However, if you are adding a card on-site, or if you want to check the card configuration, [Figure 7](#) shows the switch settings for the IVC6 (AYC-10) and IVC6A (AYC-29) cards, and [Figure 8](#) shows the switch settings for the NGTR (AYC-30) card.

For each voice port card, you must install an 885A connector kit. [Figure 9](#) shows connections for one kit using all six voice ports. Depending on the customer's order, you will install voice ports in pairs up to 18 ports.

- Two or more ED5P208-30 Group 16 modular cords  
You need two cords for each Tip/Ring card.

- One 885A connector kit for each Tip/Ring card installed in the MAP (ED-5P907-70, Group 1, comcode 601419666)

These kits come with one 885A connecting block, six RJ11C 4-wire modular cords (comcode 103732582), and two RJ25 6-wire modular cords.



**CAUTION:**

*The two RJ25 6-wire modular cords that come with the 885A connector kits are not used in this application. Do not use the RJ25 cords for any connections; the wiring in the RJ25 cords will not work in this application.*

Use the 885A connecting block label to record the extension numbers of the voice ports connected to the MAP.

- Ferrites (one for each voice line) (comcode 407616846)

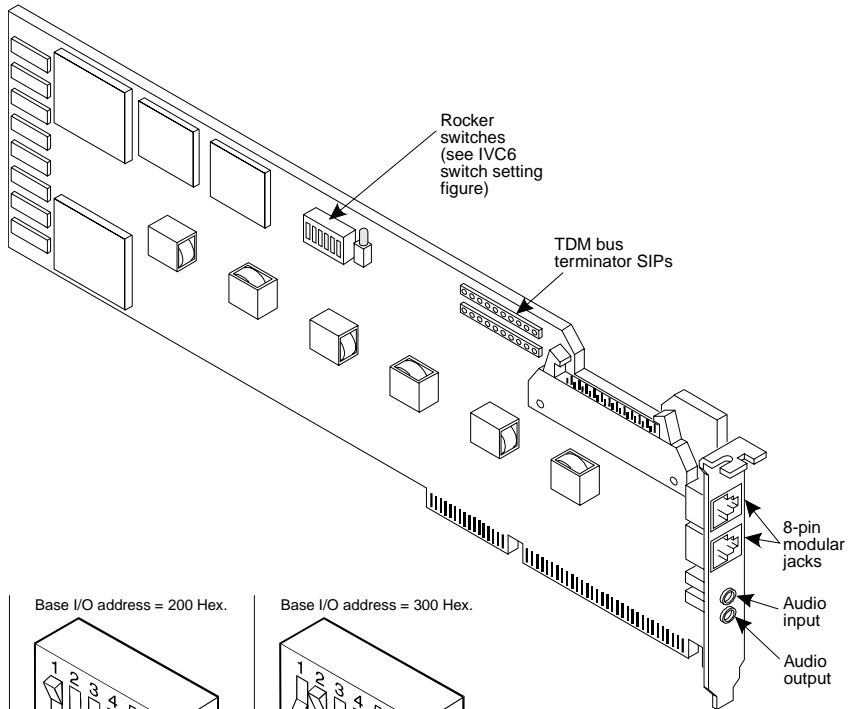
Ferrites are required for installation in some countries. See *INTUITY Messaging Solution Release 4 Supplement for Technicians* for more information.

- 103A modular connecting blocks (one for each voice port) (comcode 105164818)
- Standard cross-connect hardware
- Ports on an analog circuit pack.

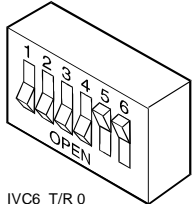
Each analog circuit pack supports 8, 16, or 24 analog voice connections. Depending on the circuit pack and the required number of voice ports, you may need to spread out the voice port assignments over more than one circuit pack. For example, if you are using a 16-port circuit pack, use no more than four ports of circuits 1-8 and four ports of circuits 9-16 on that circuit pack. If you still need more INTUITY voice ports, select a circuit pack that is at least one-quarter carrier distance away from the first circuit pack. For example, if your system has 12 voice ports, and you assign the first eight ports to the circuit pack in slot 3, assign the other four voice ports to a circuit pack in slot 7 or higher. See more about circuit pack characteristics in the *DEFINITY ECS System Description*.

## Distance Limits

The distance limit from an analog port to the MAP is 20000 feet (6100 meters) using 24 AWG wire.

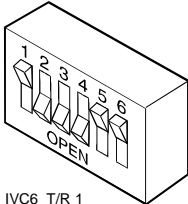


Base I/O address = 100 Hex.



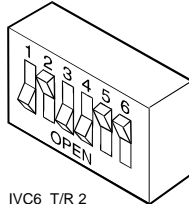
IVC6 T/R 0  
 First card installed

Base I/O address = 200 Hex.



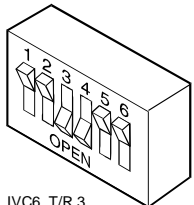
IVC6 T/R 1  
 Second card installed

Base I/O address = 300 Hex.



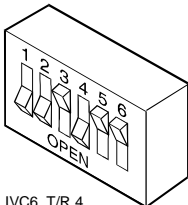
IVC6 T/R 2  
 Third card installed

Base I/O address = 500 Hex.



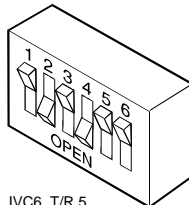
IVC6 T/R 3  
 Fourth card installed

Base I/O address = 600 Hex.



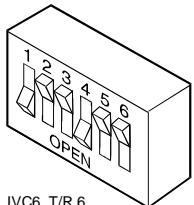
IVC6 T/R 4  
 Fifth card installed

Base I/O address = 700 Hex.



IVC6 T/R 5  
 Sixth card installed

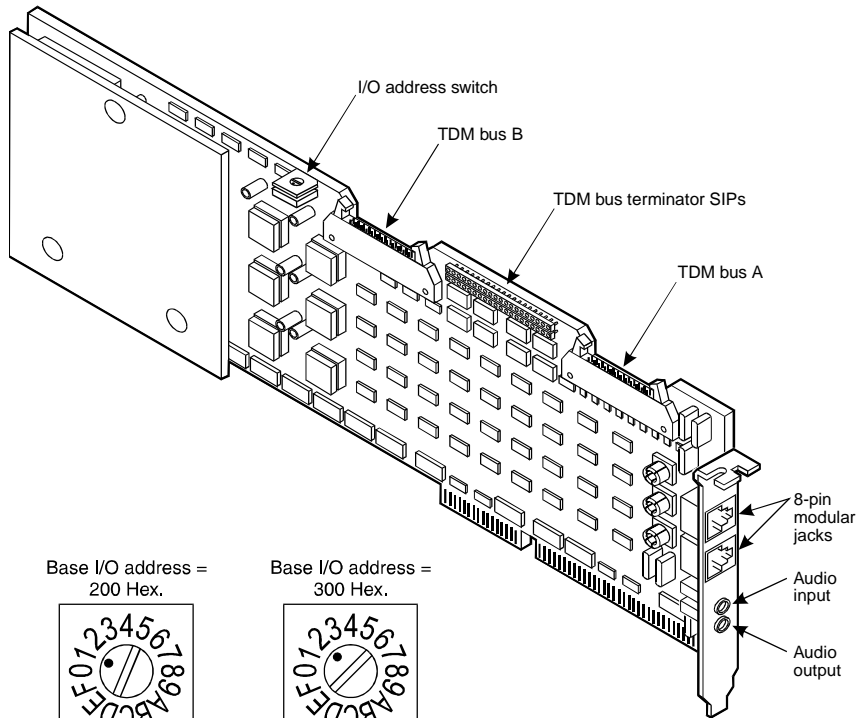
Base I/O address = 900 Hex.



IVC6 T/R 6  
 Seventh card installed

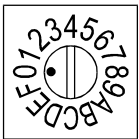
Note: Rocker switches 5 and 6 can be set either open or closed.

Figure 7. IVC6 and IVC6A Tip/Ring Card Switch Settings



ngr KLC 070296

Base I/O address =  
 100 Hex.



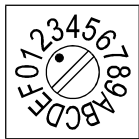
NGTR T/R 0  
 First card installed

Base I/O address =  
 200 Hex.



NGTR T/R 1  
 Second card installed

Base I/O address =  
 300 Hex.



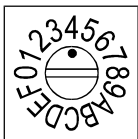
NGTR T/R 2  
 Third card installed

Base I/O address =  
 500 Hex.



NGTR T/R 3  
 Fourth card installed

Base I/O address =  
 600 Hex.



NGTR T/R 4  
 Fifth card installed

Base I/O address =  
 700 Hex.



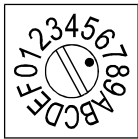
NGTR T/R 5  
 Sixth card installed

Base I/O address =  
 900 Hex.



NGTR T/R 6  
 Seventh card installed

Base I/O address =  
 900 Hex.



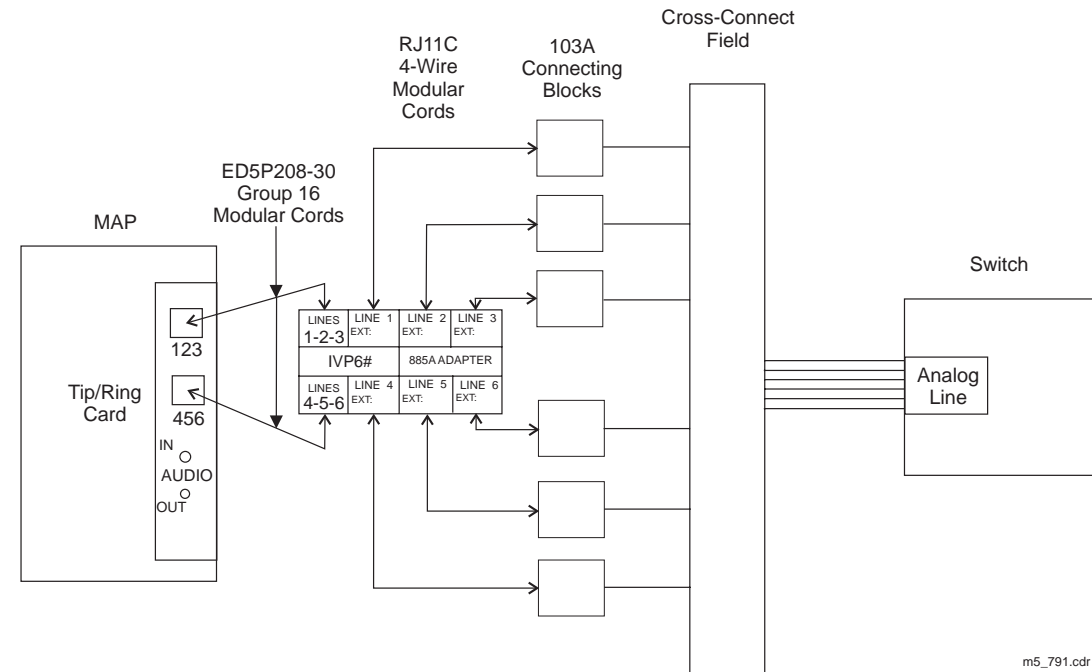
NGTR T/R 7  
 Eighth card installed

swcvng4 KLC 110596

Figure 8. NGTR Tip/Ring Card Switch Settings

## Cabling Diagram

Figure 9 shows the connections between analog circuit pack ports on the switch and a Tip/Ring card on the MAP.



m5\_791.cdr

Figure 9. Switch-to-INTUITY Voice Port Connections

## INTUITY Lodging-to-PMS Link

---

This connection is used to activate and deactivate guest voice messaging mailboxes when guests check-in and check-out.



**NOTE:**

If the Switch/INTUITY/PMS Link Integration feature is used, this connection is not required. See [“INTUITY Lodging-to-PMS Translations” on page 195](#) for more information about this feature. If Mode Code Integration is used, this link is required and cannot be removed.

### Parts List

- One Multi-Port Serial card on the MAP (comcode 407009406; J1P260AA1, List 12)

For this connection, use the third port on the card. This port is not marked on the card, but is administered in software as port TTYsac.

- One D6AP modular cord (comcode 102937604)
- One Equinox P/N:210068 DTE 10/10 adapter (DB25 DTE, comcode 406983155); see [“Appendix B — Connector Pinouts”](#)
- One null modem with transmit/receive swapped (all other leads are straight-through) (comcode 407122043)
- One RS232 cable (use gender changers as needed).

### Distance Limits

The distance limit from the MAP to the PMS is 50 feet (15.2 meters).

## Cabling Diagram

Figure 10 shows the connection used for controlling guest mailboxes between the MAP and the PMS. Use this connection when the MAP has a Multi-Port Serial Card.

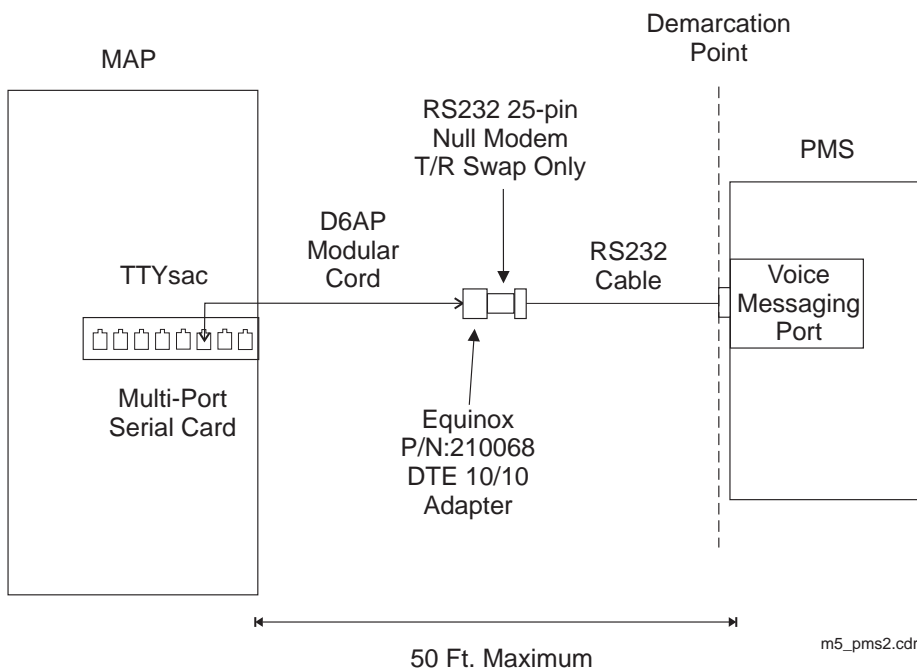


Figure 10. INTUITY Lodging-to-PMS Link (Multi-Port Serial Card)

For some installations, the connection used for controlling guest mailboxes between the MAP and the PMS uses COM1 instead of the Multi-Port Serial Card. Figure 11 shows this connection.

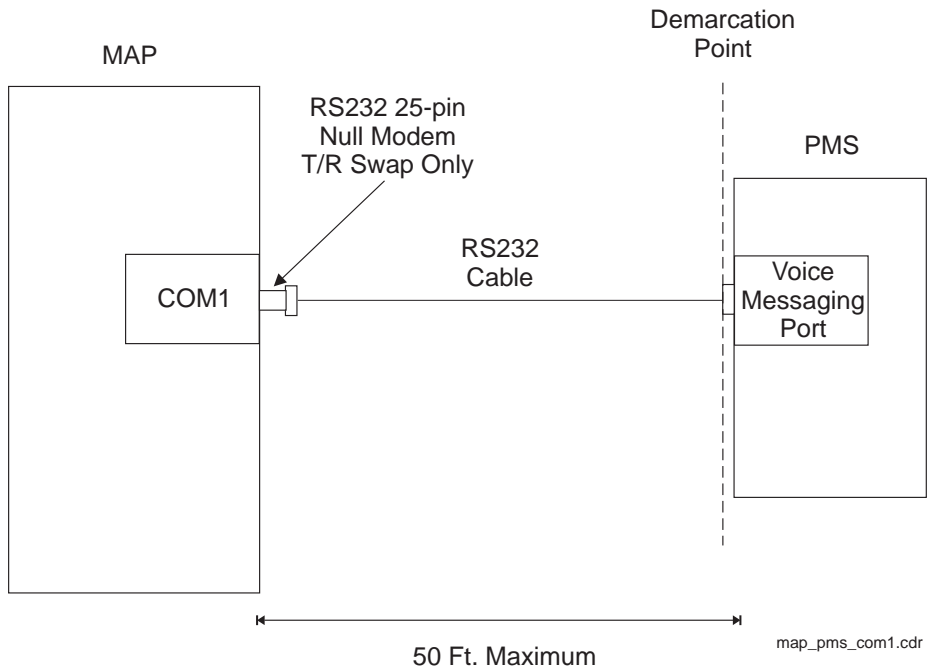


Figure 11. INTUITY Lodging-to-PMS Link (COM1)



## Test Procedure

Using the RS232 Mini-Tester (see the Note on [page 5](#)), check the status of the link where the Equinox adapter connects to the null modem as shown in [Figure 10](#). The leads marked with an asterisk are controlled by the INTUITY system, and the PMS controls the other leads. Translations for this connection begin on [page 195](#).



### CAUTION:

*After using a mini-tester to check data leads, you MUST remove the mini-tester from the connection. DO NOT leave the mini-tester in-line during actual operation.*

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

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

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

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

With the mini-tester connected to the MAP and the PMS, but in an idle state, the mini-tester should show the following:

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

## **Switch-to-Call Accounting Links**

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The switch-to-call accounting link can be configured several different ways depending on the ports used at the switch and the type of call accounting system. This section describes the following call accounting configurations:

- Co-resident INTUITY Lodging call accounting system (Homisco) using the DCE port
- Xiox call accounting system using the DCE port
- Stand-alone call accounting system using the DCE port
- Call accounting link using DCP data modules.

## Co-Resident INTUITY Lodging Call Accounting Link Using the DCE Port

This connection is used to transfer Call Detail Recording (CDR) information to the co-resident INTUITY Lodging Call Accounting software (Homisco). This connection is valid for a *csi* or *si* system.

### Parts List

- The DCE port on the switch (this port is found on the Processor Interface Cable of a *csi* system labeled as J2)
- One M25A RS232 cable (or equivalent straight-through cable) (comcode 105193668)
- One Equinox P/N:210068 DTE 10/10 adapter (DB25 DTE, comcode 406983155); see ["Appendix B — Connector Pinouts"](#)
- One D6AP modular cord (comcode 102937604)
- One Multi-Port Serial card on the MAP (comcode 407009406; J1P260AA1, List 12).

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

### Distance Limits

The distance limit from the switch to the MAP is 50 feet (15.2 meters). If the distance from the switch and the MAP is more than 50 feet (15.2 meters), or if the switch is an *r* system, see ["Switch-to-Call Accounting Link using DCP Data Modules"](#) on page 46.

### Cabling Diagram

Figure 12 shows the connection used to transfer CDR information between the DCE port on a *csi* or *si* system and the MAP.

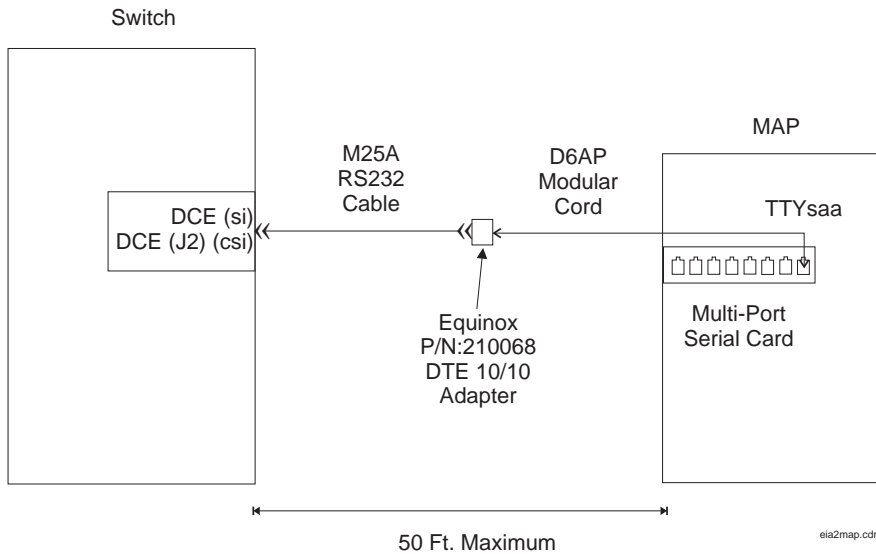


Figure 12. Co-Resident INTUITY Lodging Call Accounting Link Using the DCE Port

## Test Procedure

Using the RS232 Mini-Tester (see the Note on [page 5](#)), check the status of the link where the Equinox adapter connects to the M25A cable as shown in [Figure 12](#). The leads marked with an asterisk are controlled by the switch, and the INTUITY Lodging Call Accounting system controls the other leads. Translations for this begin on [page 205](#).



### CAUTION:

*After using a mini-tester to check data leads, you MUST remove the mini-tester from the connection. DO NOT leave the mini-tester in-line during actual operation.*

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

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

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

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

With the mini-tester connected to the M25A cable and the Equinox adapter, the mini-tester should show the following (if any of the switch leads are dark on an end-to-end connection, the processor circuit pack should be replaced):

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

Another way to test this connection is to connect a dumb terminal to the DCE port on the switch, make some test calls, and look for call records being displayed on the terminal.

## Xiox Call Accounting System Link Using the DCE Port

This connection is used to transfer CDR information to the Xiox call accounting system. This connection is valid for a *csi* or *si* system.

### Parts List

- The DCE port on the switch (this port is found on the Processor Interface Cable of a *csi* system labeled as J2)
- One M25A or M25B cable plus gender changers as needed (or equivalent 25-pin straight-through cable) to connect from the DCE port to the PBX port on the Xiox Intelligent Buffer unit
- Xiox Intelligent Buffer unit (includes AC power adapter and cable for connection to the Xiox call accounting PC)
- Xiox call accounting PC.

### Distance Limits

The distance limit from the switch to the Xiox call accounting PC is 50 feet (15.2 meters). If the distance from the switch and the PC is more than 50 feet (15.2 meters), or if the switch is an *r* system, see ["Switch-to-Call Accounting Link using DCP Data Modules" on page 46](#).

### Cabling Diagram

Figure 13 shows the connection between the DCE port on a *csi* or *si* system and a Xiox call accounting system.

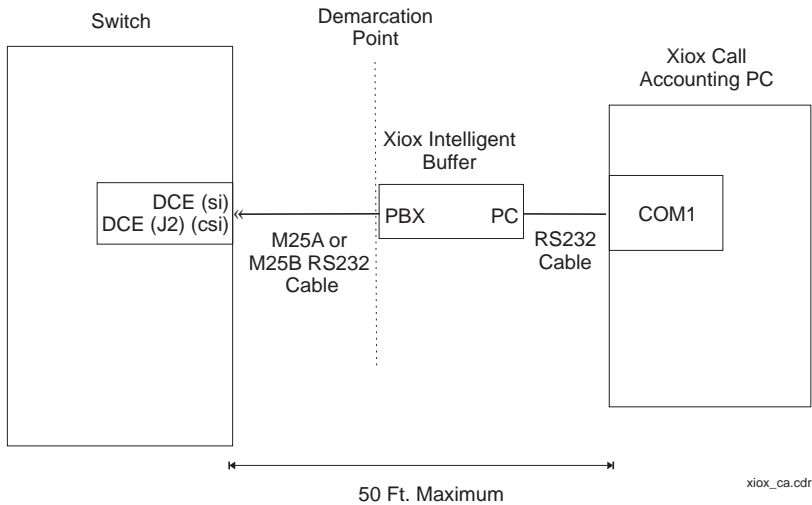


Figure 13. Xiox Call Accounting System Link Using the DCE Port



## Test Procedure

Using the RS232 Mini-Tester (see the Note on [page 5](#)), check the status of the link at the point where the M25 cable connects to the Xiox Intelligent Buffer as shown in [Figure 13](#). The leads marked with an asterisk are controlled by the switch, and the call accounting system controls the other leads. Translations for this connection begin on [page 205](#).



### CAUTION:

*After using a mini-tester to check data leads, you MUST remove the mini-tester from the connection. DO NOT leave the mini-tester in-line during actual operation.*

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

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

With the mini-tester connected to only the PBX port on the Xiox Intelligent Buffer, the mini-tester should show the following:

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

With the mini-tester connected to the switch and the PBX port on the Xiox Intelligent Buffer, the mini-tester should show the following (if any of the switch leads are dark in an end-to-end connection, the processor circuit pack should be replaced):

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

Another way to test this connection is to connect a dumb terminal to the DCE port on the switch, make some test calls, and look for call records being displayed on the terminal.

## Stand-alone Call Accounting System Link Using the DCE Port

This connection is used to transfer CDR information to a stand-alone call accounting system. This connection is valid for a *csi* or *si* system.

### Parts List

- The DCE port on the switch (this port is found on the Processor Interface Cable of a *csi* system labeled as J2)
- One M25A or M25B cable plus gender changers as needed (or equivalent 25-pin straight-through cable) to connect from the DCE port to the interface port on the call accounting system.

### Distance Limits

The distance limit from the switch to the stand-alone call accounting system is 50 feet (15.2 meters). If the distance from the switch and the call accounting system is more than 50 feet (15.2 meters), or if the switch is an *r* system, see [“Switch-to-Call Accounting Link using DCP Data Modules” on page 46](#).

### Cabling Diagram

Figure 14 shows the connection between the DCE port on a *csi* or *si* system and a stand-alone call accounting system.

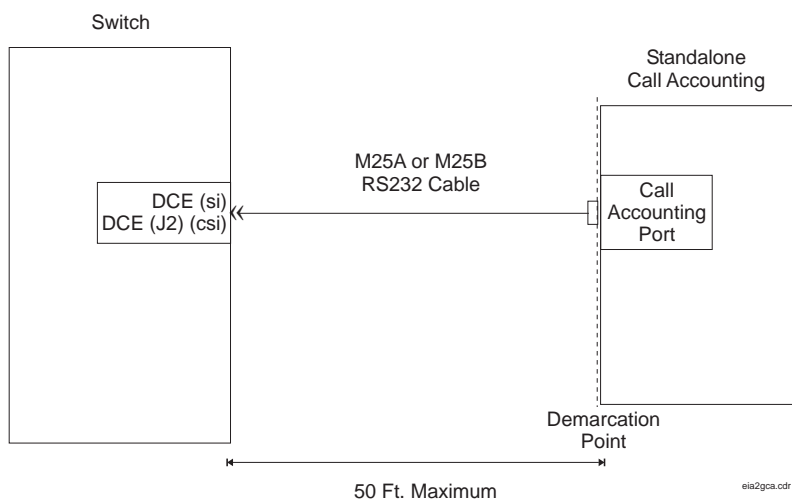


Figure 14. Switch-to-Call Accounting Link (Stand-Alone Call Accounting System)

## Test Procedure

Using the RS232 Mini-Tester (see the Note on [page 5](#)), check the status of the link at the demarcation point as shown in [Figure 14](#). The leads marked with an asterisk are controlled by the switch, and the call accounting system controls the other leads. Translations for this connection begin on [page 205](#).



### CAUTION:

*After using a mini-tester to check data leads, you MUST remove the mini-tester from the connection. DO NOT leave the mini-tester in-line during actual operation.*

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

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

With the mini-tester connected to only the interface port on the stand-alone call accounting system, the mini-tester should show the following:

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

With the mini-tester connected to the switch and the stand-alone call accounting system, the mini-tester should show the following (if any of the switch leads are dark in an end-to-end connection, the processor circuit pack should be replaced):

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

Another way to test this connection is to connect a dumb terminal to the DCE port on the switch, make some test calls, and look for call records being displayed on the terminal.

## Switch-to-Call Accounting Link using DCP Data Modules

This connection is used when the distance between the switch and the call accounting system is greater than 50 feet (15.2 meters), or when using an r system.

### Parts List

Co-Resident INTUITY Lodging Call Accounting (Homisco)

- One digital communications protocol (DCP) port on the switch; the 8400B data module uses a TN2214 or TN2224 2-wire digital port, and the 7400A and 7400B data modules use a TN754C 4-wire digital port
- Standard cross-connect hardware
- One D8W modular cord
- One 8400B data module optioned as shown on [page 48](#), a 7400A data module optioned as shown in [Table 4](#), or a 7400B data module optioned as shown on [page 50](#)
- One DB9-to-DB25 transition cable when using the 8400B data module
- One Equinox P/N:210068 DTE 10/10 adapter (DB25 DTE, comcode 406983155); see "[Appendix B — Connector Pinouts](#)"
- One D6AP modular cord (comcode 102937604).

Xiox or other stand-alone call accounting system

- One digital communications protocol (DCP) port on the switch; the 8400B data module uses a TN2214 or TN2224 2-wire digital port, and the 7400A and 7400B data modules use a TN754C 4-wire digital port
- Standard cross-connect hardware
- One D8W modular cord
- One 8400B data module optioned as shown on [page 48](#), a 7400A data module optioned as shown in [Table 4 on Page 49](#), or a 7400B data module optioned as shown on [page 50](#)
- One DB9-to-DB25 transition cable when using the 8400B data module
- One M25A or M25B cable (or equivalent 25-pin straight-through cable); see "[Appendix A — Parts List](#)" on [page 242](#).

## Distance Limits

The distance limit when connecting a data module to a TN2214 or TN2224 with 24 AWG wire is 3500 feet (1067 meters). The distance limit when connecting a data module to a TN754C is 5000 feet (1524 meters) with 24 AWG wire, and 4000 feet (1219 meters) with 26 AWG wire.

## Cabling Diagram

Figure 15 shows the connection between the switch and the call accounting system (INTUITY Lodging Call Accounting or stand-alone call accounting) when using a DCP data module. Use these connections for *r* systems.

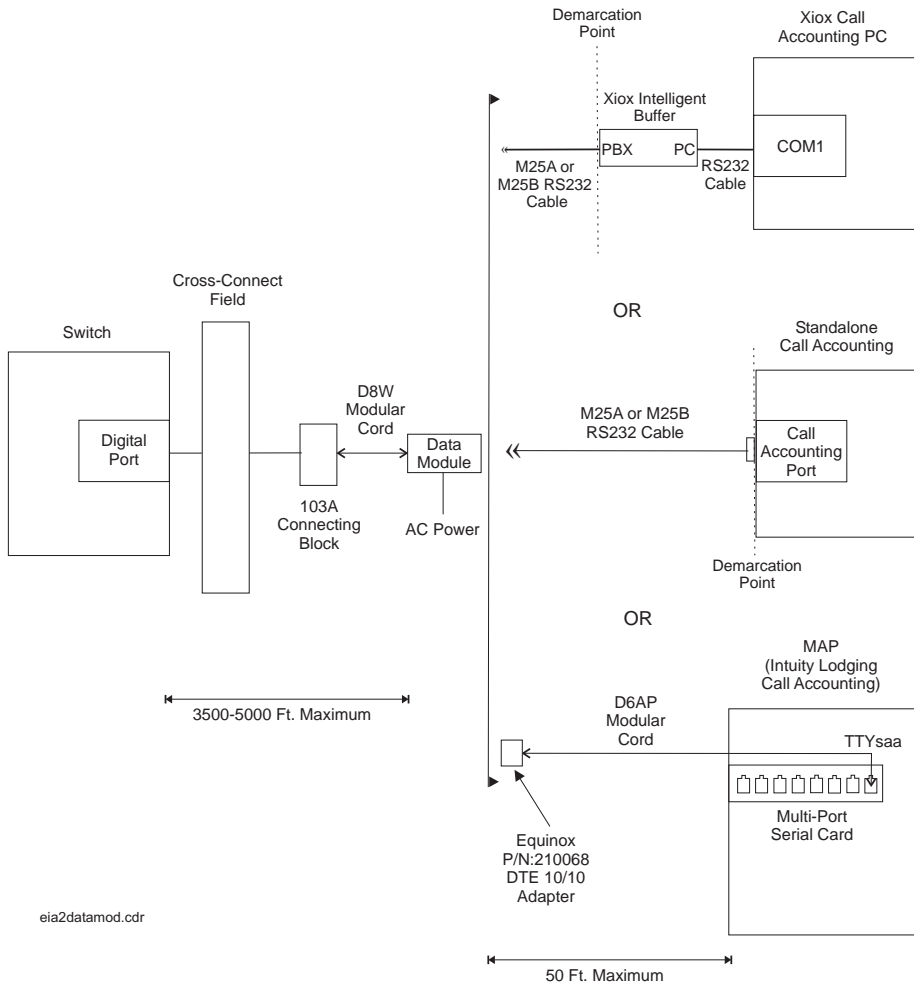


Figure 15. Call Accounting Link using DCP Data Modules

## 8400B Options

The options on the 8400B must be set using an ASCII data terminal or a PC using a terminal emulation package. You must connect the data terminal or PC to the EIA interface connector on the back of the 8400B. For the switch-to-call accounting link, a subset of options must be changed. These options are changed using the AT command set. Use the following steps to set the options on the 8400B:

1. Set the speed on the data terminal or terminal emulation package to match the speed of the call accounting system. By doing this, the speed on the 8400B will autobaud to match the correct speed.
2. From the data terminal or PC, type **at** . This automatically sets the speed and parity for the connection. The OK prompt should display.
3. Type the following commands as shown. (The character **0** is the number zero.) Before you press  for each command, make sure that the command has been entered correctly. The **e0** option on the last command turns off keyboard echo, which means that after you enter this command, any future keyboard entries will not be displayed, and the OK prompt is not displayed.

**at&f**  (the OK prompt displays)

**ats24=1**  (the OK prompt displays)

**at&c1&d2&s1s0=1**  (the OK prompt displays)

**ate0q1&w0&y0&v**

The **&v** portion of the last command displays the current set of options. Your screen should look something like this:

```
ACTIVE PROFILE:
B1 E0 L2 M1 Q1 V1 X4 Y0 &C1 &D2 &G0 &J0 &L0 &P0 & Q0 &R0 &S1 &X0 &Y0
S00:001 S01:000 S02:043 S03:013 S04:010 S05:008 S06:002 S07:060
S08:002 S09:006 S10:014 S12:050 S14:ACH S16:00H S18:000 S21:70H
S22:76H S23:1BH S24:01H S25:005 S26:001 S27:40H
```

```
STORED PROFILE 0:
B1 E0 L2 M1 Q1 V1 X4 Y0 &C1 &D2 &G0 &J0 &L0 &P0 &Q0 &R0 &S1 &X0
S00:001 S14:ACH S18:000 S21:70H S22:76H S23:1BH S24:01H S25:005
S26:001 S27:40H
```

```
STORED PROFILE 1:
B1 E1 L2 M1 Q0 V1 X4 Y0 &C0 &D0 &G0 &J0 &L0 &P0 &Q0 &R0 &S0 &X0
S00:000 S14:AAH S18:000 S21:00H S22:76H S23:1BH S24:01H S25:005
S26:001 S27:40H
```

```
TELEPHONE NUMBERS:
```

4. Disconnect the data terminal or PC from the 8400B.
5. Reconnect the unit as shown in [Figure 15](#).
6. Cycle power on the 8400B (disconnect the line cord momentarily).



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

### 7400A Options

The options for the 7400A used for the switch-to-call accounting connection are given in [Table 4](#). These options must match the call accounting system communication parameters, which are usually 9600 bps, 8 data bits, 1 stop bit, and no parity.

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

**Table 4. 7400A Options for Switch-to-Call Accounting Link**

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

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

## 7400B Options

The options on the 7400B must be set using an ASCII data terminal or a PC using a terminal emulation package. You must connect the data terminal or PC to the EIA interface connector on the back of the 7400B. For the switch-to-call accounting link, only a subset of options must be changed. These options are changed using the AT command set. Use the following steps to set the options on the 7400B:

1. Set the option dip switches SW1-1 to **ON** (without phone), SW1-5 to **OFF**, and SW1-8 to **OFF**.
2. Set the speed on the data terminal or terminal emulation package to match the speed of the call accounting system. By doing this, the speed on the 7400B will autobaud to match the correct speed.
3. From the data terminal or PC, type **at** . This automatically sets the speed and parity for the connection. The OK prompt should display.
4. Type the following commands as shown. (The character **0** is the number zero.) Before you press  for each command, make sure that the command has been entered correctly. The **e0** option on the last command turns off keyboard echo, which means that after you enter this command, any future keyboard entries will not be displayed, and the OK prompt is not displayed.

**at&f**  (the OK prompt displays)

**at&c1&d2&s1s0=1**  (the OK prompt displays)

**ate0q1&w0&y0&v**

The **&v** portion of the last command displays the current set of options. Your screen should look something like this:

```
ACTIVE PROFILE:
B1 E0 L2 M1 Q1 V1 X4 Y0 &C1 &D2 &G0 &J0 &L0 &P0 &Q0 &R0 &S1 &X0 &Y0
S00:001 S01:000 S02:043 S03:013 S04:010 S05:008 S06:002 S07:060
S08:002 S09:006 S10:014 S12:050 S14:AAH S16:00H S18:000 S21:00H
S22:76H S23:0BH S25:005 S26:001 S27:40H

STORED PROFILE 0:
B1 E0 L2 M1 Q1 V1 X1 Y0 &C1 &D2 &G0 &J0 &L0 &P0 &Q0 &R0 &S1 &X0
S00:001 S14:AAH S18:000 S21:00H S22:76H S23:0BH S25:005 S26:001
S27:40H

STORED PROFILE 1:
B1 E1 L2 M1 Q0 V1 X4 Y0 &C0 &D0 &G0 &J0 &L0 &P0 &Q0 &R0 &S0 &X0
S00:000 S14:AAH S18:000 S21:00H S22:76H S23:1BH S25:005 S26:001
S27:40H

TELEPHONE NUMBERS:
```

5. Disconnect the data terminal or PC from the 7400B.
6. Reconnect the unit as shown in [Figure 15](#).

If your call accounting system requires a different set of options, consult the *7400B Data Module User's Guide*.

## INTUITY Lodging Call Accounting-to-PMS Link

This connection is used to transmit the call accounting information from the MAP to the PMS. This call detail information has been reformatted from its format on the switch for use by the PMS.



**NOTE:**

This link between the co-resident INTUITY Lodging Call Accounting package and the PMS is required to transmit call detail records between the call accounting system and the PMS. This link is separate and distinct from the INTUITY Lodging-to-PMS link described on [page 30](#).

### Parts List

- One Multi-Port Serial card on the MAP (comcode 407009406; J1P260AA1, List 12)  
  
For this connection, use the second port on the card. This port is not marked on the card, but is administered in software as port TTYsab.
- One D6AP modular cord (comcode 102937604)
- One Equinox P/N:210068 DTE 10/10 adapter (DB25 DTE, comcode 406983155); see "[Appendix B — Connector Pinouts](#)"
- Gender changers, as needed.

### Distance Limits

The distance limit from the MAP to the PMS is 50 feet (15.2 meters).

## Cabling Diagram

Figure 16 shows the INTUITY Lodging Call Accounting connection between the MAP and a PMS.

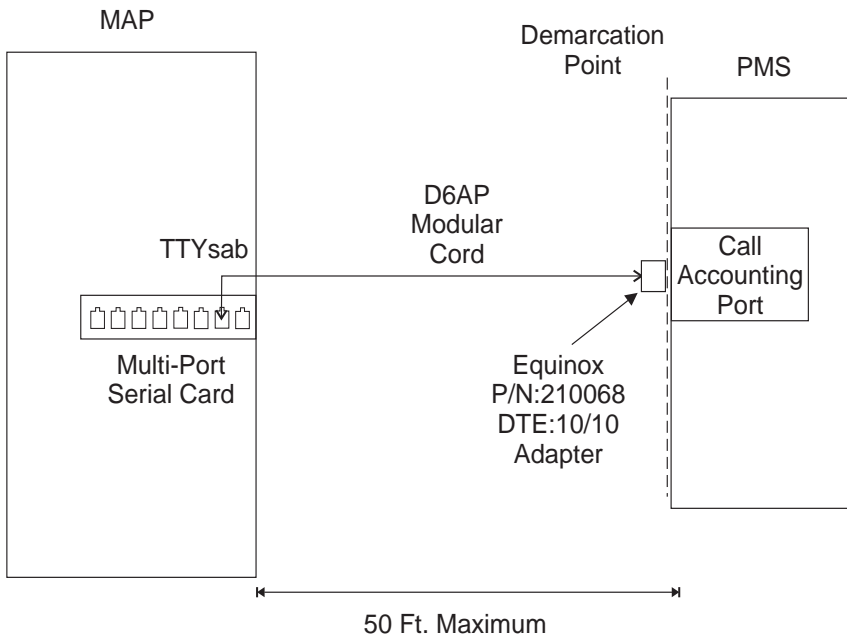


Figure 16. INTUITY Lodging Call Accounting-to-PMS Link

## Xiox Call Accounting-to-PMS Link

---

This connection is used to transmit the call accounting information from the Xiox call accounting system to the PMS. This call detail information has been reformatted from its format on the switch for use by the PMS.

### Parts List

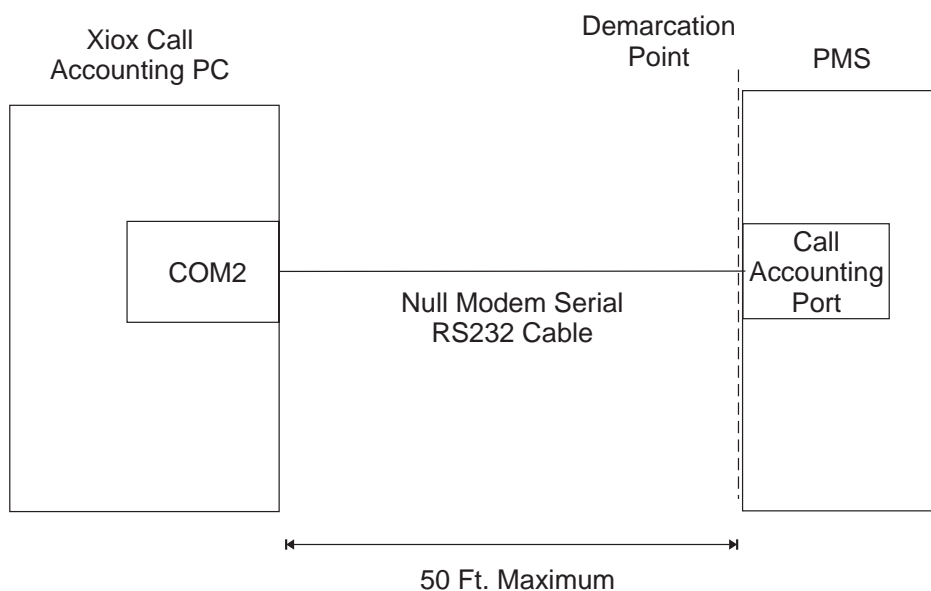
- One standard null modem serial cable to connect from COM2 on the Xiox call accounting PC to the call accounting port on the PMS
- Gender changers, as needed.

### Distance Limits

The distance limit from the Xiox call accounting PC to the PMS is 50 feet (15.2 meters).

### Cabling Diagram

Figure 17 shows the connection between the Xiox call accounting PC and a PMS.



---

Figure 17. Xiox Call Accounting-to-PMS Link

## Switch-to-PMS Link

---

This connection is used to transfer the normal hospitality information, such as names registration, check-in, check-out, and so on, between the switch and the PMS.

### Parts List

- One digital communications protocol (DCP) port on the switch; the 8400B data module uses a TN2214 or TN2224 2-wire digital port, and the 7400A and 7400B data modules use a TN754C 4-wire digital port.
- Standard cross-connect hardware
- One D8W modular cord
- One 8400B data module optioned as shown on [page 56](#), a 7400A DCP data module optioned as shown in [Table 5 on Page 57](#), or a 7400B DCP data module optioned as shown on [page 58](#)
- One DB9-to-DB25 transition cable when using the 8400B data module
- One M25A or M25B cable (or equivalent 25-pin straight-through cable); see [“Appendix A — Parts List” on page 242](#).

### Distance Limits

The distance limit when connecting a data module to a TN2214 or TN2224 with 24 AWG wire is 3500 feet (1067 meters). The distance limit when connecting a data module to a TN754C is 5000 feet (1524 meters) with 24 AWG wire, and 4000 feet (1219 meters) with 26 AWG wire.

## Cabling Diagram

Figure 18 shows the connection between the switch and the PMS.

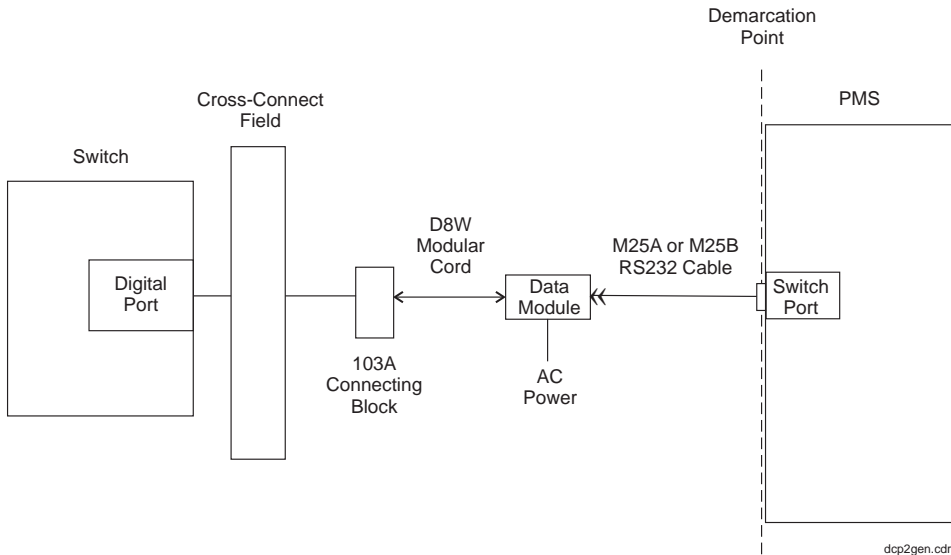


Figure 18. PMS Link Using a Data Module

## 8400B Options

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

1. Set the speed on the data terminal or terminal emulation package to match the speed of the PMS link. By doing this, the speed on the 8400B will autobaud to match the correct speed.
2. From the data terminal or PC, type **at** . This automatically sets the speed and parity for the connection. The OK prompt should display.
3. Type the following commands as shown. (The character **0** is the number zero.) Before you press  for each command, make sure that the command has been entered correctly. The **e0** option on the last command turns off keyboard echo, which means that after you enter this command, any future keyboard entries will not be displayed, and the OK prompt is not displayed.

**at&f**  (the OK prompt displays)

**ats24=1**  (the OK prompt displays)

**at&c1&d2&s1s0=1**  (the OK prompt displays)

**ate0q1&w0&y0&v**

The **&v** portion of the last command displays the current set of options. Your screen should look something like this:

```
ACTIVE PROFILE:
B1 E0 L2 M1 Q1 V1 X4 Y0 &C1 &D2 &G0 &J0 &L0 &P0 &Q0 &R0 &S1 &X0 &Y0
S00:001 S01:000 S02:043 S03:013 S04:010 S05:008 S06:002 S07:060
S08:002 S09:006 S10:014 S12:050 S14:ACH S16:00H S18:000 S21:70H
S22:76H S23:1BH S24:01H S25:005 S26:001 S27:40H

STORED PROFILE 0:
B1 E0 L2 M1 Q1 V1 X4 Y0 &C1 &D2 &G0 &J0 &L0 &P0 &Q0 &R0 &S1 &X0
S00:001 S14:ACH S18:000 S21:70H S22:76H S23:1BH S24:01H S25:005
S26:001 S27:40H

STORED PROFILE 1:
B1 E1 L2 M1 Q0 V1 X4 Y0 &C0 &D0 &G0 &J0 &L0 &P0 &Q0 &R0 &S0 &X0
S00:000 S14:AAH S18:000 S21:00H S22:76H S23:1BH S24:01H S25:005
S26:001 S27:40H

TELEPHONE NUMBERS:
```

4. Disconnect the data terminal or PC from the 8400B.
5. Reconnect the unit as shown in [Figure 18](#).
6. Cycle power on the 8400B (disconnect the line cord momentarily).

If your PMS requires a different set of options, consult the *8400B Plus Data Module User's Guide*.



## 7400A Options

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

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

**Table 5. 7400A Options for Switch-to-PMS Link**

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

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

## 7400B Options

The options on the 7400B must be set using an ASCII data terminal or a PC using a terminal emulation package. You must connect the data terminal or PC to the EIA interface connector on the back of the 7400B. For the switch-to-PMS link, only a subset of options must be changed. These options are changed using the AT command set. Use the following steps to set the options on the 7400B:

1. Set the option dip switches SW1-1 to **ON** (without phone), SW1-5 to **OFF**, and SW1-8 to **OFF**.
2. Set the speed on the data terminal or terminal emulation package to match the speed of the PMS. By doing this, the speed on the 7400B will autobaud to match the correct speed.
3. From the data terminal or PC, type **at** . This automatically sets the speed and parity for the connection. The OK prompt should display.
4. Type the following commands as shown. (The character **0** is the number zero.) Before you press  for each command, make sure that the command has been entered correctly. The **e0** option on the last command turns off keyboard echo, which means that after you enter this command, any future keyboard entries will not be displayed, and the OK prompt is not displayed.

**at&f**  (the OK prompt displays)

**at&c1&d2&s1s0=1**  (the OK prompt displays)

**ate0q1&w0&y0&v**

The **&v** portion of the last command displays the current set of options. Your screen should look something like this:

```
ACTIVE PROFILE:
B1 E0 L2 M1 Q1 V1 X4 Y0 &C1 &D2 &G0 &J0 &L0 &P0 &Q0 &R0 &S1 &X0 &Y0
S00:001 S01:000 S02:043 S03:013 S04:010 S05:008 S06:002 S07:060
S08:002 S09:006 S10:014 S12:050 S14:AAH S16:00H S18:000 S21:00H
S22:76H S23:0BH S25:005 S26:001 S27:40H
```

```
STORED PROFILE 0:
B1 E0 L2 M1 Q1 V1 X1 Y0 &C1 &D2 &G0 &J0 &L0 &P0 &Q0 &R0 &S1 &X0
S00:001 S14:AAH S18:000 S21:00H S22:76H S23:0BH S25:005 S26:001
S27:40H
```

```
STORED PROFILE 1:
B1 E1 L2 M1 Q0 V1 X4 Y0 &C0 &D0 &G0 &J0 &L0 &P0 &Q0 &R0 &S0 &X0
S00:000 S14:AAH S18:000 S21:00H S22:76H S23:1BH S25:005 S26:001
S27:40H
```

```
TELEPHONE NUMBERS:
```

5. Disconnect the data terminal or PC from the 7400B.
6. Reconnect the unit as shown in [Figure 18](#).

If your PMS requires a different set of options, consult the *7400B Data Module User's Guide*.

## Test Procedure

Using the RS232 Mini-Tester (see the Note on [page 5](#)), check the status of the link at the data module before you connect to the PMS. The leads marked with an asterisk are controlled by the switch, and the PMS controls the other leads. Translations for this connection begin on [page 208](#).



### CAUTION:

*After using a mini-tester to check data leads, you MUST remove the mini-tester from the connection. DO NOT leave the mini-tester in-line during actual operation.*

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

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



### NOTE:

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

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

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

With the mini-tester connected to the data module and the PMS, the link will be idle, but the mini-tester should show the following (if any of the switch leads are dark in an end-to-end connection, the processor circuit pack should be replaced):

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



**NOTE:**

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

## Journal/PMS Log or System Printer Connections

These printers are used to run hospitality service reports, to report failed Automatic Wakeup calls and Do Not Disturb requests, or to run Basic Call Management System (BCMS) reports.



**NOTE:**

In most cases, only one printer is provided to perform both the journal/schedule and PMS log printer functions. The system printer is usually a separate printer.

### Parts List

Each printer connection requires the following parts:

- One digital communications protocol (DCP) port on the switch; the 8400B data module uses a TN2214 or TN2224 2-wire digital port, and the 7400A and 7400B data modules use a TN754C 4-wire digital port.
- Standard cross-connect hardware
- One D8W modular cord
- One 8400B DCP data module optioned as shown on [page 63](#), one 7400A DCP data module optioned as shown in [Table 6 on Page 64](#), or one 7400B DCP data module optioned as shown on [page 65](#)
- One DB9-to-DB25 transition cable when using the 8400B data module
- One M25B cable (or equivalent 25-pin straight-through cable); see [“Appendix A — Parts List” on page 242](#).
- One Okidata Model ML321T printer (or equivalent).

### Distance Limits

The distance limit when connecting a data module to a TN2214 or TN2224 with 24 AWG wire is 3500 feet (1067 meters). The distance limit when connecting a data module to a TN754C is 5000 feet (1524 meters) with 24 AWG wire, and 4000 feet (1219 meters) with 26 AWG wire.

## Cabling Diagram

Figure 19 shows how to connect a journal/schedule printer, a PMS log printer, or a system printer to the switch using a data module.

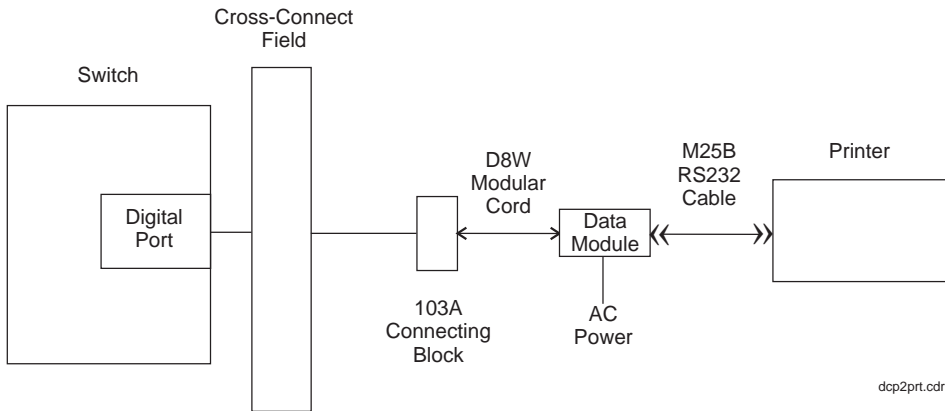


Figure 19. Printer Connections Using a Data Module

## 8400B Options

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

1. Set the speed on the data terminal or terminal emulation package to match the speed of the printer. By doing this, the speed on the 8400B will autobaud to match the correct speed.
2. From the data terminal or PC, type **at** . This automatically sets the speed and parity for the connection. The OK prompt should display.
3. Type the following commands as shown. (The character **0** is the number zero.) Before you press  for each command, make sure that the command has been entered correctly. The **e0** option on the last command turns off keyboard echo, which means that after you enter this command, any future keyboard entries will not be displayed, and the OK prompt is not displayed.

**at&f**  (the OK prompt displays)

**ats24=1**  (the OK prompt displays)

**at&c1&d2&s1s0=1**  (the OK prompt displays)

**ate0q1&w0&y0&v**

The **&v** portion of the last command displays the current set of options. Your screen should look something like this:

```
ACTIVE PROFILE:
B1 E0 L2 M1 Q1 V1 X4 Y0 &C1 &D2 &G0 &J0 &L0 &P0 &Q0 &R0 &S1 &X0 &Y0
S00:001 S01:000 S02:043 S03:013 S04:010 S05:008 S06:002 S07:060
S08:002 S09:006 S10:014 S12:050 S14:ACH S16:00H S18:000 S21:70H
S22:76H S23:1BH S24:01H S25:005 S26:001 S27:40H
```

```
STORED PROFILE 0:
B1 E0 L2 M1 Q1 V1 X4 Y0 &C1 &D2 &G0 &J0 &L0 &P0 &Q0 &R0 &S1 &X0
S00:001 S14:ACH S18:000 S21:70H S22:76H S23:1BH S24:01H S25:005
S26:001 S27:40H
```

```
STORED PROFILE 1:
B1 E1 L2 M1 Q0 V1 X4 Y0 &C0 &D0 &G0 &J0 &L0 &P0 &Q0 &R0 &S0 &X0
S00:000 S14:AAH S18:000 S21:00H S22:76H S23:1BH S24:01H S25:005
S26:001 S27:40H
```

```
TELEPHONE NUMBERS:
```

4. Disconnect the data terminal or PC from the 8400B.
5. Reconnect the unit as shown in [Figure 19](#).
6. Cycle power on the 8400B (disconnect the line cord momentarily).

If your printer requires a different set of options, consult the *8400B Plus Data Module User's Guide*.

## 7400A Options

The options for the 7400A used for printers are given in [Table 6](#). These options must match the printer communication parameters, which are usually 9600 bps, 8 data bits, 1 stop bit, and no parity.

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

**Table 6. 7400A Options for Printers**

Set Interface	Set Values
Option	Answer-only mode
Set Option Displays	Set Values
* Set 300 speed	OFF
* Set 1200 speed	OFF
* Set 2400 speed	OFF
* Set 4800 speed	OFF
* Set 9600 speed	ON
* Set 19200 speed	OFF
Set Answer	AUTO
Set Break DISC	LONG
Set CI Lead	OFF
Set CH Lead	OFF
Set CTS Lead	NORMAL
Set DCD Lead	NORMAL
Set DSR Lead	NORMAL
Set DTR Detect	50
Set DTR Lead	FOLLOW
Set LL Lead	OFF
Set Remote Loop	GRANT
Set RI Lead	ON
Set RL Lead	OFF
Set SIGLS DISC	ON
Set TM Lead	OFF
* Match the speed based on the printer settings.	



## 7400B Options

The options on the 7400B must be set using an ASCII data terminal or a PC using a terminal emulation package. You must connect the data terminal or PC to the EIA interface connector on the back of the 7400B. For the journal/log printers, only a subset of options must be changed. These options are changed using the AT command set. Use the following steps to set the options on the 7400B:

1. Set the option dip switches SW1-1 to **ON** (without phone), SW1-5 to **OFF**, and SW1-8 to **OFF**.
2. Set the speed on the data terminal or terminal emulation package to match the speed of the printer. By doing this, the speed on the 7400B will autobaud to match the correct speed.
3. From the data terminal or PC, type **at** . This automatically sets the speed and parity for the connection. The OK prompt should display.
4. Type the following commands as shown. (The character **0** is the number zero.) Before you press  for each command, make sure that the command has been entered correctly. The **e0** option on the last command turns off keyboard echo, which means that after you enter this command, any future keyboard entries will not be displayed, and the OK prompt is not displayed.

**at&f**  (the OK prompt displays)

**at&c1&d2&s1s0=1**  (the OK prompt displays)

**ate0q1&w0&y0&v**

The **&v** portion of the last command displays the current set of options. Your screen should look something like this:

```
ACTIVE PROFILE:
B1 E0 L2 M1 Q1 V1 X4 Y0 &C1 &D2 &G0 &J0 &L0 &P0 &Q0 &R0 &S1 &X0 &Y0
S00:001 S01:000 S02:043 S03:013 S04:010 S05:008 S06:002 S07:060
S08:002 S09:006 S10:014 S12:050 S14:AAH S16:00H S18:000 S21:00H
S22:76H S23:0BH S25:005 S26:001 S27:40H
```

```
STORED PROFILE 0:
B1 E0 L2 M1 Q1 V1 X1 Y0 &C1 &D2 &G0 &J0 &L0 &P0 &Q0 &R0 &S1 &X0
S00:001 S14:AAH S18:000 S21:00H S22:76H S23:0BH S25:005 S26:001
S27:40H
```

```
STORED PROFILE 1:
B1 E1 L2 M1 Q0 V1 X4 Y0 &C0 &D0 &G0 &J0 &L0 &P0 &Q0 &R0 &S0 &X0
S00:000 S14:AAH S18:000 S21:00H S22:76H S23:1BH S25:005 S26:001
S27:40H
```

```
TELEPHONE NUMBERS:
```

5. Disconnect the data terminal or PC from the 7400B.
6. Reconnect the unit as shown in [Figure 19](#).

If your printer requires a different set of options, consult the *7400B Data Module User's Guide*.

## Okidata Model ML321T Journal/PMS Log Printer Options

Using the serial interface card (comcode 406940577), option the printer as follows for a journal or PMS log printer:

1. Press SHIFT + SEL to enter the Menu Mode.
2. Press Print (Park) to print out the Groups and Items. The first Group/Item to come up will be Printer Control/Emulation Control.
3. Press SET to option the emulation to ML.
4. Press GROUP (LF) repeatedly until you come to Serial I/F.
5. Press ITEM to advance to the next item in this group (Serial I/F) or SET to change it.
6. After changing defaults of an item, press ITEM to advance to the next one. Set the Serial I/F options for the printer as shown in [Table 7](#).

**Table 7. Okidata Model ML321T Journal/PMS Log Printer Options**

Item	Setting
Parity	None
Serial Data 7/8 Bits	8 (if data module) 7 (if DCE port)
Protocol	X-ON/X-OFF
Diagnostic Test	No
Busy Line	DTR
Baud Rate	9600 (match speed of data module or DCE port)
DSR Signal	Invalid
DTR Signal	Ready on Power UP
Busy Time	200 ms

7. After setting the options, press SHIFT + SEL to save the settings.

## Okidata Model ML321T System Printer Options

Using the serial interface card (comcode 406940577), option the printer as follows for a system printer:

1. Press SHIFT + SEL to enter the Menu Mode.
2. Use the GROUP, ITEM, and SET keys to make changes:
  - Press GROUP until the group you wish to change appears in the first column.
  - Press ITEM until the item you wish to change appears in the second column.
  - Press SET until the setting you want appears in the third column.
3. Set the options for the printer as shown in [Table 8](#).

**Table 8. Okidata Model ML321T System Printer Options**

Group	Item	Setting
Printer Control	Emulation Mode	ML
Font	Print Mode	Utility
	DRAFT Mode	HSD
	Pitch	12 CPI
	Proportional	No
	Style	Normal
	Size	Single
Symbol Sets	Character Set	Standard
	Language Set	American
	Zero Character	Slashed
	Code Page	USA
Clear Feed	Line Spacing	8 LPI
	Form Tear-Off	Off
	Skip Over Perforation	No
	Page Width	13.6"
	Page Length	11"
Bottom Feed	Line Spacing	6 LPI
	Form Tear-Off	Off
	Skip Over Perforation	No
	Page Width	13.6"
	Page Length	11"

Group	Item	Setting
Top Feed	Line Spacing	6 LPI
	Bottom Margin	Valid
	Page Width	13.6"
	Page Length	11"
	Wait Time	1 sec
	Page Length Control	by Actual Page Length
Set-Up	Graphics	Uni-directional
	7 or 8 Bits Graphics	7
	Receive Buffer Size	16K
	Paper Out Override	No
	Print Registration	0
	7 or 8 Bits Data Word	7
	Operator Panel Function	Full Operation
	Reset Inhibit	No
	Print Suppress Effective	Yes
	Auto LF	Yes
	Print DEL Code	No
	Time Out Print	Valid
	Auto Select	No
	Centering Position	DEFAULT
CSF Type	Wide	
Parallel I/F	I-Prime	Buffer Print
	Pin 18	+5v
Serial I/F	Parity	None
	Serial Data 7/8 Bits	8 Bits
	Protocol	X-ON/X-OFF
	Diagnostic Test	No
	Busy Line	DTR
	Baud Rate	9600 BPS
	DSR Signal	Invalid
	DTR Signal	Ready on Power UP
Busy Time	200 ms	

4. After setting the options, press SHIFT + SEL to save the settings.

## Test Procedure

Using the RS232 Mini-Tester (see the Note on [page 5](#)), check the status of the connection at the data module. The leads marked with an asterisk are controlled by the switch, and the printer controls the other leads. Translations for this connection begin on [page 228](#).



### CAUTION:

*After using a mini-tester to check data leads, you MUST remove the mini-tester from the connection. DO NOT leave the mini-tester in-line during actual operation.*

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

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



### NOTE:

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

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

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

With the mini-tester connected to the data module and the printer, the link is idle and no software is running, but the mini-tester should show the following:

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



**NOTE:**

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

## Printer Connection on the INTUITY

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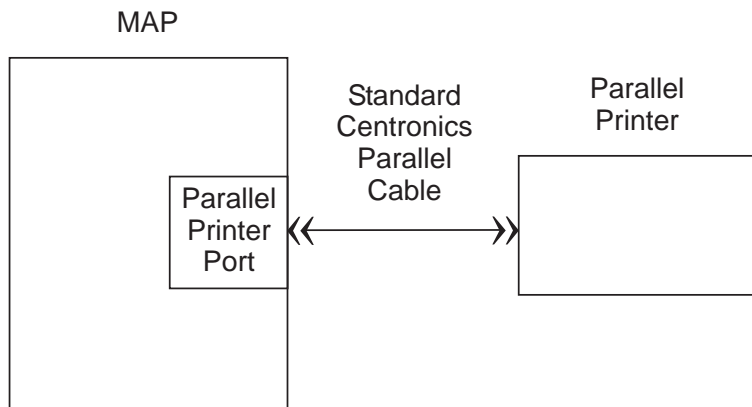
This is an optional printer that the customer may purchase to print INTUITY Lodging Call Accounting reports.

### Parts List

- One Centronics parallel printer cable (customer-provided)
- One parallel printer (customer-provided; the Okidata Model 320 or 184T are often used).

### Cabling Diagram

Figure 20 shows how to connect a printer to the MAP.



---

Figure 20. Printer Connection on the INTUITY

## Switch-to-INADS Connections

---

This connection is used for remote maintenance access to the switch from the Initialization and Administration System (INADS). The connectivity is different for the CMC switch than for the SCC or MCC switch.



**NOTE:**

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

## Parts List

### SCC and MCC

- The AUX connector on the SCC or MCC switch
- One B25A 25-pair cable for cross-connections [connect the central office (CO) trunk to the last wire pair on this cable]
- Standard cross-connect hardware
- One CO trunk for dedicated access.

### CMC

- The Modem connector on the switch (this port is found on the Processor Interface Cable of the CMC hardware labeled as P2)
- One M25A cable (or equivalent 25-pin straight-through cable)
- One U.S. Robotics<sup>®</sup> Sportster<sup>®</sup> 33.6K modem
- One RJ11 modular cord
- One 103A connecting block
- Standard cross-connect hardware
- One CO trunk for dedicated access.



## Cabling Diagram

Figure 21 shows how the INADS port is connected to an SCC or MCC switch.

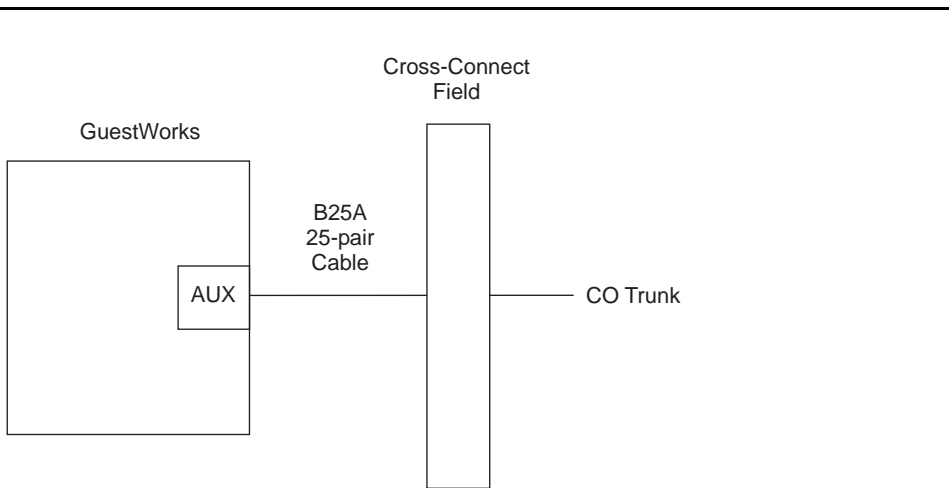


Figure 21. INADS Connection for Remote Access to SCC or MCC Switch

Figure 22 shows how the INADS port is connected to a CMC switch.

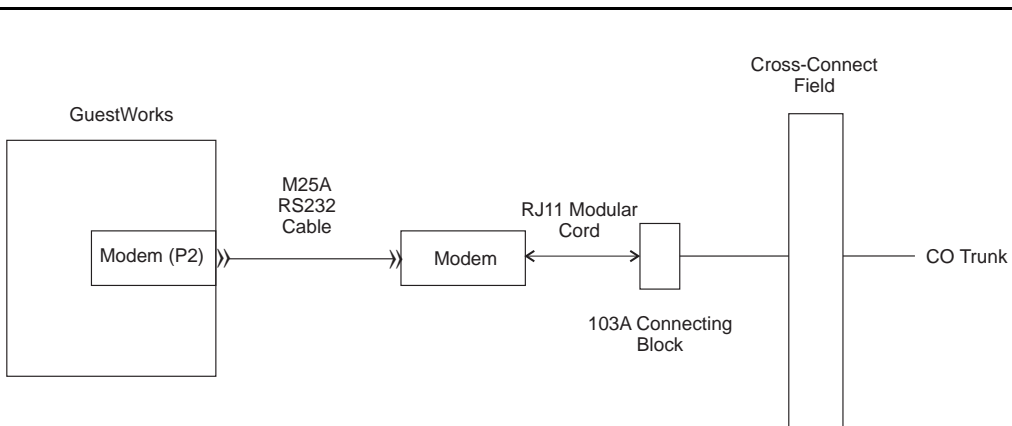


Figure 22. INADS Connection for Remote Access to CMC Switch

## INADS Registration

After connecting the CO trunk for INADS access, call the INADS hotline to register the switch. For Avaya technicians in the United States, use 1-800-248-1234. For dealers and distributors in the United States, use 1-877-295-0099. If the installation is outside of the United States, contact your Center of Excellence (COE) or your Avaya representative for information about registering the switch.

You will be instructed to give them the dial-up number, the customer identification number, serial number, and other information. If there is a working fax machine at the site, request that the INADS group send you a fax that confirms all of the registration information.

You will also be instructed to add some information to the maintenance-related system parameters screen. If the customer needs a login assigned, have the INADS personnel create a customer login ID when they connect to the switch.

```
change system-parameters maintenance                               Page 1 of 4
      MAINTENANCE-RELATED SYSTEM PARAMETERS

OPERATIONS SUPPORT PARAMETERS
  Product Identification: 1000000000
    First OSS Endpoint:
    Second OSS Endpoint:
  Alarm Origination to OSS Numbers: neither
  Cleared Alarm Notification? n
  Restart Notification? n
  Test Remote Access Port? n
  CPE Alarm Activation Level: none
  Suspension Threshold: 5
  Abbrev Alarm Report: y
  Abbrev Alarm Report: n

  Customer Access to INADS Port? n
  Repeat Dial Interval (mins): 7

SCHEDULED MAINTENANCE
  Start Time: 01 : 00
  Stop Time: 06 : 00
  Daily Maintenance: daily
  Save Translation: daily
  Command Time-out (hours): 2
  Control Channel Interchange: no
  System Clocks Interchange: no
  SPE Interchange: no
  EXP-LINK Interchange: no
```

For a CMC switch, you must also set up the modem options on Page 3 before a connection can be made. See Chapter 1 of *DEFINITY ECS Installation, Upgrades and Additions for Compact Modular Cabinets* for more information on modem setup.

## MAP Remote Access Connections

---

The INADS access is required, but the remote administration is optional. See the INTUITY documentation for more information about this remote access connection.



**NOTE:**

If the INTUITY Remote Maintenance Board (RMB) is used, an external modem is not needed. See the INTUITY documentation for more information about using the Remote Maintenance Board.

### Parts List

- One or two Comsphere® 3820 modems (comcode 107560534) or locally-provided modems
- One or two straight-through 9-pin to 25-pin transition cables (comcode 847106945)
- One or two D25F cables (or equivalent straight-through cables) (comcode 105193668)
- One or two D8W modular cords
- Standard cross-connect hardware
- One or two CO or DID trunks.

## Cabling Diagram

Figure 23 shows how to connect the Paradyne Comsphere 3820 modems to the MAP for remote access. This diagram also shows how the RMB is connected. If the RMB is used, the COM2 port cannot be used for any other application.

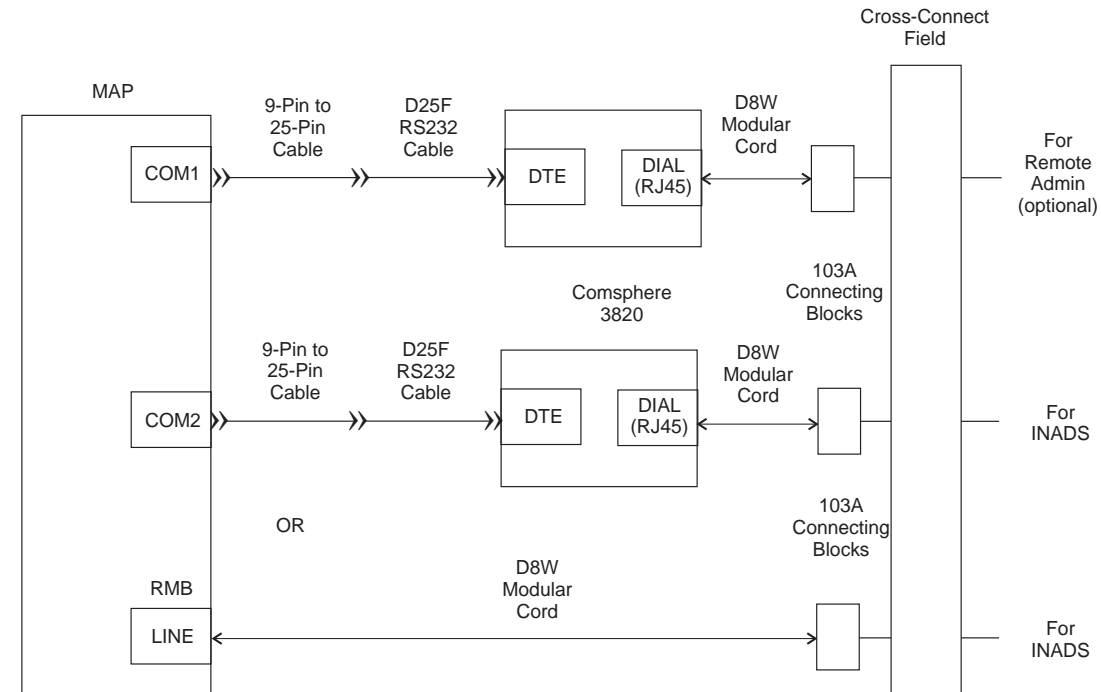


Figure 23. MAP Remote Access Connections

## INADS Alarm Origination Download

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

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

```
+-----+
+           Alarm Management           +
+-----+
|Product ID           2200000000      |
|Alarm Destination    18005353573     |
|Alarm Origination    ACTIVE          |
|Alarm Level          MAJOR           |
|Alarm Suppression    INACTIVE        |
|Clear Alarm Notification ACTIVE      |
+-----+
```

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

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

Installing the System

*Connecting the Hospitality Adjuncts*

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## Translations and Testing

---

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

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



**NOTE:**

The screens shown in this section are examples only. Do not use the example equipment locations, extension numbers, access codes, and so on in your system. Use the translations provided by your software specialist or design specialist.



**CAUTION:**

*While you are doing these translations on the switch, you should save your translations regularly using the **save translation** command. This could save you time retranslating if you lose power during installation. It takes about 10 minutes to process each translation save.*

## Checklist

Table 9 is a high-level checklist of the tasks required to translate a hospitality solution including the switch and the INTUITY system.

**Table 9. Translation Checklist**

✓	Procedure	Begins on...
	Initial options	<a href="#">page 12</a>
	Miscellaneous translations and testing	<a href="#">page 81</a>
	Switch-to-INTUITY translations and testing	<a href="#">page 157</a>
	INTUITY Lodging-to-PMS translations and testing	<a href="#">page 195</a>
	Switch-to-Call Accounting translations and testing	<a href="#">page 205</a>
	INTUITY Lodging Call Accounting-to-PMS translations and testing	<a href="#">page 207</a>
	Switch-to-PMS link translations and testing	<a href="#">page 208</a>
	Journal/PMS Log and System printer translations and testing	<a href="#">page 228</a>
	Parallel printer translations	<a href="#">page 233</a>
	Logins, passwords, security, and backups	<a href="#">page 233</a>



**CAUTION:**

*Before doing any translations, make sure that the default translation card is in the system. Unless instructed otherwise, you must always use the default translation card.*



## Miscellaneous Translations

Table 10 is a checklist of the miscellaneous translations that must be done before you administer the links to the adjuncts.

**Table 10. Checklist for Miscellaneous Translations**

✓	Procedure	Begins on...
	Time of day and date on the INTUITY system	<a href="#">page 82</a>
	Special applications on the switch	<a href="#">page 83</a>
	Dial plan on the switch	<a href="#">page 84</a>
	Dial plan on the INTUITY system	<a href="#">page 85</a>
	Feature access codes on the switch	<a href="#">page 86</a>
	Class of service (COS) on the switch	<a href="#">page 89</a>
	Class of restriction (COR) on the switch	<a href="#">page 91</a>
	COS on the INTUITY system	<a href="#">page 98</a>
	System parameters on the INTUITY system	<a href="#">page 99</a>
	Fax parameters on the switch and INTUITY system	<a href="#">page 101</a>
	Abbreviated Dialing Lists on the switch	<a href="#">page 103</a>
	Listed Directory Numbers on the switch	<a href="#">page 104</a>
	Attendant console on the switch	<a href="#">page 105</a>
	Attendant console button layouts on the switch	<a href="#">page 106</a>
	Attendant Backup on the switch	<a href="#">page 110</a>
	Office staff telephones on the switch	<a href="#">page 113</a>
	Backup telephone button layouts on the switch	<a href="#">page 116</a>
	AUDIX subscribers on the INTUITY system	<a href="#">page 120</a>
	Guest room telephones on the switch	<a href="#">page 121</a>
	Analog telephone Caller ID on the switch	<a href="#">page 124</a>
	Suite telephones on the switch	<a href="#">page 126</a>
	Guest room mailboxes on the INTUITY system	<a href="#">page 132</a>
	Recorded Announcements on the switch	<a href="#">page 133</a>
	Emergency Access to Attendant on the switch	<a href="#">page 137</a>
	Crisis Alert on the switch	<a href="#">page 138</a>
	Trunk groups on the switch	<a href="#">page 142</a>
	DID Numbers on the switch	<a href="#">page 143</a>
	Automatic Wakeup options on the switch	<a href="#">page 148</a>

Table 10. Checklist for Miscellaneous Translations

✓	Procedure	Begins on...
	Call Vectoring on the switch	<a href="#">page 150</a>
	Attendant Vectoring on the switch	<a href="#">page 152</a>
	Dial by Name on the switch	<a href="#">page 153</a>
	Trunk-to-Trunk Transfer on the switch	<a href="#">page 156</a>

### Time of Day and Date (INTUITY)

For R4.4, use the **Customer/Services Administration > System Management > UNIX<sup>®</sup> Management > UNIX Date and Time** command to set the time and date on the INTUITY system. For R5, use the **UNIX Management > UNIX Date and Time** command.

```
+-----+
+           UNIX Date and Time           +
+-----+
| Date:                April 22, 1999    |
| Time:                3:39              |
| AM/PM:               PM                |
| Timezone:            US/Mountain        |
| Is Daylight Savings Time used: YES     |
+-----+
```

The switch time of day and date should already be set. See [page 13](#) for information about setting the time of day and date on the switch if it is not correct. It is important that the switch and INTUITY system are set to the same time.

## Dial by Name Special Application (Switch)

Use the **display system-parameters special-applications** command to verify that the Dial by Name feature has been enabled. Dial by Name is a feature available only on GuestWorks and DEFINITY BCS. If the feature has not been enabled, call the technical support organization (or your COE) and have them dial in and enable the feature.

```
display system-parameters special-applications          Page 2 of 4
                SPECIAL APPLICATIONS

                (SA7666) - COS Conference Tone Check? n
                (SA7880) - ASAI Internally Measured Data? n
                (SA7779) - Enhanced DID Routing? n
                (SA7777) - Night Service on DID Trunk Groups? n
                (SA7778) - Display UUI Information? n
                (SA7776) - Display Incoming Digits for ISDN Trunk Groups? n
                (SA7852) - # and * in Vector Collect Step? none
                (SA7933) - Busy Tone with SAC and No Available Cvg Points? n

                (SA7963) - Dial by Name? y
                (SA7990) - Service Observe Physical Set? n
                (SA7991) - Variable Length Account Code? n

                (SA8052) - ISDN Redirecting Number? n
                (SA8077) - Russian Power Industry Feature? n

                (SA7161) - NORTEL SL1 PRI and DMS Names Display? n
                (SA7578) - Integrated Directory Service over DCS? n
```

## Dial Plan (Switch)

Use the **change dialplan** command to administer the switch dial plan based on the customer's requirements. Unless otherwise instructed, set the `Local Node Number` to `1`. For more information about the Dial Plan feature, see the *DEFINITY ECS Administrator's Guide*.



**NOTE:**

The PMS interface supports 3-, 4-, or 5-digit extensions, but be aware that prefixed extensions do not send the entire number across the interface. Only the assigned extension number is sent. Therefore, you should not use prefixed extensions for numbers that are also going to use the Insert/Delete Digit function (see "[Hospitality Parameters](#)" on page 208).

```
change dialplan                                     Page 1 of 1
                                         DIAL PLAN RECORD
                                         Local Node Number: 1
                                         ETA Node Number:
Uniform Dialing Plan: none                    ETA Routing Pattern:

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

The **add second-digit** command is used when a first digit is defined as **misc** in the Dial Plan. In this example, first digit 7 is used in several ways (70, 72x, 73x, and 74x are feature access codes, and 71x, 78xx, and 79xx are extensions).

```
add second-digit 7                                Page 1 of 1
                                         SECOND DIGIT TABLE FOR DIGIT 7

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

## Dial Plan (INTUITY)

Use the **AUDIX Administration > change machine** command to identify the range of mailboxes that can be activated by the INTUITY system. This must be administered to match the switch's dial plan.

```
change machine                                     Page 1 of 1
                                         MACHINE PROFILE
Machine Name: local                               Type: local                               Location: local
Voiced Name? n                                  Extension Length: 4
Voice ID: 0                                      Default Community: 1
ADDRESS RANGES
Prefix      Start Ext.  End Ext.  Warnings
1:          1000    7999
2:
3:
4:
5:
6:
7:
8:
9:
10:
```

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

## Feature Access Codes (Switch)

The **change feature-access-codes** command is used to assign the switch feature access codes. Unless the customer requests a feature, or a feature is needed for maintenance personnel, do not assign a feature access code for features not being used. There are no default feature access codes.

```
change feature-access-codes                               Page 1 of 5
                                     FEATURE ACCESS CODE (FAC)
Abbreviated Dialing List1 Access Code:
Abbreviated Dialing List2 Access Code:
Abbreviated Dialing List3 Access Code:
Abbreviated Dial - Prgm Group List Access Code:
Announcement Access Code:
Answer Back Access Code:
Auto Alternate Routing (AAR) Access Code:
Auto Route Selection (ARS) - Access Code 1:           Access Code 2:
Automatic Callback Activation:                         Deactivation:
Call Forwarding Activation Busy/DA:                   All:           Deactivation:
Call Park Access Code:
Call Pickup Access Code:
CAS Remote Hold/Answer Hold-Unhold Access Code:
CDR Account Code Access Code:
Change COR Access Code:
Change Coverage Access Code:

Data Origination Access Code:
Data Privacy Access Code:
Directed Call Pickup Access Code:
```

```
change feature-access-codes                               Page 2 of 5
                                     FEATURE ACCESS CODE (FAC)
Emergency Access to Attendant Access Code:
Extended Call Fwd Activate Busy D/A                   All:           Deactivation
Extended Group Call Pickup Access Code:
Facility Test Calls Access Code:
Flash Access Code:
Group Control Restrict Activation:                   Deactivation:
Hunt Group Busy Activation:                         Deactivation:
ISDN Access Code:
Last Number Dialed Access Code:
Leave Word Calling Message Retrieval Lock:
Leave Word Calling Message Retrieval Unlock:
Leave Word Calling Send A Message:
Leave Word Calling Cancel A Message:
Malicious Call Trace Activation:                   Deactivation:
PASTE (Display PBX data on Phone) Access Code:
Personal Station Access (PSA) Associate Code:       Dissociate Code:
Per Call CPN Blocking Code Access Code:
Per Call CPN Unblocking Code Access Code:
Print Messages Access Code:
Priority Calling Access Code:
```

change feature-access-codes Page 3 of 5

FEATURE ACCESS CODE (FAC)

Program Access Code:

Refresh Terminal Parameters Access Code:

Remote Send All Calls Activation: Deactivation:

Self Station Display Activation: Deactivation:

Send All Calls Activation: Deactivation:

Station Security Code Change Access Code:

Station User Admin of FBI Assign: Remove:

Terminal Dial-Up Test Access Code:

Terminal Translation Initialization Merge Code: Separation Code:

Transfer to Voice Mail Access Code:

Trunk Answer Any Station Access Code:

User Control Restrict Activation: Deactivation:

Voice Coverage Message Retrieval Access Code:

Voice Principal Message Retrieval Access Code:

Whisper Page Activation Access Code:

change feature-access-codes Page 4 of 5

FEATURE ACCESS CODE (FAC)

Automatic Call Distribution Features

After Call Work Access Code:

Assist Access Code:

Auto-In Access Code:

Aux Work Access Code:

Login Access Code:

Logout Access Code:

Manual-in Access Code:

Service Observing Listen Only Access Code:

Service Observing Listen/Talk Access Code:

Remote Logout of Agent Access Code:

Call Vectoring/Prompting Features

Converse Data Return Code:

change feature-access-codes

Page 5 of 5

FEATURE ACCESS CODE (FAC)  
Hospitality Features

Automatic Wakeup Call Access Code:  
Housekeeping Status (Client Room) Access Code:  
Housekeeping Status (Client Room) Access Code:  
Housekeeping Status (Client Room) Access Code:  
Housekeeping Status (Client Room) Access Code:  
Housekeeping Status (Client Room) Access Code:  
Housekeeping Status (Client Room) Access Code:  
Housekeeping Status (Station) Access Code:  
Housekeeping Status (Station) Access Code:  
Housekeeping Status (Station) Access Code:  
Housekeeping Status (Station) Access Code:  
Verify Wakeup Announcement Access Code:  
Voice Do Not Disturb Access Code:



## Class of Service (Switch)

---

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

- Front desk, attendant console, and housekeeping (COS 0)  
Telephones and attendant consoles used for check-in/check-out and Message Waiting Notification must have Console Permissions enabled in the COS. Designated stations used for housekeeping updates must have Console Permissions enabled in the COS.
- Guest rooms (COS 1)  
Guest rooms where Message Waiting Notification is used to light message lamps must have Client Room enabled in the COS.
- Office staff (COS 2)
- Guest services (COS 3)
- AUDIX voice ports (4)
- Data modules (COS 15).



### **CAUTION:**

*Do not assign Client Room COS of any of the following:*

- *Front desk telephones*
- *Housekeeping telephones*
- *Office staff telephones*
- *Guest services telephones*
- *DID telephone numbers (XDID and XDIDVIP station types).*

*If any of these are assigned to a Client Room COS, the name field on the station screen will not be saved in translations.*

*In addition, do not assign Console Permissions to any Class of Service except for the attendant consoles, backup telephones, and guest services telephones.*

Use the **change cos** command to administer the COS. The following screen shows an example COS using the COS numbers given in the previous list. Features assigned with the COS must be approved by the customer.

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

## Class of Restriction (Switch)

---

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

- Guest rooms (COR 1)
- Front desk, attendant console, and housekeeping (COR 2; similar setup as COR 1)
- Office staff (COR 3; similar setup as COR 1)
- Guest services (room service, kitchen, and so on) (COR 4)
- Trunk groups (COR 20 and COR 21)
- Vectors (COR 30)
- INTUITY AUDIX voice ports and hunt groups (COR 35; similar setup as COR 30)
- Netcon, processor interface, and data modules (COR 50).

The following screens show typical COR assignments for each of the groupings. Use the **change cor** command to administer the CORs. All levels of restriction must be agreed to by the customer. T

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

change cor 1 Page 1 of 4

CLASS OF RESTRICTION

COR Number: 1  
 COR Description: GUEST ROOMS

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

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

change cor 1 Page 2 of 4

CLASS OF RESTRICTION

MF Incoming Call Trace? n  
 Brazil Collect Call Blocking? n  
 Block Transfer Display? n  
 Remote Logout of Agent? n

change cor 1 Page 3 of 4

CLASS OF RESTRICTION

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

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

This is an example COR for the guest services.

change cor 4 Page 1 of 4

CLASS OF RESTRICTION

COR Number: 4  
 COR Description: GUEST SERVICES

FRL: 3 APLT? y  
 Can Be Service Observed? n Calling Party Restriction: none  
 Can Be A Service Observer? n Called Party Restriction: none  
 Time of Day Chart: 1 Forced Entry of Account Codes? n  
 Priority Queuing? n Direct Agent Calling? n  
 Restriction Override: all Facility Access Trunk Test? n  
 Restricted Call List? n Can Change Coverage? n

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

change cor 1 Page 2 of 4

CLASS OF RESTRICTION

MF Incoming Call Trace? n  
 Brazil Collect Call Blocking? n  
 Block Transfer Display? n  
 Remote Logout of Agent? n

change cor 4 Page 3 of 4

CLASS OF RESTRICTION

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

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

This is an example COR for an outgoing trunk group.

```
change cor 20                                     Page 1 of 4
                                     CLASS OF RESTRICTION
COR Number: 20
COR Description: OUTGOING TRUNK GROUP
FRL: 0                                           APLT? y
Can Be Service Observed? n                       Calling Party Restriction: none
Can Be A Service Observer? n                     Called Party Restriction: none
Time of Day Chart: 1                             Forced Entry of Account Codes? n
Priority Queuing? n                               Direct Agent Calling? n
Restriction Override: all                         Facility Access Trunk Test? n
Restricted Call List? n                           Can Change Coverage? n
Access to MCT? y                                 Fully Restricted Service? n
Category For MFC ANI: 7
Send ANI for MFE? n
MF ANI Prefix:
Hear System Music on Hold? y                     PASTE (Display PBX Data on Phone)? n
Can Be Picked Up By Directed Call Pickup? n
Can Use Directed Call Pickup? n
Group Controlled Restriction: inactive
```

```
change cor 1                                     Page 2 of 4
                                     CLASS OF RESTRICTION
MF Incoming Call Trace? n
Brazil Collect Call Blocking? n
Block Transfer Display? n
Remote Logout of Agent? n
```

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

This is an example COR for an incoming trunk group.

change cor 21 Page 1 of 4

CLASS OF RESTRICTION

COR Number: 21  
 COR Description: INCOMING TRUNK GROUP

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

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

change cor 1 Page 2 of 4

CLASS OF RESTRICTION

MF Incoming Call Trace? n  
 Brazil Collect Call Blocking? n  
 Block Transfer Display? n  
 Remote Logout of Agent? n

change cor 21 Page 3 of 4

CLASS OF RESTRICTION

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

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

This is an example COR for the Call Vectoring procedures, INTUITY AUDIX voice ports, and INTUITY AUDIX hunt groups. For the Calling Party Restriction field, use **outward** if outcalling and faxes are not being used.

```
change cor 30                                     Page 1 of 4
                                     CLASS OF RESTRICTION
COR Number: 30
COR Description: CALL VECTORING
FRL: 1                                           APLT? y
Can Be Service Observed? n                       Calling Party Restriction: none
Can Be A Service Observer? n                     Called Party Restriction: none
Time of Day Chart: 1                             Forced Entry of Account Codes? n
Priority Queuing? n                               Direct Agent Calling? n
Restriction Override: all                         Facility Access Trunk Test? n
Restricted Call List? n                           Can Change Coverage? n
Access to MCT? y                                 Fully Restricted Service? n
Category For MFC ANI: 7
Send ANI for MFE? n
MF ANI Prefix:
Hear System Music on Hold? y                     PASTE (Display PBX Data on Phone)? n
Can Be Picked Up By Directed Call Pickup? n
Can Use Directed Call Pickup? n
Group Controlled Restriction: inactive
```

```
change cor 1                                     Page 2 of 4
                                     CLASS OF RESTRICTION
MF Incoming Call Trace? n
Brazil Collect Call Blocking? n
Block Transfer Display? n
Remote Logout of Agent? n
```

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



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

change cor 50

Page 1 of 4

CLASS OF RESTRICTION

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

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

change cor 1

Page 2 of 4

CLASS OF RESTRICTION

MF Incoming Call Trace? n  
Brazil Collect Call Blocking? n  
Block Transfer Display? n  
Remote Logout of Agent? n

change cor 50

Page 3 of 4

CLASS OF RESTRICTION

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

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

## Class of Service (INTUITY)

Use the following screens to administer the INTUITY COS for the guest rooms and the office staff INTUITY AUDIX subscribers. To access the INTUITY COS screens, use the **AUDIX Administration > change cos** command. On Page 1, the **Type** field must be set to **call-answer**. See *INTUITY Messaging Solutions Administration* for more information about the other options on these screens.

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

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

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

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

If Fax Creation was **y** on Page 1, change the following on Page 2:

- Voice Mail Message, Maximum Length — Enter **1200**.
- Call Answer Message, Maximum Length — Enter **1200**.
- Mailbox Size, Maximum — Enter **4800**.

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

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

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

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

End of Message Warning Time (seconds):

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

## System Parameters (INTUITY)

Use the **AUDIX Administration > change system-parameters features** command to assign the INTUITY system parameters. The parameters will vary according to the customer's needs. See *INTUITY Messaging Solutions Administration* for more information about other options on these screens.

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

### LOG-IN PARAMETERS

```
    Login Retries: 3                      Consecutive Invalid Attempts: 18
    System Guest Password:                Minimum Password Length: 6
```

### SUBSCRIBER PASSWORD AGING LIMITS (DAYS)

```
    Password Expiration Interval: 0      (0 for no password aging)
    Minimum Age Before Changes: 0
    Expiration Warning: 0                (0 for no warning)
```

### INPUT TIME LIMITS (SECONDS)

```
    Normal: 60      Full Mailbox Timeout: 5      Wait (*W): 180
    Between Digits at Auto-attendant or Standalone Menu: 3 (3-12)
```

### DISCONNECT OPTIONS

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

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

### MISCELLANEOUS PARAMETETERS

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

### FEATURE ACTIVATION

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

### MULTIMEDIA PARAMETERS

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

On Page 3 of the INTUITY system parameters, administer the following:

- **Transfer Type** — Enter **enhanced\_cover\_0**. This will restrict the voice ports from calling trunk access codes assigned to the trunk groups.
- **Transfer Restriction** — It is recommended that you enter **subscribers** to allow call transfers out of INTUITY AUDIX for calls to office staff subscribers only, and not calls to guest room telephones. Only technical support personnel can change this field to **digits**, and only when the customer has signed a letter to that effect.
- **Covering Extension** — Enter the Listed Directory Number extension used for attendant-seeking calls (See [page 104](#)). If the **Covering Extension** is not administered, callers that “zero out” from the voice messaging system will hear “Operator not assigned,” and the caller cannot receive assistance.

```
change system-parameters features                               Page 3 of 4
                                SYSTEM-PARAMETERS FEATURES
CALL TRANSFER OUT OF AUDIX
  Transfer Type: enhanced_cover_0          Transfer Restriction: subscribers
  Covering Extension: 2000

ANNOUNCEMENT SETS
  System: us-eng                          Administrative:

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

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

NETWORKING PARAMETETERS

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

## Fax Parameters (Switch and INTUITY)

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

- Connect the dedicated CO fax line to a CO trunk circuit on the switch.
- Translate the CO trunk to have an Incoming Destination of some previously-unassigned extension. See [“Trunk Groups \(Switch\)” on page 142](#) for more information.
- Route calls intended for the CO trunk and the extension to the INTUITY hunt group. See [“Hunt Groups for INTUITY AUDIX Voice Ports \(Switch\)” on page 186](#) for more information.
- On the INTUITY system, the incoming destination extension must be set up as DNIS service LGfax. See [“Services to Phone Number Mapping \(INTUITY\)” on page 192](#) for more information.
- The fax machine must be connected to an analog port on the switch.
- To send a fax from the fax machine, hotel staff and guests must remember to dial a prefix (typically 9) to gain access to a CO line. All preprogrammed numbers must be updated with this new dialing plan.

On the INTUITY, the fax machine extension must be administered as the Guest Services Fax Machine number. If fax messaging is installed on the INTUITY system, use the following screens to enable fax messaging options. See *INTUITY Lodging Administration* and *INTUITY Messaging Solutions Administration* for more information about using the options on these screens.

- Use the **Lodging Administration > FAX Add-on Administration > FAX System Parameters Administration** command to administer the fax system parameters.

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



## Abbreviated Dialing Lists (Switch)

For access to a common set of telephone numbers, it is good to set up an Abbreviated Dialing system list. You can then program several telephones to use the system list, and if the extensions ever change for those services, you only have to change the extension in the system list. The following example shows a five-member system list with entries for the AUDIX extension and the Guest Voice Mail extension.

```
add abbreviated-dialing system                               Page 1 of 1
      ABBREVIATED DIALING LIST

      System List
      Size (multiple of 5): 5                               Privileged? n
DIAL CODE
01: 699
02: 710
03:
04:
05:
```

You can also set up a group list to use with fixed access buttons on the guest room telephones. When you want to change the same button for all telephones, you change the assignment in the group list.

```
add abbreviated-dialing group 1                             Page 1 of 1
      ABBREVIATED DIALING LIST

      Group List: 1
      Size (multiple of 5): 10                               Program Ext: 195   Privileged? n
DIAL CODE
01: 710
02: 195
03: 196
04: 204
05:
06:
07:
08:
09:
10:
```

## Listed Directory Numbers (Switch)

---

Use the **change listed-directory-number** command to assign Listed Directory Numbers (LDNs) to the switch. These LDNs are usually the published numbers for the property and terminate at the attendant console.

```
change listed-directory-number                               Page 1 of 2
                    LISTED DIRECTORY NUMBERS
                    Night Destination: 195

    Ext      Name      TN
    1: 2000
    2:
    3:
    4:
    5:
    6:
    7:
    8:
```



## Attendant Console (Switch)

Use the **add attendant** command to administer an attendant console. For most installations, there will only be one attendant console.

On Page 1:

- **Type** — Enter **console**.
- **Extension** — Enter a valid extension in the dial plan.
- **Console Type** — Enter **principal**.
- **Port** — Enter the equipment location of the digital port connected to the console.
- **Name** — Enter **Attendant**.
- **COR** — Use an appropriate COR.
- **COS** — Use a COS that has Console Permissions.
- **Select Buttons** — Administer trunk group and hundreds group select buttons as needed.

```
add attendant 1 Page 1 of 3
```

```
ATTENDANT CONSOLE 1
```

```
      Type: console           Name: Attendant
      Extension: 3000         Group: 1           Auto Answer: none
      Console Type: principal TN: 1           Data Module? n
      Port: 01A0301          COR: 2           Disp Client Redir? y
                          COS: 0           Display Language: english
                          H.320 Conversion? n
```

```
DIRECT TRUNK GROUP SELECT BUTTON ASSIGNMENTS (Trunk Access Codes)
```

```
Local Remote Local Remote Local Remote
1:             5:             9:
2:             6:             10:
3:             7:             11:
4:             8:             12:
```

```
HUNDREDS SELECT BUTTON ASSIGNMENTS
```

```
1:             5:             9:             13:            17:
2:             6:             10:            14:            18:
3:             7:             11:            15:            19:
4:             8:             12:            16:            20:
```

See the following sections for assigning feature buttons on Pages 2 and 3.

## Attendant Console Button Layouts (Switch)

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

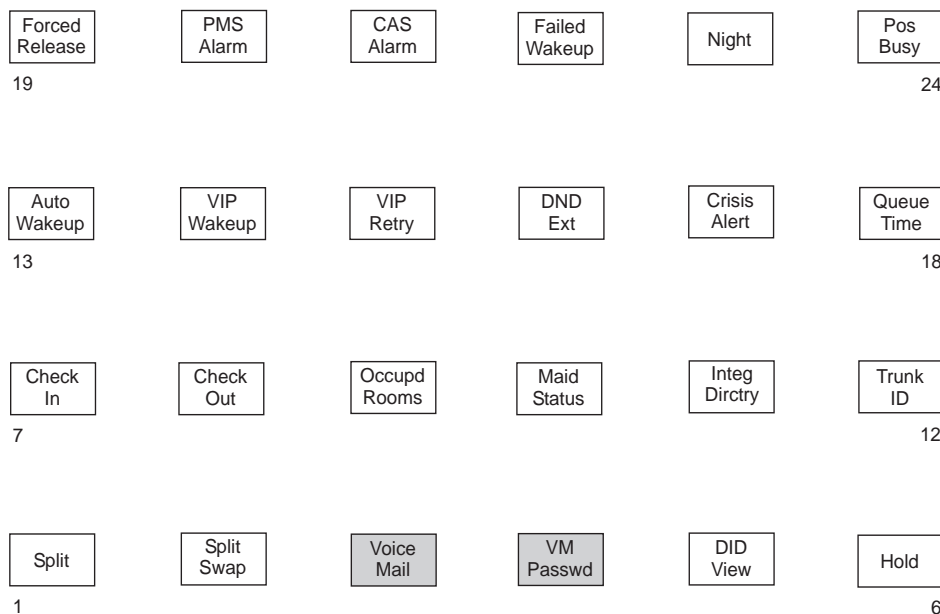


**NOTE:**

The examples in this section are based on punch-out button labels used with older consoles that are no longer being sold as new. The button labels for the newer consoles must be typed or hand-written on the button label sheets.

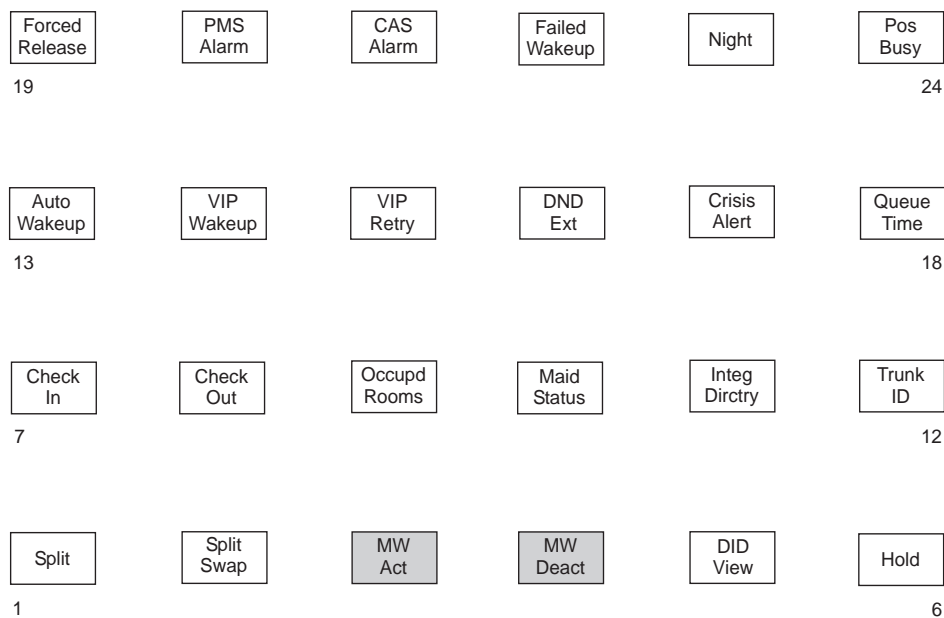
For information on installing the attendant console, see the switch installation documents.

Figure 24 shows the recommended button layout if you have voice messaging. The shaded buttons are different from the ones suggested in Figure 25. Do not translate the PMS Alarm or Call Accounting System (CAS) Alarm buttons if there is no PMS or call accounting system.



**Figure 24. Console Buttons with Voice Messaging**

Figure 25 shows the recommended button layout if you do not have voice messaging. The shaded buttons are different from the ones suggested in Figure 24. Do not translate the PMS Alarm or CAS Alarm buttons if there is no PMS or call accounting system.



**Figure 25. Console Buttons Without Voice Messaging**

The buttons shown in Figure 24 and Figure 25 are administered on Page 2 of the Attendant Console screen using the following button types (button labels shown in parentheses):

- **split** (Split; this button assignment cannot be changed)
- **split-swap** (Split Swap)
- **busy-ind** or **abrvt-dial** (Voice Mail; with the voice mail extension programmed)
- **busy-ind** or **abrvt-dial** (VM Passwd; with the master voice mail password programmed)
- **mwn-act** (MW Act; if the system does not have voice mail)
- **mwn-deact** (MW Deact; if the system does not have voice mail)
- **did-view** (DID View) (the Automatic Selection of DID Numbers feature must be enabled; see [page 143](#))
- **hold** (Hold)

- **check-in** (Check In)
- **check-out** (Check Out)
- **occ-rooms** (Occupd Rooms)
- **maid-stat** (Maid Status)
- **directory** (Integ Dirctry)
- **trk-id** (Trunk ID)
- **auto-wkup** (Auto Wakeup)
- **vip-wakeup** (VIP Wakeup)
- **vip-retry** (VIP Retry)
- **ext-dn-dst** (DND Ext)
- **crss-alert** (Crisis Alert)
- **atd-qtime** (Queue Time)
- **forced-rel** (Forced Release; this button assignment cannot be changed)
- **pms-alarm** (PMS Alarm)
- **cdr1-alm** (CAS Alarm)
- **aut-msg-wt** (Failed Wakeup; administer the extension where failed Automatic Wakeup Calls are reported)
- **night-serv** (Night)
- **pos-busy** (Pos Busy).

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

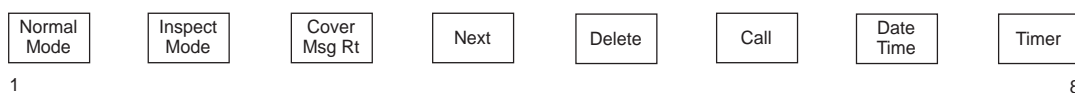
- **abrvt-dial** (Controlled Restrictions assigned as an Abbreviated Dialing button). The Abbreviated Dialing button emulates dialing the feature access code followed by the desired restriction code, such as Outward Restriction.

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

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

- **vip-chkin** (VIP Check In) (the Custom Selection of DID Numbers feature must be enabled; see [page 143](#))
- **did-remove** (DID Remove) (the Automatic Selection of DID Numbers feature must be enabled; see [page 143](#)).

[Figure 26](#) shows the recommended button layout for the eight display buttons. These buttons are assigned on Page 3 of the Attendant Console screen.



**Figure 26. Console Buttons for Display Features**

The display buttons are administered with the following button types (button labels shown in parentheses):

- **normal** (Normal Mode)
- **inspect** (Inspect Mode)
- **cov-msg-rt** (Cover Msg Rt)
- **next** (Next)
- **delete-msg** (Delete)
- **call-disp** (Call)
- **date-time** (Date Time)
- **timer** (Timer).

## Attendant Backup (Switch)

Use the **change console-parameters** command to administer the Attendant Backup parameters. In addition, you must assign a  button to the backup telephones. See [page 116](#) for more information.

On Page 1, administer the following:

- **Calls in Queue Warning** — This level should be set to **1** if the customer uses the backup telephones for most call handling. If the customer uses the attendant console for most call handling, you can set this level to a higher threshold. The customer may have to experiment with this setting to find a good working queue level.
- **Ext Alert Port (TAAS)** — This field must have an analog circuit equipment location administered even if you do not have external ringing equipment connected to the circuit. This is required to allow the Attendant Backup feature to work properly.
- **Backup Alerting** — Enter **y**. If Tenant Partitioning is enabled on the switch, the Backup Alerting option cannot be used.

```
change console-parameters                               Page 1 of 4
                CONSOLE PARAMETERS

Attendant Group Name: OPERATOR
                  COS: 1                                COR: 1
Calls in Queue Warning: 1                          Attendant Lockout? y
Ext Alert Port (TAAS): 01A1216
                  CAS: none

                  IAS (Branch)? n                      Night Service Act. Ext.:
IAS Att. access Code:                                IAS Tie Trunk Group No.:
Backup Alerting? y                               Alternate FRL Station:
Attendant Vectoring VDN:                            DID-LDN Only to LDN Night Ext? n
```

On Page 2, administer the following:

- **No Answer Timeout** — This controls when ringing at the console will stop after a call is waiting in queue. When the timeout occurs, the console stops ringing, but the call can still be answered. A good value to begin with is **10**.
- **Alerting** — This controls the timeout limit before the console automatically goes into Night mode and Position Busy when calls are not answered. This is a good feature to administer in the situation in which the attendant takes a break or leaves at the end of the day and forgets to put the console into Night service. For example, if the **No Answer Timeout** field is set to **10** seconds, and the **Alerting** field is set to **10** seconds, the following occurs: a call rings at the console; after 10 seconds the console ringing shuts off; the call continues to queue for 10 seconds; then the console goes into Night mode and Position Busy. The call can now be answered from a backup telephone.

```
change console-parameters                               Page 2 of 4
                                           CONSOLE PARAMETERS

TIMING
Time Reminder on Hold (sec): 30           Return Call Timeout (sec): 30
Time in Queue Warning (sec): 15

INCOMING CALL REMINDERS
No Answer Timeout (sec): 10           Alerting (sec): 10
Secondary Alert on Held Reminder Calls? y

ABBREVIATED DIALING
List1:                                     List2:                               List3: system
SAC Notification? n

COMMON SHARED EXTENSIONS
Starting Extension: 670                     Count: 3
```

On Page 3, set the console incoming call queue priority. This defines which types of calls receive priority over other calls. It is recommended that you set Emergency Access to the highest priority (1 is the highest priority, to a low of 13). After that, it is up to the customer to define how calls are prioritized. The following screen shows the default settings.

```
change console-parameters                               Page 3 of 4
CONSOLE PARAMETERS

QUEUE PRIORITIES

    Emergency Access: 1
    Assistance Call: 2
        CO Call: 2
    DID to Attendant: 2
        Tie Call: 2
    Redirected DID Call: 2
        Redirected Call: 2
        Return Call: 2
        Serial Call: 2
    Individual Attendant Access: 2
        Interpositional: 2
    VIP Wakeup Reminder Call: 2
        Miscellaneous Call: 2

Call-Type Ordering Within Priority Levels? n
```

On page 4, set the tenant partitions for multiple consoles..

```
change console-parameters                               Page 4 of 4
CONSOLE PARAMETERS

ASSIGNED MEMBERS ( Installed attendant consoles )
Type      Grp  TN      Type      Grp  TN
1: principal  1  1          9:
2:           10:
3:           11:
4:           12:
5:           13:
6:           14:
7:           15:
8:           16:
```



## Office Staff, Front Desk, and Guest Services Telephones (Switch)

You must assign the telephones for the office staff, the front desk, guest room services, and other telephones located on the property. Use the **add station** command to administer these telephones. Depending on the model of the telephone, the screens show different fields. This example shows the model 6424 used as an attendant backup telephone.



### NOTE:

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

```
add station 195                                     Page 1 of 5
                                                    STATION
Extension: 195                                     Lock Messages? n      BCC: 0
Type: 6424D+                                       Security Code:         TN: 1
Port: 01A0201                                    Coverage Path 1: 1    COR: 2
Name: FRONT DESK                                Coverage Path 2:      COS: 0
                                                    Hunt-to Station:

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

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

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

Audible Message Waiting? n
Display Client Redirection? n
Select Last Used Appearance? n
Coverage After Forwarding? n
```

add station 195 Page 3 of 5

STATION

SITE DATA

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

ABBREVIATED DIALING

List1: personal 1      List2:      List3: system

BUTTON ASSIGNMENTS

1: call-appr	5: autodial	Number:
2: call-appr	6: autodial	Number:
3: call-appr	7: autodial	Number:
4: call-appr	8: autodial	Number:

add station 195 Page 4 of 5

STATION

FEATURE BUTTON ASSIGNMENTS

9: atd-gcalls  
10: vip-chkin  
11: did-remove  
12: aut-msg-wt Ext: 699  
13: auto-wkup  
14: ext-dn-dst  
15: check-in  
16: check-out  
17: did-view  
18: mwn-act  
19: mwn-deact  
20:  
21: pms-alarm  
22: cdrl-almr  
23: aut-msg-wt Ext: 399  
24: autodial Number: \*271

add station 195

Page 5 of 5

STATION

SOFTKEY BUTTON ASSIGNMENTS

1: directory  
2: drop  
3: int-aut-an  
4: timer  
5: priority  
6: auto-cback  
7: abr-prog  
8: abr-spchar Char: ~p  
9: lwc-store  
10: ringer-off  
11: btn-view  
12: admin

## Backup Telephone Button Layouts (Switch)

---

The telephones used for the Attendant Backup feature should have several of the same buttons you would assign to the attendant console. These are assigned using the **change station XXXX** command, where the **XXXX** is the extension number. The following is a list of the recommended feature buttons:

- Attendant Queue Calls (**atd-qcalls**) (this button is required for the Attendant Backup feature)
- Attendant Call Pickup (this is an **autodial** button that is programmed with the TAAS feature access code; the TAAS code is used to answer the Attendant Backup calls)
- Attendant time in queue (**atd-qtime**)
- Do Not Disturb - Extension (**ext-dn-dst**)
- Automatic Wakeup (**auto-wkup**)
- **aut-msg-wt** (administer the extension where failed Automatic Wakeup Calls are reported)
- Night Service (**night-serv**) (only one backup telephone can have a Night Service button)
- Ringer Cutoff (**ringer-off**)
- Check-In (**check-in**)
- Check-Out (**check-out**)
- VIP Check-In (**vip-chkin**)
- DID View (**did-view**) (the Automatic or Custom Selection of DID Numbers features must be enabled; see [page 143](#))
- DID Remove (**did-remove**) (the Automatic or Custom Selection of DID Numbers features must be enabled; see [page 143](#))
- Message Waiting Activation (**mwn-act**; if the system does not have voice mail)
- Message Waiting Deactivation (**mwn-deact**; if the system does not have voice mail)
- Busy Indication for the attendant console extension and any other backup telephones (**busy-ind**)
- PMS Alarm (**pms-alarm**)
- CAS Alarm (**cdr1-alarm**).

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

Figure 27, Figure 28, and Figure 29 show a typical setup if you had three telephones used as backups to the attendant console. The recommended primary backup telephone is the model 6424. The second and third backup telephones could be a model 6408. In this example, actual extension numbers are not given. Extension 1 represents the published front desk telephone number. Extensions 2 and 3 are nonpublished numbers known only to the hotel office staff. In this example, there are call appearances or bridged appearances of Extension 1 on all telephones, plus each telephone has at least one other extension that can be accessed as needed. With this arrangement, it makes it easy for front desk staff to answer a call at one telephone, put the call on hold, and pick up the call from another telephone.

When using the 8434 and 8410 telephones, adjust these recommended layouts to fit the button layouts available with those telephones.

		Extension 3 (bridged app 1)	9
		Extension 3 (bridged app 2)	
		Do Not Disturb	
		PMS Alarm	
		CAS Alarm	
		Failed Wakeup	
		Delete	
		Check-In	
		VIP Check-In	
		Check-Out	
		DID View	
		DID Remove	
		Auto Wakeup	
		Attendant Queue Calls	
		Attendant Call Pickup	
1	Extension 2 (call app 1)		
	Extension 2 (call app 2)		
	Extension 2 (call app 3)		
	Extension 1 (bridged app 1)		
	Extension 1 (bridged app 2)		
	Auto Wakeup		
	Attendant Queue Calls		
	Attendant Call Pickup		
		MW Act	
		MW Deact	
		Attendant Busy	
8			24

6424\_buttons.cdr

**Figure 27. First Backup Telephone Button Layout (Model 6424)**

---

Extension 1 (call app 1)	1
Extension 1 (call app 2)	
Extension 1 (call app 3)	
Extension 2 (bridged app 1)	
Extension 2 (bridged app 2)	
Auto Wakeup	
Attendant Queue Calls	
Attendant Call Pickup	

8

---

**Figure 28. Second Backup Telephone Button Layout (Model 6408)**

---

Extension 3 (call app 1)	1
Extension 3 (call app 2)	
Extension 1 (bridged app 1)	
Extension 1 (bridged app 2)	
Extension 1 (bridged app 3)	
Auto Wakeup	
Attendant Queue Calls	
Attendant Call Pickup	

8

---

**Figure 29. Third Backup Telephone Button Layout (Model 6408)**

---

## Mailboxes for AUDIX Subscribers (INTUITY)

The following screens show an example of how to administer mailboxes for office staff subscribers on the INTUITY system. Use the **AUDIX Administration > add subscriber** command to access these screens. The default class of service, **class00**, is a good option to use. See *INTUITY Messaging Solutions Administration* for more information about other options on these screens. These screens are different between INTUITY R4.4 and R5. This example shows INTUITY R5.

```
add subscriber 150                                     Page 1 of 2
                                                    SUBSCRIBER
Name: Jean Collins                                     Locked? n
Extension: 150                                       Password:
COS: class00                                         Miscellaneous 1:
Switch Number: 1                                     Miscellaneous 2:
Community ID: 1                                     Miscellaneous 3:
Secondary Ext:                                       Miscellaneous 4:
Account Code:                                       Covering Extension: 161
                                                    Broadcast Mailbox? n
Email Address:
```

On Page 2:

- Type — Enter **call-answer**.
- If Fax Creation is **y**, then change the following fields:
  - Voice Mail Message, Maximum Length — Enter **1200**.
  - Call Answer Message, Maximum Length — Enter **1200**.
  - Mailbox Size, Maximum — Enter **4800**.

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

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

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

Voice Mail Message (seconds), Maximum Length: 1200 Minimum Needed: 32
Call Answer Message (seconds), Maximum Length: 1200 Minimum Needed: 8
End of Message Warning Time (seconds):
Maximum Mailing Lists: 25                         Total Entries in all Lists: 250
Mailbox Size (seconds), Maximum: 4800              Minimum Guarantee: 0
```



## Guest Room Telephones (Switch)

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



**NOTE:**

There are two features that affect the administration of guest rooms: Caller ID Telephones and Suite Telephones. See [“Administering Analog Caller ID \(Switch\)” on page 124](#) and [“Suite Telephones \(Switch\)” on page 126](#) for more information.

```

add station 107                                     Page 1 of 3
                                                    STATION
Extension: 107                                     Lock Messages? n      BCC: 0
Type: 2500                                         Security Code:        TN: 1
Port: 01A0201                                     Coverage Path 1: 1    COR: 1
Name:                                              Coverage Path 2:      COS: 1
                                                    Hunt-to Station:      Tests? y

STATION OPTIONS
Loss Group: 1                                     Message Waiting Indicator: led
Off Premise Station? n                          Message Lamp Ext: 107
    
```

```

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

Per Station CPN - Send Calling Number?

Audible Message Waiting? n

Coverage After Forwarding? s
    
```

On Page 3:

- **Room** — Enter the room number. When the hospitality parameter Display Room Information in Call Display is enabled, this room number and guest name are displayed. Do not put the word “room” in front of the room number.
- **List1** — You may want to populate an Abbreviated Dialing system list to be used for one-button access to guest services.
- **Line Appearance** — Enter **call-appr**.

```
add station 107                                     Page 3 of 3
                                                    STATION
SITE DATA
  Room: 107                                         Headset? n
  Jack:                                             Speaker? n
  Cable:                                           Mounting: d
  Floor:                                           Cord Length: 0
  Building:                                        Set Color:
ABBEVIATED DIALING
  List1: System 1      List2:                    List3:
HOT LINE DESTINATION
  Abbreviated Dialing List Number (From above 1, 2 or 3):
  Dial Code:
Line Appearance: call-appr
```

After you have administered the guest rooms, you can use the **list station** command to verify that all guest rooms have been translated.

Use the **change system-parameters hospitality** command to determine whether guest room information will be shown on digital display telephones typically used by front desk or office personnel. This may be a security issue for the customer. Use the **Display Room Information in Call Display** field to enable or disable this feature.

```
change system-parameters hospitality                               Page 2 of 3
      HOSPITALITY
Dual Wakeups? y      Daily Wakeup? y      VIP Wakeup? y
                    VIP Wakeups Per 5 Minutes: 5
                    Room Activated Wakeup With Tones? y
Time of Scheduled Wakeup Activity Report:
Time of Scheduled Wakeup Summary Report:
Time of Scheduled Emergency Access Summary Report:
                    Announcement Type: mult-integ
                    Default Announcement Extension: 380
Length of Time to Remain Connected to Announcement: 30
Extension to Receive Failed Wakeup LWC Messages: 399
Routing Extension on Unavailable Voice Synthesis: attd
Display Room Information in Call Display? n
Automatic Selection of DID Numbers? y
Custom Selection of VIP DID Numbers? y
Number of Digits from PMS:
                    PMS Sends Prefix? n
Number of Digits in PMS Coverage Path: 3
Digit to Insert/Delete:
```

## Administering Analog Caller ID (Switch)

The TN2793B and TN793B analog line circuit packs can be administered to deliver Incoming Calling Line Identification (ICLID) data to stand-alone analog Caller ID display units or analog telephones with built-in Caller ID display units. For this feature to work, the serving central office (CO) must support delivery of Caller ID information over the trunks that are serving the switch. To administer this feature, do the following:

- Administer the Caller ID system options.
- Administer stations with Caller ID options.

## Administering Caller ID

Use the **change system-parameters features** command to select the Caller ID protocol that matches the protocol used by the Caller ID units or telephones, and to enable display of Caller ID information for room-to-room calls. These options are set on a system-wide basis. Administer the following options:

- Protocol for Caller ID Analog Terminals — The available protocols include:
  - **Bellcore** (default) — US protocol (Bellcore transmission protocol with 212 modem protocol)
  - **V23-Bell** — Bahrain protocol (Bellcore transmission protocol with V.23 modem protocol).
- Display Calling Number for Room to Room Caller ID Calls — Enter **y** to display both name and number, or **n** to display name only. The information displayed on the telephone may be a security issue for the customer.

```
change system-parameters features                               Page 1 of 10
      FEATURE-RELATED SYSTEM PARAMETERS
      Self Station Display Enabled? y
      Trunk-to-Trunk Transfer: none
Automatic Callback - No Answer Timeout Interval (rings): 3
      Call Park Timeout Interval (minutes): 10
      Off-Premises Tone Detect Timeout Interval (seconds): 20
      AAR/ARS Dial Tone Required? y
      Music/Tone on Hold: music Port: 01B1101
      Music (or Silence) on Transferred Trunk Calls? no
      DID/Tie/ISDN Intercept Treatment: attd
      Messaging Service Adjunct (MSA) Connected? n
      Internal Automatic Answer for Attendant Extended Calls? n
      Automatic Circuit Assurance (ACA) Enabled? y
      ACA Referral Calls: local
      ACA Referral Destination: attd
      ACA Short Holding Time Originating Extension: 3070
      ACA Long Holding Time Originating Extension: 3070
      Abbreviated Dial Programming by Assigned Lists? n
      Auto Abbreviated/Delayed Transition Interval (rings): 2
      Protocol for Caller ID Analog Terminals: Bellcore
      Display Calling Number for Room to Room Caller ID Calls? n
```

## Administering Caller ID Station Options

Use the **add station** or **change station** commands to administer the Caller ID options for each Caller ID telephone. Administer the following options:

- Type — Enter **CallrID**.
- Display Caller ID — Enter **y** to enable Caller ID for this telephone.
- Caller ID Message Waiting Indication — Enter **y** to enable Bellcore-defined FSK message waiting indication for this telephone. When this option is enabled, the circuit pack will refresh the Message Waiting Indication status for this telephone on a regular basis.

This administration is independent of the Message Waiting Indicator field.

```
add station 107                                     Page 1 of 3
                                                    STATION
Extension: 107                                     Lock Messages? n      BCC: 0
  Type: CallrID                                   Security Code:        TN: 1
Port: 01A0201                                     Coverage Path 1: 1    COR: 1
Name:                                             Coverage Path 2:      COS: 1
                                                    Hunt-to Station:      Tests? y

STATION OPTIONS
  Loss Group: 1                                     Message Waiting Indicator: led
Off Premise Station? n                            Message Lamp Ext: 107
                                                    Display Caller ID: y
Caller ID Message Waiting Indication? n
```

## Suite Telephones (Switch)

---

There are two features that better enable the setup of suite telephones: Suite Check-In and Station Hunt Before Coverage.

Suite Check-In allows the switch to check-in more than one telephone with one check-in command, whether the command is done from the switch or from the PMS. This is done by setting up a "hunt-to chain" between a primary telephone and up to 29 secondary telephones that are installed at different locations of a suite, or between telephones in separate rooms that have been linked as a suite of rooms. This feature does not apply to telephones that have bridged extensions of the primary extension; the secondary phones must have their own extension numbers.

For example, room 207 has three telephones, each with different extensions: 7207 (the primary extension), 7887, and 7897 (secondary extensions). You would administer station hunting from 7207 to 7887, and from 7887 to 7897. When you check in room 207 (extension 7207), the check-in process looks at the `Hunt-To Station` field, and if there is an extension in that field (in this case, 7887), that extension is also checked in. The system then checks the second extension's `Hunt-To Station` field, and if there is an extension in that field (in this case, 7897), that extension is also checked in. You can link up to 30 stations as one suite of telephones. There is no limit to the number of suites you can create.

When two or more telephones are administered in this suite arrangement, you must also administer how incoming calls will be handled. There is a coverage option called Station Hunt Before Coverage. If Station Hunt Before Coverage is not enabled, calls to the primary extension (in this example, 7207) will go to coverage as specified in the coverage path criteria. If Station Hunt Before Coverage is enabled and there is a call to room 207 (extension 7207), if extension 7207 is busy, the call hunts to 7887. If extension 7887 is busy, the call hunts to extension 7897. If extension 7897 is busy, the call goes to coverage for extension 7207 (usually voice mail or the front desk). If any of the telephones in the station hunting group are idle, the call rings at that telephone and, when not answered, goes to coverage for extension 7207 (the primary extension). It is important to remember that hunting occurs only when an extension is busy, not when a call goes unanswered.

## Enabling Suite Check-In

Use the **change system-parameters hospitality** command, Page 3, to enable the Suite Check-In feature.

```
change system-parameters hospitality          Page 3 of 3
      ROOM STATES          HOSPITALITY

Definition for Rooms in State 1: OCCUPIED/DIRTY
Definition for Rooms in State 2: OCCUPIED/MAID IN ROOM
Definition for Rooms in State 3: OCCUPIED/CLEAN
Definition for Rooms in State 4: VACANT/CLEAN
Definition for Rooms in State 5:
Definition for Rooms in State 6:

HOSPITALITY FEATURES

                Suite Check-in? y
```

## Administering Station Hunting

Use the **add station XXXX** or **change station XXXX** command to administer Hunt-To Stations. Based on the previous suite example, the following screen shows how you would administer station hunting from primary extension 7207 to secondary extension 7887.

```
change station 7207                          Page 1 of 3
                STATION

Extension: 7207                               Lock Messages? n       BCC: 0
Type: CallrID                               Security Code:         TN: 1
Port: 01A0201                               Coverage Path 1: 1    COR: 1
Name:                                        Coverage Path 2:      COS: 1
                Hunt-to Station: 7887       Tests? y

STATION OPTIONS
      Loss Group: 1                          Message Waiting Indicator: led
Off Premise Station? n                     Message Lamp Ext: 7207
                Display Caller ID: y
      Caller ID Message Waiting Indication? n
```

The following screen shows how you would then administer station hunting from secondary extension 7887 to secondary extension 7897.

```
change station 7887                                     Page 1 of 3
                                                    STATION
Extension: 7887                                         Lock Messages? n      BCC: 0
Type: CallrID                                          Security Code:        TN: 1
Port: 01A0201                                         Coverage Path 1: 1   COR: 1
Name:                                                  Coverage Path 2:     COS: 1
                                                    Hunt-to Station: 7897 Tests? y

STATION OPTIONS
    Loss Group: 1                                       Message Waiting Indicator: led
Off Premise Station? n                               Message Lamp Ext: 7887
                                                    Display Caller ID: y
    Caller ID Message Waiting Indication? n
```

You would repeat this administration for each telephone in the hunting group.

### Administering Station Hunt Before Coverage

Use the **change system-parameters coverage-forwarding** command, Page 1, to enable or disable Station Hunt Before Coverage.

```
change system-parameters coverage-forwarding          Page 1 of 2
                SYSTEM PARAMETERS - CALL COVERAGE/CALL FORWARDING

CALL COVERAGE/FORWARDING PARAMETERS

    Local Cvg Subsequent Redirection/CFWD No Ans Interval (rings): 2
    Off-Net Cvg Subsequent Redirection/CFWD No Ans Interval (rings): 2
    Coverage - Caller Response Interval (seconds): 4
    Threshold For Blocking Off-Net Redirection of Incoming Trunk Calls: 1

COVERAGE
    Keep Held SBA At Coverage Point? y
External Cvg Treatment For G3 Transferred Calls to G2 Supporting AUDIX? n
    Immediate Redirection on Receipt of PROGRESS Inband Information? n
    Maintain SBA At Principal? y

    Station Hunt Before Coverage? y

FORWARDING
    Call Forward Override? n
    Coverage after Forwarding? y
```



## Considerations

There are some considerations when setting up suite telephones.

- Automatic Selection of DID Numbers and Custom Selection of VIP DID Numbers for Guest Rooms

If Automatic Selection of DID Numbers or Custom Selection of VIP DID Numbers is active, a DID number is assigned only to the primary extension (the one that appears in the check-in message), not to all of the secondary hunt-to extensions.

- Automatic Wakeup

An Automatic Wakeup will be set and delivered only for the extension dialed, not the hunt-to extensions. If the wakeup call is placed and the telephone is busy, the wakeup call is retried two more times at 5-minute intervals.

- Call Coverage

If Station Hunt Before Coverage is active, a call to a busy telephone tries to terminate to the hunt-to telephone before going to coverage. If the call goes to coverage, it goes to the coverage of the originally-dialed number. This is true unless the dialed number is an XDID number, and then the call goes to the coverage of the non-XDID telephone found in the XDID's hunt-to field.

- Call Detail Recording

Calls made from any of the secondary suite telephones will record the extension that placed the call, not the primary suite extension. Billing for calls from secondary extensions must be coordinated with the call accounting system vendor.

- Check-In

If the primary extension or any of the secondary extensions are already in the checked-in state, the room will not be checked in, and the message "Room Already Occupied" will display.

- Check-Out

If the primary extension is not in the occupied state, the message "Room Already Vacant" is displayed, and no rooms are checked out. If any secondary extensions are in the vacant state, all extensions will be checked out, and "Check Out Complete" is displayed.

- Controlled Restrictions

When a controlled restriction is applied to the primary extension, the restriction is applied to all secondary extensions. This applies to restrictions done from the PMS, the attendant console, or from an authorized telephone.

- Dial by Name

Secondary extensions that are checked in as part of a suite have an asterisk (\*) inserted before the name that is stored in the names database. This prevents someone from using Dial by Name to access a secondary extension; only the primary extension can be accessed. However, when a guest calls the attendant or a display telephone from one of the secondary extensions, the guest name (with the asterisk in front of it) displays.

- Do Not Disturb

When one of the telephones in a suite of telephones has Do Not Disturb activated, calls to that telephone go to intercept treatment, not to the next hunt-to telephone in the suite.

- Housekeeping Status Updates

When room status is updated by housekeeping, it should be done from the primary extension for that room in order to be properly recorded. If housekeeping updates the status from the secondary extensions in the suite, the status for the suite (the primary extension) will not be updated.

- Mailboxes

Mailboxes on the INTUITY system must be created manually for suites of rooms.

- Message Waiting Lamps

Messages left for the primary extension do not light the message waiting lamps of the secondary extensions unless the `Message Lamp Ext` field for the secondary extensions contains the primary extension. In some cases, the customer will want each telephone to have its own message waiting lamp. In other cases, the customer will want a single message waiting lamp for all telephones in a suite.

- PMS Synchronization

In some cases, the PMS database and the switch database may get out-of-sync, and the telephones in a suite may not have the same status. If this happens, front desk personnel may have to check out the room (saving any messages for that room) and then retry the check-in.

During a database swap, if the PMS sends an extension that should be checked in but that is not currently checked in, all extensions in the hunt-to chain are updated along with the primary extension, regardless of their current state.

During a Room Change, the information for the old primary extension and secondary hunt-to extensions is cleared. All of the old information is inserted for the new room number.

During a Room Swap, the system will change the guest name and coverage path between the two rooms for the primary extension and the secondary extensions.

- Send All Calls

When a telephone has Send All Calls active, and the telephone is called, the call goes directly to coverage, and no station hunting is done. If a hunt-to telephone has Send All Calls active, it is skipped in the hunt-to chain.

## Mailboxes for Guest Rooms (INTUITY)

---

Guest room mailboxes are handled differently depending on which type of messaging link is used between the switch and the INTUITY.

When using TCP/IP or X.25 signaling, messages are sent between the PMS and the INTUITY system to automatically create guest room mailboxes when the PMS checks in a guest. No manual intervention is required.

When using Mode Code, you must manually create a mailbox for each guest room and leave the mailbox open at all times. This procedure is described in the *INTUITY Lodging Release 4 Administration* document or on the *INTUITY Messaging Solutions Release 5 Documentation (CD)*. You must also use the **Lodging Administration > System Parameter Administration** command and set the `Lamps ON For New Messages Only` field to **No**. This means that the customer must clear messages manually every time a guest checks out. Instructions for this are also found in these documents.

When mailboxes are created, an \* (asterisk) or 0 (zero) in the Guest Password field allows access to anyone checking that mailbox for messages. The system will not prompt the user for a password. If a # (pound or hash) is in the Guest Password field, guests can access their voice mailboxes only from their rooms until the guest assigns a valid password to the account. After assigning a password, guests can then get their messages from any location.



### NOTE:

The asterisk is the default password for a PMS-initiated check-in when the PMS does not send a password to the switch in stand-alone mode. The pound (or hash) symbol is the default password for a PMS-initiated check-in when the PMS does not send a password to the switch in the integrated switch link mode. See ["INTUITY Lodging-to-PMS Translations" on page 195](#) for more information.

If the guest mailbox has the `Allow Personal Greeting` field enabled, a guest can create a personal greeting, and also change his or her password when accessing his or her mailbox. A password must be four digits, non-sequential, non-repetitive, and not the same number as the room number.

## Recorded Announcements (Switch)

Use the **change announcements** command to assign extension numbers to be used for recorded announcements. You can have up to 16 different recordings per Integrated Announcements circuit pack. The maximum recording time per circuit pack is 256 seconds (TN750) or 512 seconds (TN750B or TN750C). The extensions used for recorded announcements must already be administered in the dialing plan but cannot be used for any other purpose (such as stations or directory numbers).

change announcements										Page 1 of 8		
ANNOUNCEMENTS/AUDIO SOURCES												
Ann. No.	Ext.	Type	COR	TN	Name	Q	QLen	Pro	Rate	Port		
1:	380	integrated	1	1	Wakeup	n	N/A	n	32	01A14		
2:	381	integrated	1	1	1st Auto Atnd	n	N/A	n	32	01A14		
3:	382	integrated	1	1	Dial Extension	n	N/A	n	32	01A14		
4:	383	integrated	1	1	Directory	n	N/A	n	32	01A14		
5:			1	1		n						
6:			1	1		n						
7:			1	1		n						
8:			1	1		n						
9:			1	1		n						
10:			1	1		n						
11:			1	1		n						
12:			1	1		n						
13:			1	1		n						
14:			1	1		n						
15:			1	1		n						
16:			1	1		n						

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

To record each of the announcements, do the following:

1. Go off-hook, and dial the Announcement FAC \_\_\_\_.
2. Dial the extension number of the announcement you want to record.

If an announcement session is already in progress, or if announcements are being saved or restored, you will hear reorder tone. Try again later.

3. Press **1**, and record after the tone.

If the announcement already exists and is marked "protected" in the announcements screen, you will hear intercept tone.

4. Hang up when finished recording the message.



**NOTE:**

The system records the sound of the receiver returning to the station. Press the switchhook with your finger, press  , or hang up gently.

5. After waiting 15 seconds, dial the extension number of the announcement you just recorded.
6. Listen to the recording. If you need to record the message again, repeat this procedure. If the message is satisfactory, hang up, and repeat this procedure to record the other announcements.

To delete a recorded announcement, do the following:

1. Go off-hook at a station, and dial the Announcement FAC \_\_\_\_.
2. Dial the extension number of the announcement you want to delete.
3. Press .

Confirmation tone is heard, and the announcement is deleted.

4. Hang up.
5. Use the **change announcements** command to delete the announcement extension.

If your system uses the TN750 or TN750B circuit packs, you must manually save the announcements recorded on those circuit packs. Use the **save announcements** command. If you do not save the announcements, all announcements recorded since the last save will be lost if the system loses power, or if the TN750 or TN750B circuit packs are removed from the system.

If your system uses only the TN750C circuit pack, saving the announcements is not required. The TN750C has on-board memory for all announcements.

Use the **change system-parameters hospitality** command to administer options associated with recorded announcements. On Page 2, administer the following:

- Use the `Announcement Type` field to indicate the type of automatic wakeup announcement the hotel guest will receive. Allowable entries are as follows:

Valid entries	Usage
<b>external</b>	Applicable when using an announcement adjunct. If <b>external</b> is used, complete the <b>Auxiliary Board for Announcement</b> field.
<b>integrated</b>	Applicable when using the TN750B or TN750C announcement circuit packs. If <b>integrated</b> is used, complete the <b>Integrated Announcement Extension</b> field. The extension you enter must be a valid integrated announcement extension (administered on the Recorded Announcements screen) or a VDN. If you enter an invalid extension, the switch displays an error message.
<b>mult-integ</b>	Applicable when using the TN750B or TN750C announcement circuit packs. If <b>mult-integ</b> is used, complete the <b>Default Announcement Extension</b> field. The extension you enter must be a valid integrated announcement extension (administered on the Recorded Announcements screen) or a VDN. If you enter an invalid extension, the switch displays an error message.
<b>voice- synthesis</b>	If <b>voice-synthesis</b> is used, complete the <b>Announcement Ports</b> field.
<b>music-on-hold</b>	If <b>music-on-hold</b> is used, no other field appears.
<b>silence</b>	If <b>silence</b> is used, no other field appears.



**NOTE:**

One of the following four fields appears depending on what data is entered in the `Announcement Type` field.

- The `Auxiliary Board for Announcement` field appears only when the **external** announcement type is used. This indicates the equipment location of an auxiliary trunk circuit that connects to the external announcement equipment.
- The `Integrated Announcement Extension` field appears only when the **integrated** announcement type is used. This indicates the wakeup announcement extension when using the integrated announcement circuit pack.

- The **Default Announcement Extension** field appears only when the **mult-integ** announcement type is used. This indicates the default wakeup announcement extension when using the integrated announcement circuit pack.
- The **Announcement Ports** field appears only when the **voice-synthesis** announcement type is used. For the **voice-synthesis** announcement type, this indicates the equipment location of two ports on a voice synthesizer circuit pack.
- The **Length of Time to Remain Connected to Announcement** field indicates the length of time, in seconds, that a hotel guest will be connected to an announcement. This applies only after the guest has heard the announcement completely one time, and then continues to listen.

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

Dual Wakeups? y      Daily Wakeup? y      VIP Wakeup? y
                        VIP Wakeups Per 5 Minutes: 5
                        Room Activated Wakeup With Tones? y
Time of Scheduled Wakeup Activity Report:
Time of Scheduled Wakeup Summary Report:
Time of Scheduled Emergency Access Summary Report:
                        Announcement Type: mult-integ
                        Default Announcement Extension: 380

Length of Time to Remain Connected to Announcement: 30
Extension to Receive Failed Wakeup LWC Messages: 399
Routing Extension on Unavailable Voice Synthesis:
Display Room Information in Call Display? n
Automatic Selection of DID Numbers? y
Custom Selection of VIP DID Numbers? y
Number of Digits from PMS:
                        PMS Sends Prefix? n
Number of Digits in PMS Coverage Path: 3
Digit to Insert/Delete:
```

For more information about recorded announcements, see *Managing Announcements* in the *DEFINITY ECS Administrator's Guide*. For information about multiple music-on-hold sources, see the *Tenant Partitioning* section of the *DEFINITY ECS Administrator's Guide*.



## Emergency Access to Attendant (Switch)

Use the **display system-parameters customer-options** command, Page 3, to verify that the Emergency Access to Attendant feature is enabled. This feature can only be enabled with the *init* login ID. Contact technical support or your COE if you do not have permission to make this change.

Use the **change system-parameters features** command to administer parameters for the Emergency Access to Attendant feature.

- Time before Off-hook Alert — This is the system delay after a user goes off-hook before the attendant is notified of the condition.
- Emergency Access Redirection Extension — Enter a backup extension that can receive off-hook alert calls.
- Number of Emergency Calls Allowed in Attendant Queue — Enter the number of off-hook alert calls that you wish to allow at any one time in the attendant queue.
- You must also administer the feature access code (see [page 86](#)) and the Off-Hook Alert option for the appropriate COS (see [page 89](#)).

```
change system-parameters features                               Page 3 of 10
      FEATURE-RELATED SYSTEM PARAMETERS
Reserved Slots for Attendant Priority Queue: 5
      Time before Off-hook Alert: 10
      Emergency Access Redirection Extension: 195
Number of Emergency Calls Allowed in Attendant Queue: 5
      Call Pickup Alerting? n
Temporary Bridged Appearance on Call Pickup? y
      Call Pickup on Intercom Calls? y
      Directed Call Pickup? n
      Extended Group Call Pickup: none
Deluxe Paging and Call Park Timeout to Originator? y
Controlled Outward Restriction Intercept Treatment: attendant
Controlled Termination Restriction (Do Not Disturb): attendant
Controlled Station to Station Restriction: attendant
AUTHORIZATION CODE PARAMETERS      Authorization Codes Enabled? y
      Authorization Code Length: 7
      Authorization Code Cancellation Symbol: #
      Attendant Time Out Flag? n
      Display Authorization Code? y
Controlled Toll Restriction Replaces: none
```

## Crisis Alert (Switch)

Crisis Alert is a feature that sends a message to one or more attendant consoles, one or more digital display telephones, and to as many as three digital, numeric pagers when a guest or employee places a call to an emergency service agency (for example, 911). The message will help personnel identify where the emergency has occurred at the property.

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

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

change ars analysis 9

Page 1 of 2

ARS DIGIT ANALYSIS TABLE  
 Location: all

Percent Full: 6

Dialed String	Total		Route Pattern	Call Type	Node Num	ANI Reqd
	Min	Max				
911	3	3	5	alrt		n n n n n n n n n

```
change ars analysis 1                                     Page 1 of 1
                ARS DIGIT ANALYSIS TABLE
                Location: all                            Percent Full: 6

      Dialed      Total      Route  Call      Node  ANI
      String      Min  Max    Pattern Type  Num  Reqd
11:          2    2    6      alrt      n
              n
              n
              n
              n
              n
              n
              n
              n
```

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

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

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

      BCC VALUE  TSC  CA-TSC  ITC  BCIE Service/Feature      No Numbering LAR
      0 1 2 3 4 W      Request
1: y y y y y n    n          rest          none
2: y y y y y n    n          rest          none
3: y y y y y n    n          rest          none
4: y y y y y n    n          rest          none
5: y y y y y n    n          rest          none
6: y y y y y n    n          rest          none
```

In this second example, Preference 1 of Pattern 6 is used when guests dial 911. Pattern 6 deletes the two digits dialed (11) after the ARS access code (9) and inserts the caller's intended digit string (911).

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

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

      BCC VALUE   TSC  CA-TSC   ITC  BCIE Service/Feature      No Numbering LAR
      0 1 2 3 4 W   Request
                                     Dgts Format
                                     Subaddress
1:  y y y y y n   n                rest                none
2:  y y y y y n   n                rest                none
3:  y y y y y n   n                rest                none
4:  y y y y y n   n                rest                none
5:  y y y y y n   n                rest                none
6:  y y y y y n   n                rest                none
```

Crisis Alert can notify attendant consoles, digital display telephones, and digital, numeric pagers. If you are setting up Crisis Alert to notify one or more display telephones, use the **change system-parameters crisis-alert** command to indicate whether every designated display telephone user must respond to the crisis notification, or whether only one user must respond.

Use this same command to administer the Crisis Alert to Pager options.



**NOTE:**

You should never set up Crisis Alert to Pager as your only option. When using the Crisis Alert to Pager option, always set up at least one attendant console or telephone to receive the same crisis alert messages.

The options for Crisis Alert to Pager include the following:

- Alert Pager — Enter **y** to enable Crisis Alert to Pager. When this field is enabled, the other fields display. If you want to temporarily disable this feature, enter **n**. This will cause the fields to disappear, but any data in the fields will be displayed the next time you enable the feature.
- Originating Extension — Enter a valid extension from the dial plan.
- Crisis Alert Code — Enter a distinctive code that identifies this page as an emergency call from the property. For example, you might use **911** in the United States.

- Retries — Enter the number of times (**0 to 10**) the system will attempt to send the alert message if the call was unsuccessful.
- Retry Interval — Enter the amount of time between retries. You may enter a value from **30 to 60** seconds.
- Main Number — Enter the LDN for the property, or a number that the user would call to respond to the crisis alert page. This is an optional field, and can be up to 15 digits, including one or more # digits at the end of the number.
- Pager Numbers and PIN — Enter at least one, and up to three different pager numbers. Each pager number can be up to 15 digits long. If needed, enter personal ID numbers (PIN) for each pager number. PINs can also be up to 15 characters long. For the PIN, the letter **p** adds a pause interval before sending the PIN. The characters **\*** and **#** may also be part of the PIN.
- DTMF Duration — Enter a value (from **20 to 2550** msec) for the duration of the DTMF tones, and the amount of pause between the tones. The default for each is 100 msec. This value may need to be adjusted depending on trunking requirements.

```
change system-parameters crisis-alert                               Page 1 of 1
                        CRISIS ALERT SYSTEM PARAMETERS

ALERT STATION
  Every User Responds? y

ALERT PAGER
  Alert Pager? y
  Originating Extension: 3000
  Crisis Alert Code: 999
    Retries: 3
  Retry Interval: 60
  Main Number: 555-3000

                        Pager Number      Pin Number
1: 623-577-1353      1:
2:                   2:
3:                   3:

DTMF Duration - Tone (msec): 100  Pause (msec): 100
```

Based on the above example, the person with pager number 623-577-1353 will receive crisis alerts that will display “999 3000 555-3000.”

## Trunk Groups (Switch)

Use the **add trunk-group** command to assign each trunk group. For more information on administering trunk groups, including CAMA 911 emergency trunks, see the *DEFINITY ECS Administrator's Guide*.

- **COR** — Each trunk group must have a COR.
- **CDR Reports** — Enter **y** for every trunk group that the customer wishes to record. Usually, only outgoing trunk groups are recorded.
- **Dial Access** — Enter **n**.

```

add trunk-group 1                                     Page 1 of 11
                                                    TRUNK GROUP

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

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

  Auto Guard? n   Call Still Held? n   Sig Bit Inversion: none
  Analog Loss Group: 6   Digital Loss Group: 11
  Trunk Gain: high

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



### NOTE:

When a call accounting package is first installed, the set of extensions and trunks administered on the switch is coordinated with the call accounting vendor. If extensions and trunks are added at a later date, the call accounting vendor must be notified so changes can be added to the call accounting package.

## Assigning DID Numbers to Guest Rooms (Switch)

---

Front desk personnel can assign a DID number to a guest room when the guest checks in, or at any time during the guest's stay. A DID number gives the guest a direct phone number to his or her room that can be shared with family or business associates. A DID number also enhances guest security by allowing people to contact guests without giving out the guest room number. The DID number can be dialed as an extension from within the property, or as a 7- or 10-digit number by callers outside of the property. These numbers are selected from a block of DID numbers purchased by the customer from the customer's local telephone company.

DID numbers can be assigned to guest rooms using two different features:

- Automatic Selection of DID Numbers, or
- Custom Selection of VIP DID numbers.

Automatic Selection of DID Numbers allows the switch to automatically assign a DID number to a guest room when the guest checks in. The switch selects the DID numbers from an administered set of DID numbers that have been designated for automatic assignment. The numbers are selected on a rotating basis, with the oldest DID number assigned with each new check-in. After the switch assigns a DID number, the number can be viewed and changed manually from an attendant console or backup telephone. The pool of DID numbers used for this feature is separate from the pool of numbers used for the Custom Selection of VIP DID Numbers feature.

Custom Selection of VIP DID Numbers allows the switch to assign a special DID number to a guest room when a guest checks in. The front desk personnel select the DID numbers from an administered set of DID numbers that have been designated for custom, or repeat, assignment. This feature is used for VIP guests that wish to have the same DID number every time they check in to the property. After a DID number is assigned, the number can be viewed and changed manually from an attendant console or backup telephone. The pool of DID numbers used for this feature is separate from the pool of numbers used for the Automatic Selection of DID Numbers feature.

These features work when checking in either from the attendant console or backup telephone, or when checking in using a PMS, as long as the PMS software has been updated to use this feature. The switch PMS messages have been changed to allow the PMS to request a DID number, which the switch sends as part of the check-in response (automatic selection) or as a separate message (custom selection). See the *GuestWorks and DEFINITY ECS Property Management System Interface Specifications* (555-231-601, Issue 3 or later) for more details.

To administer this feature, do the following:

- Enable the Automatic Selection of DID Numbers and the Custom Selection of VIP DID Numbers features.
- Assign one block of extensions to be used as automatic DID numbers and a different block of extensions to be used as custom DID numbers.
- Assign VIP Check-In, DID View, and DID Remove buttons on the attendant console and backup telephones.

## Enabling Automatic and Custom Selection of DID Numbers

Use the **change system-parameters hospitality** command, Page 2, to enable these features. You can have Automatic Selection of DID Numbers enabled without using Custom Selection of VIP DID Numbers, but you cannot have Custom Selection of VIP DID Numbers without enabling Automatic Selection of DID numbers.

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

Dual Wakeups? y      Daily Wakeup? y      VIP Wakeup? y
                    VIP Wakeups Per 5 Minutes: 5
                    Room Activated Wakeup With Tones? y
                    Time of Scheduled Wakeup Activity Report: 12:00:am
                    Time of Scheduled Wakeup Summary Report: 12:30:am
Time of Scheduled Emergency Access Summary Report: 12:45:am
                    Announcement Type: silence

Length of Time to Remain Connected to Announcement: 30
  Extension to Receive Failed Wakeup LWC Messages: 399
Routing Extension on Unavailable Voice Synthesis:
  Display Room Information in Call Display? n
    Automatic Selection of DID Numbers? y
    Custom Selection of VIP DID Numbers? y
      Number of Digits from PMS:
        PMS Sends Prefix? n
      Number of Digits in PMS Coverage Path: 3
      Digit to Insert/Delete:
```



## Assigning the DID Numbers

Use the **add station XXXX** command to assign the DID numbers. Use a block of unassigned extensions from the switch numbering plan. The DID numbers must match the DID numbers assigned by the customer's telephone company. To maintain consistency, the extension length on the switch must match the extension length of the DID numbers assigned by the telephone company.

The quantity and management of DID numbers assigned is up to the customer. The customer may want to limit the quantity of DID numbers assigned, or have the ability to give out a DID number to every guest. If the customer wants to use both automatic and custom selection of DID numbers, they must have one set of automatic DID numbers and another set of custom DID numbers. When assigning the DID numbers, do not use a COS that has the Client Room feature enabled. This prevents someone from accidentally checking in or checking out a DID telephone number.

The following examples show and XDID and XDIDVIP station assignment.

```
add station 6000                                     Page 1 of 1
                                                    STATION
Extension: 6000                                     BCC: 0
Type: xdidd                                         TN: 1
                                                    Coverage Path 1: 5   COR: 1
Name:                                               Coverage Path 2:    COS: 10
                                                    Hunt-to Station:
```

```
add station 6224                                     Page 1 of 1
                                                    STATION
Extension: 6224                                     BCC: 0
Type: xdiddvip                                     TN: 1
                                                    Coverage Path 1: 5   COR: 1
Name:                                               Coverage Path 2:    COS: 10
                                                    Hunt-to Station:
```

When you first assign the DID numbers, the `Hunt-to Station` field does not have an assignment (it is a display-only field). When a DID number is assigned to a guest room extension when the guest checks in, that guest room extension is then displayed in the `Hunt-to Station` field of the assigned DID number. Use the **list station type xdidd** or **list station type xdiddvip** commands to list the DID number assignments.

After you assign one DID number, use the **duplicate station XXXX** command to create the rest of your DID numbers. Duplication can be used for only one station type at a time (XDID or XDIDVIP, but not both at the same time).

## Assigning DID Number Feature Buttons

Assign the following feature buttons to use the DID number features:

- did-view
- did-remove
- vip-chkin.

These buttons can be assigned to attendant consoles and backup telephones with console permissions. See [“Attendant Console Button Layouts \(Switch\)” on page 106](#) and [“Backup Telephone Button Layouts \(Switch\)” on page 116](#) for more information.

## Considerations

- Call Coverage

Calls using a DID number will cover to the guest's coverage path as if the guest's extension was dialed.

- Call Coverage for Unassigned DID Numbers

Assign a special Call Coverage path for all DID numbers. This coverage should terminate to the attendant or to a recording stating that the number dialed is no longer in use. When the DID number is assigned to a guest room, the coverage follows the path for that guest. When the DID number is not being used, the call will go to the attendant or to a recording.

If the coverage goes to a special mailbox on the voice mail system, you can administer the system so the caller can dial 0 to get the front desk. For example, the recording could say “Thank you for calling the ABC Hotel. The guest you have called is no longer available at this number. Please press 0 for assistance.”

- Call Detail Recording

Incoming calls are recorded for the DID number, not the room extension number. Billing for incoming calls to DID numbers must be coordinated with the call accounting system vendor.

- Call Vectoring

You cannot route a vector step to an **xdid** or **xdidvip** station type.

- Collect Calls

In general, collect calls to DID guest room numbers should not be allowed. Check with your local telephone company to see if the incoming trunks can be administered to deny collect calls to the guest rooms.

- **Number Rotation for Automatic Selection of DID Numbers**

Initially, the DID numbers are assigned during check-in in the order in which they were administered on the switch. Over time, that order will become more random, depending on the length of each guest's stay.

This rotation of numbers is not used for Custom Selection of VIP DID Numbers since those numbers are manually assigned.

- **Save Translations**

The DID number assignments are saved in translations (either when done manually or during the automatic save every night). Any system resets of level 3 or higher will lose DID number check-in assignments since the last save.

## Automatic Wakeup Options (Switch)

---

Automatic Wakeup is a standard feature when hospitality is enabled on the Customer Options form. In addition to the standard single wakeup option set up by front desk personnel, the following options are available for the Automatic Wakeup feature:

- Dual Wakeup

Dual wakeup calls can be set up by front desk personnel, or by the guest when using the Wakeup Activation via Tones feature.

- Daily Wakeup

Daily wakeup calls can only be set up by front desk personnel.

- VIP Wakeup, including the maximum number of VIP Wakeup requests allowed during a 5-minute interval

VIP wakeup calls can only be set up by front desk personnel.

- Wakeup Activation via Tones

This feature allows a guest to set up wakeup calls without having to use the Speech Synthesizer circuit pack.



**NOTE:**

If Wakeup Activation via Tones is enabled, the wakeup feature provided by a Speech Synthesizer circuit pack is disabled from service.

- If a wakeup call is not acknowledged by the guest answering the call, the switch keeps track of these failed wakeups. Use the `Extension to Receive Failed Wakeup LWC Messages` field to assign a message waiting lamp to notify front desk personnel when this happens. See more about this in [“Attendant Console Button Layouts \(Switch\)” on page 106](#) and [“Backup Telephone Button Layouts \(Switch\)” on page 116](#).

- The speech synthesizer circuit pack allows a guest to set up a wakeup call. If the speech synthesizer is unavailable (busy or out of service), you can administer a backup extension that will receive those wakeup call requests so that they can still be entered into the system. Use the `Routing Extension on Unavailable Voice Synthesis` field to administer a front desk extension that can take those wakeup requests.

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

Dual Wakeups? y   Daily Wakeup? y   VIP Wakeup? y
                  VIP Wakeups Per 5 Minutes: 5
                  Room Activated Wakeup With Tones? y
Time of Scheduled Wakeup Activity Report:
Time of Scheduled Wakeup Summary Report:
Time of Scheduled Emergency Access Summary Report:
                  Announcement Type: mult-integ
                  Default Announcement Extension: 380

Length of Time to Remain Connected to Announcement: 30
Extension to Receive Failed Wakeup LWC Messages: 399
Routing Extension on Unavailable Voice Synthesis: 300
Display Room Information in Call Display? n
Automatic Selection of DID Numbers? y
Custom Selection of VIP DID Numbers? y
Number of Digits from PMS:
                  PMS Sends Prefix? n
Number of Digits in PMS Coverage Path: 3
Digit to Insert/Delete:
```

## Call Vectoring (Switch)



### NOTE:

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

The Call Vectoring feature is used to set up the Automated Attendant feature for incoming calls to the hotel. Coordinate this administration with your customer. To set up an automated attendant, you will need a recorded announcement circuit pack (TN750C), and you will need to record announcements (see [page 133](#)).

You must first assign a vector directory number (VDN) using the **add vdn XXXX** command. The extension number **XXXX** is an unused extension on the switch. You can have up to 20 VDNs depending on the capacity of the system (*R8csi/si* is 10; *R8r* is 20). One of the VDNs is usually the published telephone number for the hotel. A second VDN could be used by hotel guests to provide a menu of information about hotel services and events. After you add a VDN, you can later change the VDN if needed. For more information about vectors, see the *DEFINITY BCS and GuestWorks Call Vectoring Guide*.

The next step is to create the vector used by callers to access different numbers at the hotel. The following example shows an auto-attendant vector.

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

Number: 1                                           Name auto-attd-1
      Basic? y   Attendant Vectoring? n           Lock? n
      EAS? n    G3V4 Enhanced? n                ANI/II-Digits? n   ASAI Routing? n
      Prompting? y  LAI? n   G3V4 Adv Route? n   CINFO? n   BSR? n   Holidays? y

01 wait-time      2 secs hearing ringback
02 collect        1 digits after announcement 381
03
04 route-to      number 0                       with cov n if digit = 0
05 route-to      number 105                     with cov n if digit = 1
06 goto          step 12 if digits               = 2
07 route-to      number 699                     with cov n if digit = 3
08 goto          step 20 if digits               = 4
09 goto          step 16 if digits               = 5
10 route-to      number 0                       with cov n if unconditionally
11
```

change vector 1

Page 2 of 3

CALL VECTOR

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

This vector does the following:

1. The caller hears ringback for 2 seconds.
2. Announcement 381 plays. This announcement asks callers to do one of the following:
  - Press **0** or wait if they want the front desk; if they press **0** or wait for the timeout, they are routed to the front desk.
  - Press **1** if they want the reservation desk; if they press **1**, they are routed to extension 105, which is the reservations desk.
  - Press **2** if they know the guest room extension; if they press **2**, they are routed to announcement 382, which tells them to dial the guest room extension.
  - Press **3** if they want to retrieve their voice messages; if they press **3**, the call is routed to the voice messaging system.
  - Press **4** if they know the department they wish to access (such as catering); if they press **4**, they are routed to announcement 383, which gives them a listing of several extensions at the hotel that they can dial directly.
  - Press **5** to start over again; if they press **5**, the caller hears announcement 381, which repeats all of the options.
  - If the caller dials anything else, the call is routed to the front desk.

## Attendant Vectoring (Switch)

Attendant Vectoring enables a set of commands used to write vectors for calls routed to attendant consoles. When Attendant Vectoring is enabled, all attendant-seeking calls using a VDN are processed using the call vectors, not the normal attendant console "dial 0" call routing.

The main reason to use Attendant Vectoring is to allow flexible routing of attendant-seeking calls. If users are instructed to dial an attendant VDN, the call could be answered by an attendant, but it may also be covered to the voice mailbox of a night station. Training users to understand these different call routing options is something you should consider before using Attendant Vectoring.

If you use Attendant Vectoring and night service to route calls to a voice mail system, you can also use the Automatic Message Waiting feature to notify after-hours personnel that there are messages in the night service station mailbox by assigning an AMW lamp on one or more backup telephones. When personnel see that there are new messages, they can check those messages after hours and act upon them as needed.

Attendant vectors are set up no differently than regular vectors, except that you designate the vector as an attendant vector. The following screen shows an attendant vector.

```
change vector 5                                     Page 1 of 3
                                                    CALL VECTOR
Number: 5                                           Name attd-vector
      Attendant Vectoring? y                       Lock? n
  Basic? y   EAS? n   G3V4 Enhanced? n   ANI/II-Digits? n   ASAI Routing? n
Prompting? y   LAI? n   G3V4 Adv Route? n   CINFO? n   BSR? n   Holidays? y

01 wait 0 secs hearing
02 goto step 8 if time-of-day is all 12:00 to 13:00
03 queue-to attd-group
04 goto step 8 if queue-fail
05 announcement 9000
06 wait 15 seconds hearing music
07 goto step 5 if unconditionally
08 queue-to attendant 6000
09 goto step 11 if queue-fail
10 wait 999 secs hearing ringback
11 route-to number 93035381000 with cov y if unconditionally
```



## Dial by Name (Switch)

The Dial by Name feature allows you to “dial” someone by entering the person’s name from your touch-tone keypad. This feature is accessible by using the Call Vectoring feature and recorded announcements (see [page 133](#)) to create an auto-attendant procedure where one option allows callers to enter a person’s name instead of the person’s extension number. The system processes the name characters received, and, when a single match is found, the number is dialed automatically. For more information about Dial by Name and vectoring, see the *DEFINITY BCS and GuestWorks Call Vectoring Guide*. The Dial by Name feature is available only on GuestWorks and DEFINITY BCS.

You must first assign a VDN using the **add vdn XXXX** command. The extension number **XXXX** is an unused extension on the switch. You can have up to 20 VDNs depending on the capacity of the system (*R8csi/si* is 10; *R8r* is 20). The VDN used for Dial by Name would be the published telephone number for the hotel.

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

```

change vector 2                                     Page 1 of 3
                                           CALL VECTOR

Number: 2                                     Name: Dial by Name
      Basic? y      Attendant Vectoring? y      Lock? n
      Prompting? y  EAS? n      G3V4 Enhanced? n  ANI/II-Digits? n  ASAI Routing? n
      LAI? n      G3V4 Adv Route? n  CINFO? n  BSR? n  Holidays? y

01 wait-time      2      secs hearing ringback
02 collect        1      digits after announcement 381
03
04 route-to      number 0                      with cov n if digit      = 0
05 route-to      number 105                    with cov n if digit      = 1
06 goto          step 12 if digits              = 2
07 goto          step 21 if digits              = 3
08 goto          step 19 if digits              = 4
09 goto          step 16 if digits              = 5
10 route-to      number 0                      with cov n if unconditionally
11
    
```

change vector 2

CALL VECTOR

Page 2 of 3

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

change vector 2

CALL VECTOR

Page 3 of 3

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

This Dial by Name vector does the following:

1. The caller hears ringback for 2 seconds.
2. Announcement 381 plays. This announcement instructs the caller to do one of the following:
  - Press **0** or wait if the caller wants the operator; if the caller presses **0** or waits for the timeout, the caller is routed to the operator.
  - Press **1** if the caller wants the front desk; if the caller presses **1**, the caller is routed to extension 105, which is the front desk.
  - Press **2** if the caller knows the person's extension; if the caller presses **2**, the caller is routed to announcement 382, which tells the caller to dial the person's extension.
  - Press **3** if the caller knows the person's name; if the caller presses **3**, the following sub-procedure occurs:
    - a. Announcement 661 plays requesting that the caller enter the first four letters of the person's last name.  
  
If there is a single match, the call is redirected.  
  
If there are multiple matches, continue with [Step b](#).  
  
If there is no match, go to [Step d](#).
    - b. Announcement 662 plays requesting that the caller enter the rest of the person's last name, followed by the **#** key.  
  
If there is a single match, the call is redirected.  
  
If there are multiple matches, continue with [Step c](#).  
  
If there is no match, go to [Step d](#).
    - c. Announcement 663 plays requesting that the caller enter the first two letters of the person's first name.  
  
If there is a single match, the call is redirected.  
  
If there is no match, continue with [Step d](#).
    - d. Since there are no matches, announcement 660 plays telling the caller that they can press **1** to try again, or press **0** to get an operator.
  - Press **4** if the caller knows the department (such as housekeeping) the caller wishes to access. If the caller presses **4**, the caller is routed to announcement 383, which gives the caller a listing of several departments that the caller can dial directly.
  - Press **5** to start over again; if the caller presses **5**, the caller hears announcement 381, which repeats all of the options.
  - If the caller dials anything else, the call is routed to the operator.

## Trunk-to-Trunk Transfer (Switch)

Use the **change system-parameters features** command to enable Trunk-to-Trunk Transfer only if it is requested by the customer. This feature is normally disabled because of the possibility of toll fraud.



### CAUTION:

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

```
change system-parameters features                               Page 1 of 10
      FEATURE-RELATED SYSTEM PARAMETERS
      Self Station Display Enabled? y
      Trunk-to-Trunk Transfer: none
Automatic Callback - No Answer Timeout Interval (rings): 3
      Call Park Timeout Interval (minutes): 10
      Off-Premises Tone Detect Timeout Interval (seconds): 20
      AAR/ARS Dial Tone Required? y
      Music/Tone on Hold: music Port: 01B1101
      Music (or Silence) on Transferred Trunk Calls? no
      DID/Tie/ISDN Intercept Treatment: attd
      Messaging Service Adjunct (MSA) Connected? n
Internal Automatic Answer for Attendant Extended Calls? n
      Automatic Circuit Assurance (ACA) Enabled? y
      ACA Referral Calls: local
      ACA Referral Destination: attd
      ACA Short Holding Time Originating Extension: 3070
      ACA Long Holding Time Originating Extension: 3070
      Abbreviated Dial Programming by Assigned Lists? n
      Auto Abbreviated/Delayed Transition Interval (rings): 2
      Protocol for Caller ID Analog Terminals: Bellcore
Display Calling Number for Room to Room Caller ID Calls? n
```

## Switch-to-INTUITY Translations

Table 11 is a checklist of the translations and tests that must be done to administer the switch-to-INTUITY link.

**Table 11. Checklist for Switch-to-INTUITY Translations**

✓	Description	Reference
	Switch-to-INTUITY Messaging Link — Depending on the hardware, use only one of these three configurations: - TCP/IP signaling - X.25 signaling - Mode Code integration	<a href="#">page 158</a> <a href="#">page 174</a> <a href="#">page 181</a>
	Voice ports (switch)	<a href="#">page 183</a>
	Hunt groups for the voice ports (switch)	<a href="#">page 186</a>
	Extensions for guest message retrieval (switch)	<a href="#">page 188</a>
	Coverage paths to route calls to INTUITY AUDIX (switch)	<a href="#">page 189</a>
	Voice port extensions, channels, and services (INTUITY)	<a href="#">page 190</a>
	Services to phone number mapping (INTUITY)	<a href="#">page 192</a>
	Attendant and administrator passwords (INTUITY)	<a href="#">page 193</a>
	Test the switch-to-INTUITY voice ports	<a href="#">page 194</a>

### Switch-to-INTUITY Messaging Link

There are three ways you can set up the messaging link between the switch and the INTUITY:

- TCP/IP signaling ([page 158](#))
- X.25 signaling ([page 174](#))
- Mode Code integration ([page 181](#)).

This link requires administration on the switch and the INTUITY.

## TCP/IP Signaling

The TCP/IP signaling link requires administration on both the switch and the INTUITY. Any switch type (csi, si or r) can use a TCP/IP link. The TCP/IP link supports the PMS Interface for GuestWorks (see [page 196](#)). This section includes procedures for testing the link.

### TCP/IP Link (Switch)

On the switch, you must do the following to administer the TCP/IP link:

1. Assign the bus bridge (*csi* systems only)
2. Assign node names
3. Assign IP interfaces
4. Assign an ethernet data module
5. Assign a processor interface channel
6. Assign IP routes (if needed).

#### *Assign the Bus Bridge (csi Systems Only)*

Using the **change system-parameters maintenance** command, Page 2, verify that the Bus Bridge Packet Interface 2 has been enabled for the C-LAN circuit pack. If it is not already assigned, enter the C-LAN circuit pack location, and use the defaults for the Timeslot Port fields as shown below.

```
change system-parameter maintenance                               Page 2 of 4
                                MAINTENANCE-RELATED SYSTEM PARAMETERS

MINIMUM MAINTENANCE THRESHOLDS ( Before Notification )
  TTRs: 4      CPTRs: 1      Call Classifier Ports:
  MMIs: 0      VCs:

TERMINATING TRUNK TRANSMISSION TEST (Extension)
  Test Type 100:      Test Type 102:      Test Type 105:

ISDN MAINTENANCE
  ISDN-PRI TEST CALL Extension:      ISDN BRI Service SPID:

DS1 MAINTENANCE
  DSO Loop-Around Test Call Extension:

LOSS PLAN (Leave Blank if no Extra Loss is Required)
  Minimum Number of Parties in a Conference Before Adding Extra Loss:

SPE OPTIONAL BOARDS
  Packet Intf1? y      Packet Intf2? y
  Bus Bridge: 03C05      Inter-Board Link Timeslots Pt0: 6 Pt1: 1 Pt2: 1
```



### Assign IP Interfaces

Use the **change ip-interfaces** command to administer a C-LAN circuit pack as an IP interface.

- **Enable Eth Pt** — Enter **y** to enable the C-LAN IP interface. After initial administration, you must disable the interface before you make any changes.
- **Type** — Enter **C-LAN**.
- **Slot** — Enter the equipment location of the C-LAN circuit pack.
- **Code/Sfx** — This is a display-only field that shows the designation number of the circuit pack installed in the specified slot.
- **Node Name** — Enter the switch node name assigned on Page 2 of the Node Names screen. In this example, enter **guestworks**. The same node name cannot be assigned to two different IP interfaces.
- **Subnet Mask** — Identifies which portion of an IP address is a network address and which is a host identifier. Use the default entry of 255.255.255.0, or check with the LAN administrator on site if connecting through the customer's LAN.
- **Gateway Address** — Enter the address of a network node that will serve as the default gateway for the IP interface. If the application goes to points off the subnet, a gateway address of the router is required. If the switch and the INTUITY are on the same subnet, a gateway address is not required. If using ethernet only, and a gateway address is administered, no IP routes are required.
- **Network Region** — For a C-LAN IP interface, enter **1**.

```
change ip-interfaces                                     Page 1 of 4
                                                    IP INTERFACES
Enable
Eth Pt  Type  Slot  Code Sfx Node Name      Subnet Mask  Gateway Address  Net
   y    C-LAN 01A02 TN799  C guestworks  255.255.255.0 192.168.1 .255 1
   n
   n
   n
   n
   n
```



### Assign an Ethernet Data Module

Use the **add data-module** command to administer an ethernet data module. If you are changing options on an existing data module, you must disable the link before you make any changes.

- **Data Extension** — Use an unassigned extension number.
- **Type** — Enter **ethernet**.
- **Port** — Enter the equipment location of the C-LAN circuit pack. For the ethernet link, you will always use circuit number **17**.
- **Link** — Select a TCP/IP link number (1-25 for *csi/si*, 1-33 for *r*). For most systems, use link **1**. This entry is also used on the Processor Channel screen.
- **Name** — Enter a name for the data module. This name will display when you list the assigned data modules.
- **BCC** — A display-only field.
- **Network uses 1's for Broadcast Address** — This sets the host portion of the IP address to 0's or 1's. The default is yes (all 1's). Use the default for this installation.

```
add data-module 2000                                Page 1 of 1
                                                    DATA MODULE
Data Extension: 2000                                Name: ethernet data module
Type: ethernet
Port: 01A0217
Link: 1

Network uses 1's for Broadcast Addresses? y
```

### Assign a Processor Interface Channel

Use the **change communication-interface processor-channels** command to assign a processor interface channel.

- Proc Chan — Select a processor channel for this link. Use the first channel available.
- Enable — Enter **y**.
- Appl — Enter **audix**.
- Gtwy To — Not used for the AUDIX application.
- Mode — Enter **s** (for server).
- Interface Link — Enter the TCP/IP link number used on the ethernet data module screen. For this series of examples, link **1** was used.
- Interface Chan — Enter the TCP channel number (5002 or 6001-6999). This must match the TCP Port field of the INTUITY Switch Interface Administration screen. The recommended entry for an INTUITY system is **5002**.
- Destination Node — Enter the node name for the INTUITY system as assigned on the Node Names screen. In these examples, **audix** is used.
- Destination Port — Use the default of **0**.
- Session Local — Enter **1**. This field must match the Local Node Number field on the switch dial plan.
- Session Remote — Enter **1**. This field must match the AUDIX Number field on the INTUITY Switch Interface Administration screen.
- Mach ID — Enter **1**. This field must match the AUDIX Number field on the INTUITY Switch Interface Administration screen.

```
change communication-interface processor-channels          Page 1 of 8
                PROCESSOR CHANNEL ASSIGNMENT
```

Proc Chan	Enable	Appl.	Gtwy To	Interface Mode	Link/Chan	Destination Node	Port	Session Local/Remote	Mach ID
1:	y	audix		s	1 5002	audix	0	1 1	1
2:	n								
3:	n								

### Assign IP Routes (if needed)

Use the **add ip-route** command to set up the IP route(s) from the switch to the INTUITY system. This is required only when:

- The switch and the INTUITY are on different subnets, or
- When a Gateway address is not administered for the C-LAN IP interface.

Administer the following fields for each IP route:

- **Route Number** — If you are going through a router, you must set up IP route 1 from the switch to the router, and then set up IP route 2 from the switch to the INTUITY system.
- **Destination Node** — This field represents the node name of the destination for this route. You would typically enter the node name for the INTUITY system or a router, depending on your configuration.
- **Gateway** — Enter the node name of the gateway by which the destination node is reached for this route. This is either the local C-LAN port or the first intermediate node between the C-LAN port and the final destination. For example, if there were one or more routers between the C-LAN port and the final destination node (the INTUITY system), the gateway would be the node name of the first router.
- **C-LAN Board** — Enter the equipment location of the C-LAN circuit pack that provides this route. It is possible to have more than one C-LAN circuit pack, but hospitality configurations will only use one C-LAN circuit pack.
- **Metric** — This field specifies the complexity of this IP route. Enter **0** if there are no intermediate nodes between the switch C-LAN port and the LAN circuit card on the INTUITY. A metric value of **1** is used only on a switch that has more than one C-LAN circuit pack installed.

This example shows a simple IP route without any intermediate nodes.

```
add ip-route 1                               page 1 of 1
                                         IP ROUTING
Route Number: 1
Destination Node: audix
Gateway: guestworks
C-LAN Board: 01A02
Metric: 0
```

These next two examples show how you might set up a pair of IP routes when there is one intermediate router in the link.

```
add ip-route 1                                page 1 of 1
                                         IP ROUTING
Route Number: 1
Destination Node: router
Gateway: guestworks
C-LAN Board: 01A02
Metric: 0
```

```
add ip-route 2                                page 1 of 1
                                         IP ROUTING
Route Number: 2
Destination Node: audix
Gateway: guestworks
C-LAN Board: 01A02
Metric: 0
```

## TCP/IP Link (INTUITY)

On the INTUITY, you must do the following for the TCP/IP link:

- Administer the TCP/IP networking



**NOTE:**

Before you can administer the TCP/IP networking, the TCP/IP feature must be enabled on the customer features window. Technical support must dial in and enable TCP/IP if it is not enabled.

- Configure the LAN circuit card
- Select a switch type (R4.4 only)
- Administer the switch interface
- Reboot the INTUITY system (R4.4 only).

### *Administer the TCP/IP Networking (R4.4)*

Use the **Networking Administration > TCP/IP Administration** command to access the TCP/IP administration.



**NOTE:**

If this administration is already complete, verify that the settings are accurate for your installation.

- **UNIX Machine Name** — Enter the UNIX name for the INTUITY system. This name is case-sensitive.
- **IP Address** — Enter the IP address for the INTUITY system. From the previous examples, use **192.168.1.70** if using a dedicated private link.
- **Subnet Mask** — Use the default of **255.255.255.0**.
- **Default Gateway IP Address** — This is an optional field. Leave it blank.

```
+-----+
| TCP/IP Administration |
+-----+
| UNIX Machine Name: map5p |
| IP Address: 192.168.1.70 |
| Subnet Mask: 255.255.255.0 |
| Default Gateway IP Address: |
+-----+
```

### Administer the TCP/IP Networking (R5)

Use the **TCP/IP Administration > Network Addressing** command to access the TCP/IP administration.



**NOTE:**

If this administration is already complete, verify that the settings are accurate for your installation.

- **TCP/IP Interface** — Use the default **eeE\_0**.
- **Host Name** — Enter the UNIX name for the INTUITY system. This name is case-sensitive.
- **IP Address** — Enter the IP address for the INTUITY system. From the previous examples, use **192.168.1.70** if using a dedicated private link.
- **Subnet Mask** — Use the default of **255.255.255.0**.
- **Default Gateway Address** — This is an optional field. Leave it blank.

```
+-----+
+               Network Addressing               +
+-----+
TCP/IP Interface: eeE_0
Host Name: map5p
IP Address: 192.168.1.70
Subnet Mask: 255.255.255.0
Default Gateway Address:
```

### Configure the LAN Circuit Card (R4.4)

After adding the TCP/IP administration, press **F8** to change the function key display, then press **F2** to select the LAN circuit card configuration. This should be set to **10BASE-T**. After selecting this option, press **F3** to save the change. The circuit card configuration is displayed. Press **F6** to exit the display.

### Configure the LAN Circuit Card (R5)

After adding the TCP/IP administration, press **F6** to return to the INTUITY Main Menu. Use the **TCP/IP Administration > Network Interface Card Set-up** command.

- **Card Type** — Set this field to **PRO100B**.
- **Network Media Type** — Set this field to **Auto-Detect**.

After setting these options, press **F3** to save the change.



- **TCP Port** — Enter the TCP port number (5002 or 6001-6999). This must match the **Interface Channel** field of the switch **Processor Channel** screen. The default for an INTUITY system is **5002**.

```
+-----+
+               Switch Link Administration               +
+-----+
| Switch Link Type: LAN                               Country: UNITED STATES
| Extension Length: 3                               Switch: DEFINITY OVERLAN
| Host Switch Number: 1
| AUDIX Number: 1
|
| Switch      IP Address/      TCP      Switch      IP Address/      TCP
| Number     Host Name        Port    Number     Host Name        Port
|  1         192.168.1.10     5002
|
+-----+
```

*Reboot the INTUITY System (R4.4 Only)*

You must now reboot the INTUITY system. This is not required on an R5 system.

1. Use the **Customer/Services Administration > System Management > System Control > Shutdown System** command to shut down the INTUITY system.
2. When the system asks for a number of seconds to wait before shutdown, enter **0**. Follow the shutdown instructions to bring the system back up.
3. After bringing the system up, start up the voice system and then continue with link testing.



**NOTE:**

If you change any INTUITY system IP addresses on an R4.4 system after doing this administration, you must reboot the system before the link will come up.



## Testing the TCP/IP Link

The following tests can be run from the switch to test the link to the INTUITY:

- **ping node-name *name* board *CCs* [packet-length *YYYY* repeat *ZZZ*]**, where ***name*** is the INTUITY node name; ***CCs*** is the equipment location of the C-LAN circuit pack; ***YYYY*** is the size of the test packet; and ***ZZZ*** is the number of times that the test will be repeated. The packet length defaults to 64 bytes, with a maximum of 1500 bytes.

```
ping node-name audix board 01B10
```

### PING RESULTS

End-pt	Node-name	Port	Port Type	Result	Time(ms)	Error Code
audix		01B1017	ETH-PT	PASS	8	

- **ping ip-address *address* board *CCs* [packet-length *YYYY* repeat *ZZZ*]**, where ***address*** is the INTUITY IP address; ***CCs*** is the equipment location of the C-LAN circuit pack; ***YYYY*** is the size of the test packet; and ***ZZZ*** is the number of times that the test will be repeated. The packet length defaults to 64 bytes, with a maximum of 1500 bytes.

```
ping ip-address 192.168.1.70 board 01B10
```

### PING RESULTS

End-pt	ip	Port	Port Type	Result	Time(ms)	Error Code
192.168.1.70		01B1017	ETH-PT	PASS	8	

- **status processor-channels *X***, where ***X*** is the ethernet link number.

```
status processor-channels 1
```

### PROCESSOR-CHANNEL STATUS

```
Channel Number: 1
Session Layer Status: In Service
Socket Status: Established TCP
Link Number: 1
Link Type: ethernet
Message Buffer Number: 0
```

```
Last Failure: Far end sent disconnect message
At: 05/10/99 20:24
```

- **status link X**, where **X** is the TCP/IP link number. In this example of Page 1, the system shows that the link is connected and that the link is in service.

```
status link 1                               Page 1 of 4
                                           LINK/PORT STATUS
Link Number: 1
Link Status: connected
Link Type: ethernet
Link Name: ethernet data module
Service Port Location: 01B1017
Service Port Data Extension: 2000
Service Stats: in-service/active
Node Name: guestworks
Source IP Address: 192.168.1.10
Subnet Mask: 255.255.255.0
Broadcast Address: 192.168.1 .255
Physical Address: ff:ff:ff:ff:ff:ff
Enabled? yes
Maintenance Busy? no
Active Channels: 1
```

Page 2 shows the error counts.

Page 3 shows whether the link is up or down. If the link is not up, there is a problem somewhere in translations or connectivity.

```
status link 1                               Page 3 of 4
                                           PROCESSOR CHANNEL STATUS
UP: 001
```

- **status data-module XXXX**, where **XXXX** is the extension number of the ethernet data module. This shows which port is connected and if the port is in service.

```
status data-module 3100
                                           DATA-MODULE STATUS
Data Ext/Stn Ext for Stn DM: 3100      Service State: in-service/active
Port/Channel Number: 01B1017      Maintenance Busy? no
                                           CF Destination Ext:
Connected Ports:
```

- trace-route ip-address address board CCs**, where **address** is the INTUITY IP address, and **CCs** is the equipment location of the C-LAN circuit pack. The command displays the hops traversed from source to destination, along with the IP addresses of the hop points and final destination, and the observed round-trip delay from the source to each hop point. If no reply is received from a hop point, the IP address is blank.

```
trace-route ip-address 192.168.1.70 board lb10
```

TRACE ROUTE RESULTS

Hop	Time(ms)	IP Address
0	Start Addr:	192.168.1.10
1	15, 15, 12	192.168.1.15
2	23, 26, 26	192.168.1.12
3	23, 25, 25	192.168.1.70

- list measurements clan ethernet CCs**, where **CCs** is the cabinet, carrier, and slot number of the C-LAN circuit pack. This command displays Cyclic Redundancy Check and collision counts for the past 24 hours in 15-minute intervals. N/A is displayed if the data cannot be retrieved for any interval.

```
list measurements clan ethernet lb10
```

Page 1 of 3

Switch Name: guestworks

Date: 3:50 pm TUE AUG 17, 1999

C-LAN ETHERNET PERFORMANCE MEASUREMENT DETAILED REPORT

Date	Time	CRC CHECK		Collision Count	
		total	delta	total	delta
02/01	03:08	650	50	650	250
02/01	02:53	600	600	400	400
02/01	02:38	N/A	N/A	N/A	N/A
02/01	02:23	1000000570	20	10000000570	20
02/01	02:08	1000000550	10000000550	10000000550	10000000550

The following tests can be run from the INTUITY system to test the link to the switch:

- **Customer/Services Administration > Diagnostics > Switch Link Diagnostics > Link Diagnostics**

This screen is an example of a TCP/IP link. It shows the link being in service.

Link Diagnostics					
Switch Link Type: LAN			Country: UNITED STATES		
			Switch: DEFINITY OVERLAN		
Switch Number	Link Status	Session Status	Switch Number	Link Status	Session Status
1	UP	UP			

If the link status and session status show DOWN, use the following function keys to test the link:

- (F3) tests to see if the link is electrically connected. Run this test first. If it fails, check the cabling.
- (F2) resets the link. After finished, press (F5) to refresh the link. If it still does not come up, check the switch and INTUITY system administration.

You can also press (F8) to change the function key labels and use the following to control the status of the link:

- (F2) busies-out the link
- (F3) releases the link from busy-out.

- **Customer/Services Administration > Diagnostics > Switch Link Diagnostics > Session Layer Diagnostics**

Session Layer							
Switch Link Type: LAN				Country: UNITED STATES			
				Switch: DEFINITY OVERLAN			
Switch Number	Session State	Transmit Sequence Number	Receive Sequence Number	Switch Number	Session State	Transmit Sequence Number	Receive Sequence Number
1	DATA	148	45				

Press (F5) every few seconds to see if the sequence numbers increment. If the numbers do not increment, data transfer is not taking place.

■ **Customer/Services Administration > Diagnostics > TCP/IP  
Diagnostics > Send & Receive Test Packets**

After entering the switch IP address, press **F3** to start the test. This sends test packets between the INTUITY and the switch. The system tests to see whether all the packets are transmitted and whether they are transmitted in the correct sequence. If there is high (greater than 10%) packet loss, or if the packets are out of order, there may be network problems. While this test is running, the yellow T/R lamp on the LAN circuit card should be flashing.

```
+-----+
+                               Test Packet Results                               +
+-----+
72 bytes from 192.168.X.X: icmp_seq=0, time=0, ms
72 bytes from 192.168.X.X: icmp_seq=1, time=0, ms
72 bytes from 192.168.X.X: icmp_seq=2, time=0, ms
72 bytes from 192.168.X.X: icmp_seq=3, time=0, ms
72 bytes from 192.168.X.X: icmp_seq=4, time=0, ms
72 bytes from 192.168.X.X: icmp_seq=5, time=0, ms
72 bytes from 192.168.X.X: icmp_seq=6, time=0, ms
72 bytes from 192.168.X.X: icmp_seq=7, time=0, ms
72 bytes from 192.168.X.X: icmp_seq=8, time=0, ms
72 bytes from 192.168.X.X: icmp_seq=9, time=0, ms

10 packets transmitted, 10 packets recieved, 0% packet loss
round-trip (ms) min/avg/max=0/0/0

Note: Hight packet loss, long round-trip time, or
packets received out of order (icmp-swq) may
indicate a network problem.

Press Enter to continue.
```

■ **Customer/Services Administration > Diagnostics > TCP/IP  
Diagnostics > View Packet Statistics**

When using this command, you can select from a detailed report, an interfaces report (shown below), and a routing report.

```
+-----+
+                               Packet Statistics                               +
+-----+
Name  Mtu   Network  Address  Ipkts  Ierrs  Opkts  Oerrs  Collis
sme0  1500  192.168.1 192.168.1.10 65827  0      48865  0      0

Note: Abnormally high values in the Ierrs, Oerrs,
or Collis column may indicate a network problem.

Press Enter to continue.
```

Continue with ["INTUITY AUDIX Voice Ports \(Switch\)"](#) on page 183.

## X.25 Signaling

The X.25 PI link requires administration on both the switch and the INTUITY. Only the *si* and *r* systems can use an X.25 link. A *csi* system must use TCP/IP or Mode Code Integration. This section includes procedures for testing the link.

### X.25 Link (Switch)

Use the following procedures to administer the link between the switch and the INTUITY for administrative voice messaging. This administration is applicable for *si* or *r* systems using a direct IDI connection.

#### Data Modules on an *si* System

Use the **add data-module** command on an *si* system to administer the data module parameters for a processor interface (PI) link. For this connection, the data modules are integrated into the TN765 PI circuit pack. Set the options as shown, except use the correct extension, COS, and COR as set up for your installation.

```
add data-module 7991                                     Page 1 of 1
                                                    DATA MODULE
Data Extension: 7991      Name: intuity
Type: procr-info         COS: 15      Maintenance Extension: 7995
Physical Channel: 01     COR: 50      Destination Number: eia
ITC: restricted         TN:
Link: 1                 DTE/DCE: DTE  Connected Data Module: DCE
                        Enable Link? n      Clocking: internal
ABBREVIATED DIALING
List1:
SPECIAL DIALING OPTION:
ASSIGNED MEMBERS (Station with a data extension button for this data module)
Ext      Name
1:
```

You must set the `Enable Link` field to `n` at this time. After you have set up the processor interface channel, you must go back and enable the link.

The following table is an example of how you can administer the processor interface channels (your extensions will differ). Only channel 01 will be enabled later to handle the messaging traffic. The other channels are used for maintenance and testing.

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

### Data Module on an r System

Use the **add data-module** command on an *r* system to administer the data module parameters for a packet gateway link. For this connection, the data modules are integrated into the TN577 circuit pack. Set the options as shown, except use the correct extension, COS, and COR as set up for your installation.

```

add data-module 2005                                     Page 1 of 2
                                                    DATA MODULE

Data Extension: 2005                                     Name: intuition link
  Type: x.25                                             Remote Loop-Around Test? n
  Port: 01C0301                                         COR: 50                 Destination Number: external
  Baud Rate: 9600                                       TN: 1                  Establish Connection?
Endpoint Type: adjunct                                   DTE/DCE: dtc          Connected Data Module:
  Link: 1                                                Enable Link? n         Error Logging? y

Permanent Virtual Circuit? y                             Highest PVC Logical Channel: 64
Switched Virtual Circuit? n
    
```

You must set the `Enable Link` field to **n** at this time. After you have set up the processor interface channel, you must go back and enable the link.

### Processor Channels

Use the **change communication-interface processor-channels** command to administer the processor channels.

- Proc Chan — Use channel **59**. It is recommended that this should match the `Session Local` field used for this link.
- Enable — Enter **y**.
- Appl — Enter **audix**.
- Gtwy To — Not used.
- Mode — Not used.
- Interface Link — Enter the link number used on the data module screen.
- Interface Chan — Enter the `Local Node Number` as administered on the dial plan screen.
- Destination Node — Not used.
- Destination Port — Enter **0**.
- Session Local — It is recommended that this should match the processor channel number used for this link. However, this value must match the `Switch Port` field on the INTUITY Switch/DCIU Interface Administration screen.
- Session Remote — This must match the `AUDIX Number` field on the INTUITY Switch/DCIU Interface Administration screen.
- Machine-ID — This must match the `AUDIX Number` field on the INTUITY Switch/DCIU Interface Administration screen.

```
change communication-interface processor-channels          Page 4 of 8
                PROCESSOR CHANNEL ASSIGNMENT

Proc      Gtwy      Interface      Destination      Session      Mach
Chan Enable  Appl.    To   Mode Link/Chan    Node    Port  Local/Remote  ID
49:
50:
51:
52:
53:
54:
55:
56:
57:
58:
59:  y      audix          1   1          0      59   1      1
60:
```

### Enabling the Data Module Link

You must now go back to the data module screen and enable the link. You should only enable the link for channel 01, the link that handles the messaging traffic.



## X.25 Link (INTUITY)

### Checking the Switch Link

Use the **Customer/Services Administration > Diagnostics > Switch Interface Diagnostics** command to determine if the link is active. During initial installation, this screen should show that the link is busied out.

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

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

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

### Select a Switch Type (R4.4 only)

Use the **Switch Interface Administration > Switch Selection** command to access the switch selection administration.

- Country — Enter the country where this system is installed.
- Switch — Enter **Definity**.

```
+-----+
+               Switch Selection                   +
+-----+
|                                                    |
| Country: UNITED STATES                             |
|                                                    |
| Switch: Definity                                   |
|                                                    |
+-----+
```

### Administer the Switch Interface (R4.4)

Use the **Switch Interface Administration > DCIU Interface Administration** command on the INTUITY to administer the link to the switch.

- **Extension Length** — Enter the extension length from the switch dial plan.
- **Host Switch Number** — Enter **1**.
- **AUDIX Number** — Enter **1**. This must match the **Machine ID** field on the switch **Processor Channel** screen.
- **Logical Channel** — Enter **1**.
- **Switch Port** — Enter **59**. This must match the **Session Local** field value on the switch **Processor Channel** screen.

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

### Administer the Switch Interface (R5)

Use the **Switch Interface Administration** command on the INTUITY to administer the link to the switch.

- Extension Length — Enter the extension length from the switch dial plan.
- Host Switch Number — Enter 1.
- AUDIX Number — Enter 1. This must match the Machine ID field on the switch Processor Channel screen.
- Logical Channel — Enter 1.
- Switch Port — Enter 59. This must match the Session Local field value on the switch Processor Channel screen

```

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

### Testing the X.25 Link

The following tests can be run from the switch to test the link to the INTUITY:

- **status processor-channels X**, where **X** is the X.25 link number.

```

status processor-channels 1
      PROCESSOR-CHANNEL STATUS

      Channel Number: 59
      Channel Status: In Service
      Link Number: 10
      Link Type: BX.25
Message Buffer Number: 0
      Reset Count: 0
      Retransmission Count: 0
      Failure Reason:
    
```

- **status link X**, where **X** is the X.25 link number.

```

status link 1                                     Page 1 of 3
                                     LINK/PORT STATUS

Link Number: 1
Link Status: connected
Link Type: x.25
Link Name: intuition link
Service Port Location: 01C0301
Service Port Data Extension: 2005
Service Stats: in-service/active
Enabled? y
Maintenance Busy? n
Active Channels: 0

CONNECTED TO:

Destination: TDMODULE                         Destination Port: 1C0303
Destination Status: in-service/active          Destination Extension: external
AC: 1 Connected/Orig
    
```

The following tests can be run from the INTUITY to test the link to the switch:

- Use the command **Lodging Administration**, press **F7** to bring up the command menu, and select **LDG/PMS Link Restart** to restart the switch-to-INTUITY link.
- **Customer/Services Administration > Diagnostics > Switch Link Diagnostics > Link Diagnostics**

This screen is an example of an X.25 link. It shows the link being in service and the link level as up.

```

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

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

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

Continue with [“INTUITY AUDIX Voice Ports \(Switch\)”](#) on page 183.

## Mode Code Integration

The Mode Code Integration link requires administration on both the switch and the INTUITY. Any switch types can use Mode Code Integration, but TCP/IP or X.25 are the recommended methods for messaging links.

### Mode Code Integration Link (Switch)

Translating the Mode Code Integration link involves the following:

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

Mode Code Integration on the switch is described in the *DEFINITY ECS Administrator's Guide*.

Use the **display system-parameters features** command, Page 5, to verify that there is a **y** in the **Mode Code Interface** field.

```
change system-parameters features                               Page 5 of 10
                    FEATURE-RELATED SYSTEM PARAMETERS

    Public Network Trunks on Conference Call: 5                Auto Start? n
    Conference Parties with Public Network Trunks: 6           Auto Hold? n
    Conference Parties without Public Network Trunks: 6        Attendant Tone? y
    Night Service Disconnect Timer (seconds): 180             Bridging Tone? n
    Short Interdigit Timer (seconds): 3                       Conference Tone? n
    Unanswered DID Call Timer (seconds):                      Intrusion Tone? n
    Line Intercept Tone Timer (seconds): 30                   Special Dial Tone? n
    Long Hold Recall Timer (seconds): 0                       Mode Code Interface? y
    Reset Shift Timer (seconds): 0
    Station Call Transfer Recall Timer (seconds): 0
    DID Busy Treatment: tone
    Allow AAR/ARS Access from DID/DIOD? n
    Allow ANI Restriction on AAR/ARS? n   Transfer Upon Hang-Up? n
    Abort Conference Upon Hang-Up? n     Abort Transfer? n
    7405ND Numeric Terminal Display? n   7434ND? n
DISTINCTIVE AUDIBLE ALERTING
    Internal: 1   External: 2   Priority: 3
    Attendant Originated Calls: external
```

Use the **change system-parameters mode-code** command to verify that the default mode code parameters are correct for this installation.

```
change system-parameters mode-code                               Page 1 of 1
      MODE CODE RELATED SYSTEM PARAMETERS

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

      Refresh MW Lamp: #06

      System In Day Service: #11
      System In Night Service: #12

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

      VMS Hunt Group Extension:
Remote VMS Extensions - First:          Second:
```

## Mode Code Integration (INTUITY)

Mode Code Integration on the INTUITY is described in the following documents:

- *INTUITY Messaging Solutions Release 4 MAP/5P System Installation*
- *INTUITY Messaging Solutions Integration with System 75, DEFINITY Generics 1 & 3, and R5/6*
- *INTUITY Messaging Solutions Release 5 Documentation (CD).*

Continue with ["INTUITY AUDIX Voice Ports \(Switch\)"](#) on page 183.

## INTUITY AUDIX Voice Ports (Switch)

Use the **add station** command to administer the voice ports that are linked to the INTUITY system. On Page 1, assign the following fields as shown:

- **Extension** — The extension must be in the dial plan but not assigned for any other purpose.
- **Type** — Enter **2500** for the station type when using the TCP/IP or X.25 link. Enter **VMI** for the station type when using Mode Code integration.
- **Port** — Each analog circuit pack supports 8, 16, or 24 analog voice connections. Depending on the circuit pack and the required number of voice ports, you may need to spread out the voice port assignments over more than one circuit pack. For example, if you are using a 16-port circuit pack, use no more than four ports of circuits 1-8 and four ports of circuits 9-16 on that circuit pack. If you still need more INTUITY voice ports, select a circuit pack that is at least one-quarter carrier distance away from the first circuit pack. For example, if your system has 12 voice ports and you assign the first eight ports to the circuit pack in slot 3, assign the other four voice ports to a circuit pack in slot 7 or higher. See more about circuit pack characteristics in the *DEFINITY ECS System Description*.
- **Name** — Assign the first port as **AUDIX1**, and then increment the number for each subsequent port (**AUDIX2**, **AUDIX3**, and so on).
- **COR** — Use the same COR for the voice ports that you use for the hunt groups. This COR should have the FRL set to 1 and should not allow access to trunk group CORs.
- **COS** — Use a COS that allows data privacy.

```
add station 720                                     Page 1 of 3
                                                    STATION

Extension: 720                                Lock Messages? n          BCC: 0
Type: 2500                                   Security Code:           TN: 1
Port: 01A0201                               Coverage Path 1:        COR: 35
Name: AUDIX1                                Coverage Path 2:        COS: 4
                                                    Hunt-to Station:        Tests? n

STATION OPTIONS
  Loss Group: 1                                Message Waiting Indicator: none
  Off Premise Station? n
```

The following is an example of Page 1 when Mode Code Integration is installed.

```

add station 720                                     Page 1 of 3
                                                    STATION

Extension: 720                                Lock Messages? n          BCC: 0
Type: VMI                                    Security Code:           TN: 1
Port: 01A0201                             Coverage Path 1:        COR: 35
Name: AUDIX1                               Coverage Path 2:        COS: 4
                                                    Hunt-to Station:        Tests? n

STATION OPTIONS
    Loss Group: 1
    Off Premise Station? n
    
```

On Page 2:

- LWC Reception — Enter **audix** when using TCP/IP or X.25 signaling. Enter **none** when using Mode Code integration.
- LWC Activation — Enter **n** when using TCP/IP or X.25 signaling. Enter **y** when using Mode Code integration.
- Switchhook Flash — Enter **y**.
- Distinctive Audible Alerting — Enter **n** when using Mode Code integration.
- Adjunct Supervision — Enter **y** if Message Manager is not being used; enter **n** if Message Manager is being used. Enter **y** when using Mode Code integration whether or not Message Manager is being used.

```

add station 720                                     Page 2 of 3
                                                    STATION

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

    Per Station CPN - Send Calling Number?

    Audible Message Waiting? n

    Coverage After Forwarding? s
    
```



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

```
add station 720                                     Page 3 of 3
                                                    STATION
SITE DATA
  Room:                                             Headset? n
  Jack:                                             Speaker? n
  Cable:                                           Mounting: d
  Floor:                                           Cord Length: 0
  Building:                                       Set Color:

ABBREVIATED DIALING
  List1: System 1      List2:                    List3:

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

Line Appearance: call-appr
```

After you assign the first port, use the **duplicate station** command to assign the rest of the ports.

## Hunt Groups for INTUITY AUDIX Voice Ports (Switch)

Use the **add hunt-group** command to administer the INTUITY AUDIX voice port hunt groups. This hunt group is used by both the office staff and the hotel guests when they call to retrieve their messages.

On Page 1:

- **Group Name** — Enter a name for this group.
- **Group Extension** — Enter an unassigned extension. This extension will be used by office staff for message retrieval. The guests will use a different extension that is forwarded into this hunt group. See [page 188](#).
- **Group Type** — Enter **ucd-mia**.
- **COR** — Use the same COR as the INTUITY AUDIX voice ports.
- **Queue** — Enter **y**.
- **Queue Length** — This must equal the number of installed voice ports.

```
add hunt-group 1                                     Page 1 of 10
                                                    HUNT GROUP
Group Number: 1                                     ACD? n
  Group Name: AUDIX                                 Queue? y
Group Extension: 699                                Vector? n
  Group Type: ucd-mia                               Coverage Path:
    TN: 1                                           Night Service Destination:
    COR: 35                                         MM Early Answer? n
Security Code:
ISDN Caller Disp:
Queue Length: 6
Calls Warning Threshold:   Port:
Time Warning Threshold:   Port:
```

On Page 2:

- Message Center — Enter **audix** if using TCP/IP or X.25 signaling. Enter **none** if using Mode Code integration.
- Calling Party Number to INTUITY AUDIX — Enter **n** except when this feature is active on the INTUITY system.
- LWC Reception — Enter **none**.

```
add hunt-group 1                                     Page 2 of 10
                                                    HUNT GROUP
                                                    Message Center: audix

Calling Party Number to INTUITY AUDIX? n
LWC Reception: none

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

On Page 3, assign each extension in the same order as assigned in the INTUITY voice ports ([page 190](#)). The name field is populated after you add the list of extensions and redisplay the hunt group. The Administered Members fields should match the number of voice ports once all the voice ports have been assigned.

```
add hunt-group 1                                     Page 3 of 10
                                                    HUNT GROUP
Group Number: 1      Group Extension: 699      Group Type: ucd-mia
Member Range Allowed: 1 - 200      Administered Members (min/max): 1 / 6
                                                    Total Administered Members: 6

GROUP MEMBER ASSIGNMENTS
Ext      Name
1: 720   AUDIX1      14:
2: 721   AUDIX2      15:
3: 722   AUDIX3      16:
4: 723   AUDIX4      17:
5: 724   AUDIX5      18:
6: 725   AUDIX6      19:
7:
8:
9:
10:
11:
12:
13:
14:
15:
16:
17:
18:
19:
20:
21:
22:
23:
24:
25:
26:

At End of Member List
```

## Extensions for Guest Message Retrieval (Switch)

The way guests retrieve their messages is to call an extension that is call forwarded to the INTUITY AUDIX hunt group extension. This is done using a standard station line that covers to the hunt group (defined on [page 186](#)). You can also assign an extension that allows guests to retrieve their messages when they are not in their room, and an extension that allows guests to leave messages for other guests without ringing the other guest's room. See "[Services to Phone Number Mapping \(INTUITY\)](#)" on [page 192](#) for more information.

Use the **add station** command to add a station extension that is used only for accessing the INTUITY AUDIX voice messages:

- **Type** — Enter **2500**.
- **Port** — Enter **X** (administration without hardware).
- **Name** — Enter a name to identify this station.
- **COS** — Enter a COS designated for AUDIX use.

```

add station 710                                     Page 1 of 3
                                                    STATION
Extension: 710                                     Lock Messages? n      BCC: 0
  Type: 2500                                       Security Code:        TN: 1
  Port: X                                           Coverage Path 1:     COR: 35
  Name: GUEST VOICE MAIL                          Coverage Path 2:     COS: 4
                                                    Hunt-to Station:     Tests? y

STATION OPTIONS
  Loss Group: 1                                     Message Waiting Indicator:
  Off Premise Station? n
    
```

```

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

  Per Station CPN - Send Calling Number? n
  Audible Message Waiting? n
  Coverage After Forwarding? s
    
```

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

```

add station 710                                     Page 3 of 3
                                     STATION
SITE DATA
  Room: 710                                         Headset? n
  Jack:                                             Speaker? n
  Cable:                                           Mounting: d
  Floor:                                           Cord Length: 0
  Building:                                        Set Color:

ABBREVIATED DIALING
  List1: System 1      List2:                    List3:

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

Line Appearance: call-appr
    
```

After you assign the guest message retrieval extension, you must manually assign Call Forwarding to this extension so that calls will forward to the main INTUITY AUDIX hunt group extension. To use Call Forwarding, the Class of Service for this station (the guest message retrieval extension) must have Call Forwarding enabled (see [page 89](#)). In this example, you would forward calls intended for extension 710 to extension 699. You can set up Call Forwarding from any telephone that has console permissions.

### Call Coverage Path (Switch)

Use the **add coverage path** command to define the coverage path that redirects unanswered calls to the voice messaging system (as defined on [page 186](#)). After three rings, calls go to hunt group 1 (**h1**). If the INTUITY system is down or the voice ports are all busy, then the calls forward to the attendant (**attd**).

```

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

## INTUITY AUDIX Voice Ports (INTUITY)

Do the following to assign the voice port extension numbers to each activated voice channel on the INTUITY system:



**NOTE:**

Port numbers and channel numbers start with 0 (zero).

1. Enter the **Voice System Administration > Voice Equipment** command.
2. Press **(F8)** to display the actions menu.
3. Select the **Assign/Change** option.
4. Select the **PBX Extension to Channel** option.

```
+-----+
+ Assign PBX Extension to a Channel +
+-----+
|           |
| PBX Extension: |
| Channel Number: |
|           |
+-----+
```

5. Enter a voice port extension number and a channel number (0-5). Use the same order here as was used when the hunt group extensions were assigned ([page 186](#)).
6. Press **(F3)** to save the assignment. A message displays confirming that the extension was mapped to a channel.
7. Press Enter to acknowledge the message.
8. Repeat this procedure for each voice port extension.
9. When finished, press **(F6)** to exit. You must now map services to channels for normal operation.
10. Select the **Services to Channels** option.

```
+-----+
+ Assign Services to Channels +
+-----+
|           |
| Channel Numbers: |
| Service Name: |
|           |
+-----+
```

11. Enter the numbers of the channels the customer has purchased in the `Channel Numbers` field. For example, if the customer purchased 12 channels, enter **0-11**.
12. Enter **\*DNIS\_SVC** for all channels in the `Service Name` field.

13. Press **F3** to save the assignment.  
 An acknowledgement message is displayed. Press **F1** to continue.
14. Press **F6** repeatedly to return to the INTUITY Main Menu.
15. Enter the **Voice System Administration > Voice Equipment** command to display the voice channel setup.

```

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

The channel state should normally be **Inserv** (in-service), but it could be **foos** (facility out-of-service) or **manoos** (manually out-of-service). The **SERVICE NAME** should be **\*DNIS\_SVC**, and the **GROUP** should be set to **2**.

## Services to Phone Number Mapping (INTUITY)

You must map the extension numbers used to retrieve and leave voice mail messages to the services the extensions provide. These assignments control how the call is processed by the INTUITY system. In the examples as shown in this section, extension 699 is used by the office staff; extension 710 is used by the guests from their guest rooms; and extension 770 is used for printing fax messages.



### CAUTION:

*If the AUDIX service is not assigned, calls placed to the office staff extensions will hear an "Extension not valid" message when the call is transferred to INTUITY AUDIX, and the caller cannot leave a message.*

Use the **Voice System Administration > Number Services > Assign Service** command to access the number service screen.

```
+-----+
+               Assign Number Service               +
+-----+
|  Called Numbers:699                to 699          |
|  Calling Numbers:any               to any          |
|  Service Name:AUDIX                |
+-----+
```

Assign `Called Numbers` and `Calling Numbers` to the following services:

- **AUDIX** — Enter the extension that the office staff call to retrieve their AUDIX messages. In the example for this book, that would be extension 699.
- **AUDIX+ldg** — Enter **any**.
- **lodging** — Enter the extension that guests call to retrieve their lodging messages. In the example for this book, that would be extension 710.
- **ldg\_ni\_vm** — Enter an extension that guests can call to retrieve their messages when away from their room. This extension should be assigned to a DID number so guests can retrieve their messages when outside of the hotel. This option is not available on all systems.
- **ldg\_ni\_ca** — Enter an extension that guests can call to leave a message for another guest without ringing the other guest's room. This extension must have a coverage path that redirects to the voice mail extension and should be call forwarded to the voice mail extension (in this example, extension 699). This option is not available on all systems.
- **LGfax** — Enter the extension callers would use to transmit a fax. In the example for this book, that would be extension 770.

The `Calling Numbers` fields will always be **any**. The example shown here matches the extension used elsewhere in this book.



## Attendant and Administrator Passwords (INTUITY)

---

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



### CAUTION:

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

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

## Testing the Switch-to-INTUITY Voice Ports

Use the **Voice System Administration > Voice Equipment** command to check the status of the voice ports.

```

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

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

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

In this example, extension 725 is possibly out of service. It can be verified by calling the port extension to see if the call is answered by INTUITY AUDIX. Refer to the appropriate MAP installation document for more information about testing.

## INTUITY Lodging-to-PMS Translations

---

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

- Use the Switch/INTUITY/PMS Link Integration feature. This feature uses the switch to exchange the voice mail database update messages between the INTUITY Lodging and the PMS. This option is known as the "PMS Interface for GuestWorks." The INTUITY system currently defaults to this option. This option can be used with TCP/IP or X.25 links, but cannot be used for Mode Code Integration.
- Use a hard-wired link between the MAP and the PMS voice messaging port. This link is illustrated in [Figure 10 on page 31](#). This option is known as the "Stand-alone Mode." This option can be used with TCP/IP or X.25 links, and must be used for Mode Code Integration. This link should also be used if the PMS must keep track of the number of voice mail messages for each guest.

## PMS Interface for GuestWorks

To administer the PMS Interface for GuestWorks, you must do the following:

- Enable the feature on the switch
- Install the software on the INTUITY
- Set up the system parameters on the INTUITY.

To enable the Switch/INTUITY/PMS Link Integration feature (the “PMS Interface for GuestWorks” link), enter a **y** in the Forward PMS Messages to Intuity Lodging field.

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

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

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

You must then verify whether the INTUITY system has the PMS Interface for GuestWorks link software installed and active. Use the **Software Management** screen to display or change the available options.

- If the “PMS Interface for GuestWorks” is currently installed, no changes are needed.
- If the “Stand-Alone PMS Interface” is currently active or no interface has been installed, install the “PMS Interface for GuestWorks” option. Follow the instructions to install the software.

Once the software is installed, use the **Lodging Administration > System Parameter Administration** command to administer the system parameters for INTUITY Lodging.

- **Attendant Extensions** — Enter **0** for the attendant console, the backup telephone extensions, and any extensions that will be used to retrieve messages for guests.
- **Primary Attendant** — Enter the attendant console dial-up number (usually 0) or extension.
- **Default Language** — Select a default language option.

```
+-----+
+               System Parameter Administration               +
+-----+
+               Attendant Extensions:                       +
+   2000   195   0   _____   _____   _____   +
+           Hunt Group Or                                     +
+           Primary Attendant: 0                             +
+
+           Voice Mail Parameters                            +
+           Mailbox Size: 6 min                               +
+           Mailbox Type: Separate                           +
+           Pause For TT Input: 4 sec                         +
+           Play Back Format: FIFO                            +
+           Maximum Extension Length: 4                       +
+           Maximum Message Length: 120 sec                  +
+           Allow Guests To Save Messages?: Yes              +
+           Lamp ON For New Messages Only?: Yes              +
+           Automatic Transfer to                             +
+           Operator At End Of Call?: No                     +
+           Default Language: American English                +
+-----+
```

## Stand-Alone Interface Link

To administer the stand-alone interface link, do the following:

- Disable the integrated link feature on the switch
- Install the software on the INTUITY
- Set up the link on the INTUITY
- Set up the system parameters on the INTUITY.

To use the hard-wired link between the INTUITY and the PMS (Figure 10), you must first disable the Switch/INTUITY/PMS Link Integration feature. Enter an **n** in the **Forward PMS Messages to Intuity Lodging** field.

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

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

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

Then, verify whether the INTUITY system has the Stand-Alone Mode link software installed and active. Use the **Software Management** screen to display or change the available options.

- If the “Stand-Alone PMS Interface” is currently installed, no changes are needed.
- If the “PMS Interface for GuestWorks” is currently active or no interface has been installed, install the “Stand-alone PMS Interface” option. Follow the instructions to install the software.

Once the software is installed, use this screen on the INTUITY to administer the standard hard-wired link between the INTUITY Lodging and the PMS. Use the **Lodging Administration > PMS Parameter Administration** command to access this screen.

- **Device for Link** — This must match the physical port connected to the Equinox card. Use **/dev/ttysac** if the connection is on the Multi-Port Serial Card, and use **/dev/ttyS00** if the connection is on the COM1 port.
- **Baud Rate** — Set the speed to match the vendor equipment. If the vendor does not have a recommended speed, use 4800 bps. You must enter the letter **B** in front of the baud rate you select.
- All other options must match the vendor requirements.

```
+-----+
+       PMS Parameter Administration       +
+-----+
+
+       Device for Link: /dev/ttysac
+       Maximum Link Error: 50
+       Link Acknowledgement Timeout: 20 sec
+       Link Idle Timeout: 20 sec
+       Maximum Retransmission: 5
+       Maximum Retransmission Request: 5
+       Baud Rate: B4800
+-----+
```

Use the **Lodging Administration > System Parameter Administration** command to administer the system parameters for INTUITY Lodging.

- **Attendant Extensions** — Enter **0** for the attendant console, the backup telephone extensions, and any extensions that will be used to retrieve messages for guests.
- **Primary Attendant** — Enter the attendant console dial-up number (usually 0) or extension.
- **Lamp ON For New Messages Only** — Enter **Yes** if using TCP/IP or X.25 signaling between the switch and the INTUITY system. Enter **No** if using Mode Code integration between the switch and the INTUITY system.
- **Default Language** — Select the default language option.
- **PMS Integration Parameters** — Must match the vendor requirements.

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

```
+-----+
+               System Parameter Administration               +
+-----+
+               Attendant Extensions:                       +
+   2000   195   0   _____   _____   _____   +
+               Hunt Group Or                               +
+               Primary Attendant: 0                       +
+
+               Voice Mail Parameters                       +
+               Mailbox Size: 6 min           Mailbox Type: Separate
+               Pause For TT Input: 4 sec       Play Back Format: FIFO
+               Maximum Extension Length: 4
+               Maximum Message Length: 120 sec
+ Allow Guests To Save Messages?: Yes   PMS Integration Parameters
+ Lamp ON For New Messages Only?: Yes   Message Lamp Controlled By: LDG
+               Automatic Transfer to       When PMS link is down, calls
+ Operator At End Of Call?: No           For Guests Handled By: LDG
+               Default Language: American English
+-----+
```



## Testing the INTUITY Lodging-to-PMS Link

After the connection is complete, and the link is active, the mini-tester should show the following results (see the Note on [page 5](#)). The leads marked with an asterisk are controlled by the INTUITY system, and the PMS controls the other leads.



### CAUTION:

*After using a mini-tester to check data leads, you MUST remove the mini-tester from the connection. DO NOT leave the mini-tester in-line during actual operation.*

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

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

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

Table 12 gives a list of PMS alarm codes, the event IDs, a description of the problem, and a method to clear the problem. Use the **Customer/Services Administration > Log Administration > Maintenance Log** command to set up which maintenance events will display.

**Table 12. PMS Event IDs Generated on the INTUITY**

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

Use the following procedure to test the voice mailboxes for the guest rooms:



**NOTE:**

When using TCP/IP or X.25 signaling, mailboxes are created automatically for the guest rooms and do not require administration. When using Mode Code integration, guest mailboxes must be created manually. See [“Mailboxes for Guest Rooms \(INTUITY\)” on page 132](#) for more information.

1. Do a test check-in from the PMS terminal to create a valid entry. Access the following screen using the **Lodging Administration > Guests Mailbox Administration > Mailbox** command.

```
+-----+
+                               Mailbox                               +
+-----+
Guest Extension: 112
Guest Room Number: 112
  Guest Name: ERWIN
  Guest Password: *
  Guest Language: Canadian French
  Switch number: 1
Allow personal greeting: Yes

Messages Waiting:
  Voice:
  Fax:
  Text:
Mailbox Capacity Usage: 0%
Suite Mailbox Extension:
Comments:
+-----+
```

2. Press **F8** to change the function key labels.
3. Enter the extension number, and press the DISPLAY function key.

4. Display the following screen using the **Lodging Administration > Traffic and Space Usage Reports > Mailbox Usage** command to verify that the test mailbox was created.

```
+-----+
+                               Mailbox Usage Report                               +
+-----+
+                               Mailbox Usage Report                               +
+                               Mailbox size: 360 seconds                         +
+                               Mon Apr  1 07:40:20 1996                          +
+-----+
Current Messages:
Mailbox      Voice Msgs  Time(secs)  Text Msgs  Fax Msgs
 112          0           0           0           0
 115          0           0           0           0
 119          0           0           0           0
 123          0           0           0           0

Deleted Messages:
Mailbox      Voice Msgs  Time(secs)
 115          4           230

Old Messages:
Mailbox      Voice Msgs  Time(secs)
 112          0           0
```

5. After you verify that the guest mailbox was created, remove the test entry by doing a check-out at the PMS terminal.

## Switch-to-Call Accounting Translations

---

You must assign the link between the switch and the INTUITY, administer the CDR parameters, and enable CDR for each incoming and outgoing trunk group that the customer wishes to record. If a stand-alone call accounting system (such as Xiox) is used, the vendor must assist in setting up the call accounting system.

### Link Parameters (INTUITY)

---

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

### CDR Parameters (Switch)

---

Use the **change system-parameters cdr** command to assign the CDR parameters on the switch.

- **Primary Output Format** — Enter **printer** (or the format required by the call accounting vendor).
- **Primary Output Endpoint** — Do one of the following:
  - Enter **eia** if the call accounting system is directly connected to the switch using the DCE port.
  - Enter the data module extension if using a switched connection. A data module must be administered first before making this assignment.
- **EIA Device Bit Rate** — If the output endpoint is set to **eia**, use the default of 9600 for the INTUITY Lodging Call Accounting system, and 1200 for the Xiox call accounting system. For other stand-alone call accounting systems, use the speed specified by the vendor.
- **Record Outgoing Calls Only** — Unless the customer wishes to record incoming calls, enter **y**.

- CDR Account Code Length — When setting up billing for forwarding faxes (see “Billing Considerations When Forwarding Faxes” on page 102), set this field to the number of digits used for extensions in the dial plan.

```
change system-parameters cdr                               Page 1 of 1
                                CDR SYSTEM PARAMETERS

Node Number (Local PBX ID):                               CDR Date Format: month/day
  Primary Output Format: printer                          Primary Output Endpoint: eia
  Secondary Output Format:
    Use ISDN Layouts? n                                  EIA Device Bit Rate: 9600
    Use Enhanced Formats? n                             Condition Code 'T' for Redirected Calls? n
Modified Circuit ID Display? n                           Remove # From Called Number? n
                                Record Outgoing Calls Only? y      Intra-switch CDR? n
  Suppress CDR for Ineffective Call Attempts? y         CDR Call Splitting? y
  Disconnect Information in Place of FRL? n             Attendant Call Recording? y
                                                Interworking Feat-flag? n
Force Entry of Acct Code for Calls Marked on Toll Analysis Form? n
                                                Calls to Hunt Group - Record: member-ext
Record Called Vector Directory Number Instead of Group or Member? n

  Inc Trk Call Splitting? n
Record Non-Call-Assoc TSC? n
  Record Call-Assoc TSC? n                             Digits to Record for Outgoing Calls: dialed
  Privacy - Digits to Hide: 0                          CDR Account Code Length: 4
```

As shown on [page 142](#), enable CDR Reports for each trunk group.

## Testing the Switch-to-Call Accounting Link

To test the CDR link, use the **status cdr-link** command on the switch.

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

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

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

---

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

If a stand-alone call accounting system (such as Xiox) is used, the vendor must assist in setting up the call accounting system.

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

---

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

## Switch-to-PMS Link Translations

---

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

- Hospitality parameters ([page 208](#))
- DCP link using the network control (netcon) data module for *si* system ([page 212](#)) and a processor data module on all systems ([page 213](#))
- Housekeeping status feature access codes and definitions ([page 213](#))
- Controlled restrictions ([page 215](#)).

## Hospitality Parameters

---

Use the **change system-parameters hospitality** command to administer the hospitality parameters for the PMS. These assignments must be coordinated with the PMS vendor and the customer. On Page 1, administer the following:

- For the `Message Waiting Configuration` field, enter **act-nopms** if the INTUITY is controlling the message waiting lamps, and enter **act-pms** if the PMS is controlling the message waiting lamps. If the PMS supports text messaging, enter **act-pms**. If all messaging is handled on the INTUITY system, enter **act-nopms**.
- The `Controlled Restrictions Configuration`, `Housekeeper Information Configuration`, and `Client Room Coverage Path Configuration` fields control features offered by some PMS vendors. If the PMS vendor supports the feature, enter **act-pms** in the corresponding field. If the PMS vendor does not support the feature, enter **act-nopms** in the corresponding field. Note that if the `Client Room Coverage Path Configuration` field is administered incorrectly, administered coverage paths for rooms will be deleted.
- In the `PMS Endpoint` field, enter the extension number of the PMS data module for a DCP link.



- If the PMS Protocol Mode is **transparent** (also known as *Names* protocol), set the Seconds before PMS Link Idle Timeout to **20** and the Milliseconds before PMS Link Acknowledgement Timeout to **500**.

If the PMS Protocol Mode is **normal**, set the Seconds before PMS Link Idle Timeout to **20** and the Milliseconds before PMS Link Acknowledgement Timeout to **300**.

If the PMS supports the ASCII data mode, enter a **y** in the ASCII mode field, set the Seconds before PMS Link Idle Timeout to **20**, and the Milliseconds before PMS Link Acknowledgement Timeout to **500**.

- The PMS Link Maximum Retransmissions field indicates the number of times that the switch will retransmit a message to the PMS in response to a negative acknowledgment or send an inquiry for acknowledgment from the PMS before giving up on the message. Valid entries are **1 to 5**.
- The PMS Link Maximum Retransmission Requests field indicates the number of times that the switch will allow the PMS to request acknowledgment for a message that it sent. Valid entries are **1 to 5**.
- The Take Down Link for Lost Messages field indicates whether the link will be taken down if messages are being lost. If set to **n**, you should monitor the PMS error log to see if the link is operating correctly.

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

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

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



**NOTE:**

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

On Page 2, administer the following:

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



**NOTE:**

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

This works as shown in the following example:

- **Digit Insertion** — If the digits received by the switch are 123, and the insertion digit is 7, extension 7123 is checked to see if it is a valid extension. If 7123 is valid, the message is processed for extension 7123; if extension 7123 is not valid, the switch assumes that the message is for extension 123 and processes it accordingly. If both 7123 and 123 are valid, the message will only be processed for extension 7123. Numbering conflicts such as this should be avoided when possible.
- **Digit Deletion** — The switch checks the extension number before the number is sent to the PMS. If the extension number contains the maximum number of digits translated for a leading digit, and the leading digit matches the administered `Insert/Delete` digit, the digit is deleted before sending the extension to the PMS.

For example, if the `Insert/Delete` digit is 7, and extensions 712 and 7123 are valid on the switch, 712 will be sent as 712; however, 7123 is sent as 123. This example presumes that there are no 5-digit extensions starting with 7 on the switch.

- The `PMS Sends Prefix` field indicates whether the PMS sends a prefix digit to the switch as part of the room numbering plan.



**NOTE:**

If the `PMS Sends Prefix` field is set to **n**, and the `Number of Digits from PMS` field is blank, the switch will not support an extension that starts with **0**.

- The Number of Digits in PMS Coverage Path field indicates whether the coverage paths are 3 or 4 digits long.

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

Dual Wakeups? y      Daily Wakeup? y      VIP Wakeup? y
                        VIP Wakeups Per 5 Minutes: 5
                        Room Activated Wakeup With Tones? y
Time of Scheduled Wakeup Activity Report:
Time of Scheduled Wakeup Summary Report:
Time of Scheduled Emergency Access Summary Report:
                        Announcement Type: mult-integ
                        Default Announcement Extension: 380

Length of Time to Remain Connected to Announcement: 30
Extension to Receive Failed Wakeup LWC Messages: 399
Routing Extension on Unavailable Voice Synthesis:
Display Room Information in Call Display? n
Automatic Selection of DID Numbers? y
Custom Selection of VIP DID Numbers? y
                        Number of Digits from PMS:
                        PMS Sends Prefix? n
                        Number of Digits in PMS Coverage Path: 3
                        Digit to Insert/Delete:
```

## Link Connectivity Administration

To administer the switch-to-PMS link using a DCP data module, do the following:

- Administer the netcon data module (si systems only).
- Administer a processor data module (all systems).

### Network Control (Netcon) Data Module

Use the **add data-module** command to administer the netcon data module on the *si* system.

```
add data-module 7891
                                DATA MODULE

Data Extension: 7891           Name: NETCON 01           BCC: 2
      Type: netcon             COS: 15       Maintenance Extension: 7995
Physical Channel: 01          COR: 50
      ITC: restricted          TN: 1

ABBREVIATED DIALING
List1:

SPECIAL DIALING OPTION:

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

Ext      Name
1:
```

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

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

## Data Modules

Use the **add data-module** command to administer the data module connected between the switch and the PMS.

```
add data-module 7899

                                DATA MODULE

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

ABBREVIATED DIALING
List1:

SPECIAL DIALING OPTION:

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

Ext      Name
1:
```

## Housekeeping Status

Use the **change feature-access-codes** command to assign the housekeeping status feature access codes. Administer only the feature access codes that the vendor supports and that match the status definitions.

```
change feature-access-codes                                     Page 5 of 5

                                FEATURE ACCESS CODE (FAC)
                                Hospitality Features

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

Use the **change system-parameters hospitality** command to define whether the housekeeping staff will use IDs, and to administer the housekeeping status definitions.

On Page 1, the **Number of Housekeeper ID Digits** field determines the length of the housekeeping staff ID numbers. Valid entries are **0** to **6**. If set to **0**, housekeeping IDs are not used.

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

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

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

On Page 2, enter the definitions for each room state. The status for each of these must be coordinated with what is administered in the PMS.

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

ROOM STATES
  Definition for Rooms in State 1: Occupied/dirty
  Definition for Rooms in State 2: Occupied/maid In Room
  Definition for Rooms in State 3: Occupied/clean
  Definition for Rooms in State 4: Vacant/clean
  Definition for Rooms in State 5:
  Definition for Rooms in State 6:

HOSPITALITY FEATURES
  Suite Check-in? y
```

## Controlled Restrictions

When Controlled Restrictions are applied to guest rooms, calls made to those rooms or from those rooms are routed to intercept treatment. The recommended intercept treatment is shown in the following example. Use the **change system-parameters features** command to set the controlled restriction intercept treatment.

```
change system-parameters features                               Page 3 of 10
      FEATURE-RELATED SYSTEM PARAMETERS

      Reserved Slots for Attendant Priority Queue: 5
      Time before Off-hook Alert: 10
      Emergency Access Redirection Extension:
Number of Emergency Calls Allowed in Attendant Queue: 5
      Call Pickup Alerting? n
      Temporary Bridged Appearance on Call Pickup? y
      Call Pickup on Intercom Calls? y
      Directed Call Pickup? n
      Extended Group Call Pickup: none
      Deluxe Paging and Call Park Timeout to Originator? y
Controlled Outward Restriction Intercept Treatment: attendant
Controlled Termination Restriction (Do Not Disturb): coverage
Controlled Station to Station Restriction: attendant
AUTHORIZATION CODE PARAMETERS      Authorization Codes Enabled? y
      Authorization Code Length: 7
      Authorization Code Cancellation Symbol: #
      Attendant Time Out Flag? n
      Display Authorization Code? y
Controlled Toll Restriction Replaces: station-station
```

The PMS automatically applies controlled restrictions to guest rooms as guests check in and check out. If the PMS link is down, you will have to apply and remove controlled restrictions manually. Administer the controlled restriction feature access codes using the screens beginning on [page 86](#). You can also assign feature buttons on the attendant console for the Controlled Restrictions feature. See [“Attendant Console Button Layouts \(Switch\)” on page 106](#) for more information.

Optionally, customers can substitute Toll Restriction for the standard Outward or Station-to-Station restrictions. Using the `Controlled Toll Restriction replaces` field, you can enter **none**, **outward**, or **station-station**. If you enter **none**, the customer has access to Outward, Total, Termination, and Station-to-Station restrictions. If you enter **outward**, the customer has access to Toll, Total, Termination, and Station-to-Station restrictions. If you enter **station-station**, the customer has access to Outward, Total, Termination, and Toll restrictions. In this example, Toll Restriction is substituted for Station-Station Restriction.

Instruct customers to use the *GuestWorks and DEFINITY ECS Hospitality Operations* document to learn more about Controlled Restrictions and how to use them.

## Testing the Switch-to-PMS Link

---

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

- Link testing with the RS232 mini-tester ([page 217](#))
- Netcon and data module testing ([page 219](#))
- PMS testing and status ([page 220](#))
- Database swap testing ([page 221](#))
- Check-in and check-out testing ([page 222](#))
- Message waiting testing (both manual messages and voice messages) ([page 223](#))
- Controlled restrictions testing ([page 226](#))
- Housekeeping status testing ([page 227](#)).

During the switch-to-PMS testing, you will use the **list pms-down** command often to view events that may indicate problems with the link. These events are found in "[Appendix C — List PMS Down Events](#)" on [page 245](#).



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

Using the RS232 Mini-Tester (see the Note on [page 5](#)), check the status of the PMS link. The leads marked with an asterisk are controlled by the switch, and the PMS controls the other leads. If any switch leads are dark, there is no connection.



### CAUTION:

*After using a mini-tester to check data leads, you MUST remove the mini-tester from the connection. DO NOT leave the mini-tester in-line during actual operation.*

If the link to a PMS is active, the mini-tester should show the following. The Physical Link State should be up, and the Protocol State should be up. If this is the status of the link, proceed to [“Netcon and Data Module Testing” on page 219](#). Otherwise, look at the other results in this section.

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

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

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



### NOTE:

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

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

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



**NOTE:**

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

## Netcon and Data Module Testing

If the switch-to-PMS link uses TCP/IP, skip this test. To test the netcon and the data modules for a DCP link, do the following:

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

```
status data-module 7891  
  
DATA-MODULE STATUS  
  
Data Ext/Stn Ext for Stn DM: 7891      Service State: in-service/active  
Port/Channel Number: 01A0502      Maintenance Busy? no  
CF Destination Ext:  
  
Connected Ports: 01AXX01
```

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

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

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

```
status data-module 7899  
  
DATA-MODULE STATUS  
  
Data Ext/Stn Ext for Stn DM: 7899      Service State: in-service/active  
Port/Channel Number: 01AXX01      Maintenance Busy? no  
CF Destination Ext:  
  
Connected Ports: 01A0502
```

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

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

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

## PMS Testing and Status

Use the **test pms** command to test the PMS link. If the link is not active, this command sometimes causes the link to be established. The PMS test (Test 215) must pass before you proceed with further testing.

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

```
status pms-link
                PMS LINK STATUS
Physical Link State: Down
  Protocol State: Down
Maintenance Busy? No
Database Swapping? No
```

The fields are defined as follows:

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

## Database Swap Testing

To test database swapping, do the following:

1. Busy-out the PMS link using the **busyout pms-link** command.
2. Do a check-in or check-out on the test room from the attendant console or backup telephone. This sets the flag for the switch to request a database swap from the PMS.
3. Release the PMS link using the **release pms-link** command.
4. Use the **status pms-link** command to verify the database swap between the switch and the PMS. A database swap can take from 20 minutes to 1 hour. If the database swap completes immediately, the PMS may only be set up for an “empty swap” as opposed to a full swap. Contact the PMS vendor and request that the vendor change the system setup to do a full swap when one is requested by the switch.

```
status pms-link
                PMS LINK STATUS

Physical Link State: Up
  Protocol State: Up

Database Swapping? Yes
```



### NOTE:

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

5. When the database swapping is complete, the Database Swapping field displays No. Use the **status station XXXX** command (where **XXXX** is a guest room number) on a few guest rooms to confirm that the check-in and check-out status agrees between the switch and the PMS.
6. Use the **list pms-down** command to display any PMS messages that may help you troubleshoot link problems. The meanings of the PMS messages are found in [“Appendix C — List PMS Down Events” on page 245](#).

## Check-In and Check-Out Testing

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

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

```

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

      Message Waiting:
      Connected Ports:

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

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

3. Use the **list station** command to list the guest room stations. The test room guest name, as well as other guest names received on a database swap, should display on that listing.
4. Use the **list maintenance pms-down** command to display any PMS messages that may help you troubleshoot link problems. The meanings of the PMS messages are found in ["Appendix C — List PMS Down Events" on page 245](#).
5. Do a check-out on the test room.
6. Run the **status station XXXX** command again.

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

7. Use the **list pms-down** command to display any PMS messages that may help you troubleshoot link problems. The meanings of the PMS messages are found in ["Appendix C — List PMS Down Events" on page 245](#).

## Message Waiting Testing

You must test manual message waiting and voice messaging (if installed). To test manual message waiting, do the following:

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

```
status station 1005

                                GENERAL STATUS

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

Message Waiting: pms
      Connected Ports:

                                ACD STATUS
      Grp/Mod Grp/Mod Grp/Mod Grp/Mod Grp/Mod
      / / / / /
      / / / / /
      / / / / /
      / / / / /
      On ACD Call? no

                                HOSPITALITY STATUS
      AWU Call At:
      User DND: not activated
      Group DND: not activated
      Room Status: occupied
```

3. Use the **list pms-down** command to display any PMS messages that may help you troubleshoot link problems. The meanings of the PMS messages are found in [“Appendix C — List PMS Down Events” on page 245](#).
4. Deliver the message from the PMS terminal.
5. Run the **status station XXXX** command again.  
 The `Message Waiting` field should be blank.
6. Use the **list pms-down** command to display any PMS messages that may help you troubleshoot link problems. The meanings of the PMS messages are found in [“Appendix C — List PMS Down Events” on page 245](#).

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

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

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

                                Message Waiting: audix
                                Connected Ports:

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

4. Use the **list pms-down** command to display any PMS messages that may help you troubleshoot link problems. The meanings of the PMS messages are found in [“Appendix C — List PMS Down Events”](#) on page 245.
5. From the test room, call the voice messaging system. You will hear “Welcome to the guest voice mail system. You have one new message.” Listen to the message, and then delete the message.
6. Run the **status station XXXX** command again.  
 The Message Waiting field should be blank.
7. Use the **list pms-down** command to display any PMS messages that may help you troubleshoot link problems. The meanings of the PMS messages are found in [“Appendix C — List PMS Down Events”](#) on page 245.



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

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

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

                                Message Waiting: audix
                                Connected Ports:

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

4. Use the **list pms-down** command to display any PMS messages that may help you troubleshoot link problems. The meanings of the PMS messages are found in ["Appendix C — List PMS Down Events" on page 245](#).
5. From the attendant console or backup telephone, call the voice messaging system. You will hear "Please enter your room extension." Enter the test room extension. You will hear "You have one new voice mail message." Listen to the message, and then delete the message.
6. Run the **status station XXXX** command again.  
 The Message Waiting field should be blank.
7. Use the **list pms-down** command to display any PMS messages that may help you troubleshoot link problems. The meanings of the PMS messages are found in ["Appendix C — List PMS Down Events" on page 245](#).

## Controlled Restrictions Testing

To test Controlled Restrictions, do the following:

1. From the PMS terminal, activate Outward Restriction on the test room.
2. Use the **status station XXXX** command (where **XXXX** is the test room number). The status should appear as follows:

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

Message Waiting:
Connected Ports:

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

3. Use the **list pms-down** command to display any PMS messages that may help you troubleshoot link problems. The meanings of the PMS messages are found in ["Appendix C — List PMS Down Events" on page 245](#).
4. From the PMS terminal, deactivate Outward Restriction on the test room.
5. Run the **status station XXXX** command again.  
The `User Cntrl Restr` field should be blank.
6. Use the **list pms-down** command to display any PMS messages that may help you troubleshoot link problems. The meanings of the PMS messages are found in ["Appendix C — List PMS Down Events" on page 245](#).

## Housekeeping Status Testing

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

1. Using a telephone in the test room, update the housekeeping status. If the PMS confirms the status change within 4 seconds, you will hear confirmation tone. If the status was not accepted, you will hear reorder tone. If you dialed an invalid code, you will hear intercept tone.
2. Verify that the status changed at the PMS terminal. You can also check the housekeeping status from the attendant console.
3. Use the **list pms-down** command to display any PMS messages that may help you troubleshoot link problems. The meanings of the PMS messages are found in ["Appendix C — List PMS Down Events" on page 245](#).
4. At a telephone designated for housekeeping updates, update the housekeeping status for the test room. If the PMS confirms the status change within 4 seconds, you will hear confirmation tone. If the status was not accepted, you will hear reorder tone. If you dialed an invalid code, you will hear intercept tone.
5. Verify that the status changed at the PMS terminal. You can also check the housekeeping status from the attendant console.

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

## Printer Translations (Switch)

To translate a printer, do the following:

- Administer the printer data module extension number.
- Administer the time when scheduled reports will print.
- Administer the data module.

Enter a the data module extensions of the printers in the PMS Log Endpoint and Journal/Schedule Endpoint field.

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

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

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

For a system printer, enter the data module extension in the System Printer Endpoint field. If you are connecting the system printer to the DCE EIA port (instead of using that port for call accounting), enter **eia** in this field.

```
change system-parameters features                               Page 4 of 10
                        FEATURE-RELATED SYSTEM PARAMETERS

                        SYSTEM PRINTER PARAMETERS
                        System Printer Endpoint: 7860                Lines Per Page: 60
                        EIA Device Bit Rate: 9600

                        SYSTEM-WIDE PARAMETERS
                        Switch Name:

                        MALICIOUS CALL TRACE PARAMETERS
                        Apply MCT Warning Tone? n    MCT Voice Recorder Trunk Group:

                        SEND ALL CALLS OPTIONS
                        Send All Calls Applies to: station
                        Auto Inspect on Send All Calls? n

                        UNIVERSAL CALL ID
                        Create Universal Call ID (UCID)? n    UCID Network Node ID:
```

Use the **change system-parameters maintenance** command to enter the time of day when you want the scheduled reports to print.



**CAUTION:**

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

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

Dual Wakeups? y      Daily Wakeup? y      VIP Wakeup? y
                    VIP Wakeups Per 5 Minutes: 5
                    Room Activated Wakeup With Tones? y
      Time of Scheduled Wakeup Activity Report: 12:00:am
      Time of Scheduled Wakeup Summary Report: 12:30:am
Time of Scheduled Emergency Access Summary Report: 12:45:am
                    Announcement Type: silence

Length of Time to Remain Connected to Announcement: 30
  Extension to Receive Failed Wakeup LWC Messages: 399
Routing Extension on Unavailable Voice Synthesis:
  Display Room Information in Call Display? n
    Automatic Selection of DID Numbers? y
    Custom Selection of VIP DID Numbers? y
      Number of Digits from PMS:
        PMS Sends Prefix? n
    Number of Digits in PMS Coverage Path: 3
      Digit to Insert/Delete:
```

In the example below, the same printer is used for journal/schedule printing and log printing. If you have two different printers, you must administer two different data modules, and you will assign a different extension for each printer.



**NOTE:**

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

```
add data-module 7850
                                DATA MODULE

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

ABBREVIATED DIALING
List1:

SPECIAL DIALING OPTION:

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

Ext      Name
1:
```

## Testing the Journal/PMS Log or System Printer

Using the RS232 Mini-Tester (see the Note on [page 5](#)), check the status of the printer connection. The leads marked with an asterisk are controlled by the switch, and the printer controls the other leads. If any of the switch leads are dark, there is no connection.



### CAUTION:

*After using a mini-tester to check data leads, you MUST remove the mini-tester from the connection. DO NOT leave the mini-tester in-line during actual operation.*

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

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

The following three test results occur if the link is idle, but the reason for each result is different.

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

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

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

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



**NOTE:**

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

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

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

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



## Parallel Printer Translations (INTUITY)

For R4.4, use the **Customer/Services Administration > System Management > UNIX Management > Printer Administration > Install Printer Software** command to set up the parallel printer on the INTUITY system. This command enables the printer port (lp1) for parallel printer operation.

For R5, use the **UNIX Management > Printer Administration** command to set up the parallel printer on the INTUITY system. This command enables the printer port (lp1) for parallel printer operation. You can select from **Install Okidata 320 Printer Software** or **Install Okidata Laser Printer Software**. Use the option that best matches your printer model.

## Customer Logins (Switch)

Customer logins cannot be added using the craft login, but you can change passwords for existing customer logins (use **list login** to display the logins). If customer logins exist, use the following screen to change the passwords to the switch. The passwords must be three to six characters long using any combination of 0-9, a-z, and A-Z. You should change only the logins that the customer requests. Instruct the customer that the logins and passwords must be kept secure to avoid security issues.

```
change password staff1                                     Page 1 of 1
                PASSWORD ADMINISTRATION

Password of Login Making Change:

LOGIN BEING CHANGED
                Login Name: staff1

LOGIN'S PASSWORD INFORMATION
                Login's Password:
                Reenter Login's Password:
```

## Customer Logins (INTUITY)

Use the **Customer/Services Administration > System Management > Password Administration > Assign/Change Password** command to create a password for the customer. The customer will use the "sa" login. Remind the customer to change the password as soon as the system is turned over, and to change it frequently. You can also set the password aging option using the **Customer/Services Administration > System Management > Password Administration > Assign/Change Password Aging** command.

## Security Notification (Switch)

Use the **change system security-parameters** command to add security notification to the switch for login, remote access, authorization code, or station security code violations. You must enter **y** in the highlighted fields before the other entry fields will display.

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

SECURITY VIOLATION NOTIFICATION PARAMETERS

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

  SVN Remote Access Violation Notification Enabled? y
    Originating Extension:                                     Referral Destination:
    Barrier Code Threshold:                                   Time Interval:
    Announcement Extension:

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

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

SECURITY VIOLATION NOTIFICATION PARAMETERS

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

STATION SECURITY CODE VERIFICATION PARAMETERS

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

ACCESS SECURITY GATEWAY PARAMETERS
MGR1? n      INADS? n      IP? n
EPN? n      NET? n

IP SAT Timeout (mins):      Translation-ID Mismatch Interval (days): 5
```

## Save Translations (Switch)

---

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

## Create Backup (INTUITY)

---

Use the **Customer/Services Administration > Backup/Restore > Backup** command to create a backup tape for the INTUITY. Follow the instructions displayed on the screen.

Translations and Testing  
*Create Backup (INTUITY)*

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## Continuing with the Switch Installation

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This section contains procedures that you must complete after you have connected and tested the hospitality adjuncts. The procedures in this section are fully detailed in the appropriate switch installation documents.

### Testing the Switch

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See the appropriate installation document for information about testing the switch:

- For CMC installations, see Chapter 1 of *DEFINITY ECS Installation, Upgrades and Additions for Compact Modular Cabinets*.
- For SCC installations, see Chapter 4 of *DEFINITY ECS Installation and Test for Single-Carrier Cabinets*.
- For MCC installations, see Chapter 4 of *DEFINITY ECS Installation and Test for Multi-Carrier Cabinets*.

### Installing and Wiring Telephones and Other Equipment

---

See the appropriate installation document for information about installing and wiring telephones and other equipment:

- For CMC installations, see Chapters 1 and 2 of *DEFINITY ECS Installation, Upgrades and Additions for Compact Modular Cabinets*.
- For SCC installations, see Chapter 5 of *DEFINITY ECS Installation and Test for Single-Carrier Cabinets*.
- For MCC installations, see Chapter 5 of *DEFINITY ECS Installation and Test for Multi-Carrier Cabinets*.

When installing the attendant consoles, see [“Attendant Console Button Layouts \(Switch\)” on page 106](#) for more information. When installing backup telephones, see [“Backup Telephone Button Layouts \(Switch\)” on page 116](#) for more information.

## Testing Telephones and Other Equipment

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See the appropriate installation document for information about testing telephones and other equipment:

- For CMC installations, see Chapter 1 of *DEFINITY ECS Installation, Upgrades and Additions for Compact Modular Cabinets*.
- For SCC installations, see Chapter 6 of *DEFINITY ECS Installation and Test for Single-Carrier Cabinets*.
- For MCC installations, see Chapter 6 of *DEFINITY ECS Installation and Test for Multi-Carrier Cabinets*.

A feature now available is Station Self-Display. This feature allows you to dial a feature access code or press the Inspect button at a display telephone to display the extension number for that telephone. The feature is enabled using the **change system-parameters features** command. The feature access code is assigned using the **change feature-access-codes** command.

## Customer Turnover

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After you have installed and tested the switch and installed adjuncts, and have determined that the system is operating correctly, you will turn control of the system over to the customer. Follow your local customer turnover procedures as determined by your distributor or as determined by the customer's contract. This turnover should include the following:

- Do a final save of the translations.
- Give the customer the following documentation:
  - *GuestWorks and DEFINITY ECS Hospitality Operations*
  - *DEFINITY ECS Documentation Library* (CD)
  - INTUITY voice messaging instructions/artwork
  - A copy of the dialing plan, a list of the feature access codes, and a list of the trunk access codes
  - Customer logins and passwords for the switch and the INTUITY system.
- Show the customer how to record announcements for Automatic Wakeup calls or the Automatic Attendant feature.
- Explain any Call Vectoring procedures that have been administered for the Automated Attendant or Dial by Name features.

- Remind the customer to provide information about any new telephone numbers and services to the guests, such as instructions that show guests how to do their own Automatic Wakeup calls and Do Not Disturb requests. The information about those features is in *GuestWorks and DEFINITY ECS Hospitality Operations*.
- If the customer has a maintenance contract with Avaya, tell the customer that all trouble calls, whether they involve the switch, the INTUITY AUDIX or INTUITY Lodging, or the INTUITY Lodging Call Accounting, should go to 1-800-242-2121. Outside of the United States and Canada, the customer should call their local Avaya representative.

## Maintenance

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Maintenance procedures for the switch are the same as for other Avaya DEFINITY ECS products. See the appropriate maintenance document for more information:

- *DEFINITY ECS Maintenance for R9r*
- *DEFINITY ECS Maintenance for R9csi*
- *DEFINITY ECS Maintenance for R9si.*





# Appendixes

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Additional information for technicians is provided in the following appendixes:

- [Appendix A — Parts List](#)
- [Appendix B — Connector Pinouts](#)
- [Appendix C — List PMS Down Events](#)
- [Appendix D — Homisco Call Record Format](#)
- [Appendix E — Xiox Call Accounting Format.](#)

## Appendix A — Parts List

Table 13 shows many of the parts used with the switch. Use this list as a reference if you need to order additional or replacement parts.

**Table 13. Parts List**

Part	Number
MAP LAN cards	Model 8412 Model 8416
MAP DCIU card (GPSync)	406801647; J1P260AA, List 31
MAP Multiport Serial card (Equinox)	J1P260AA1, List 39
MAP Equinox DTE 10/10 adapter, P/N:210068	406983155
MAP IVC6 (AYC10) analog voice interface	106406580
MAP IVC6A (AYC29) tip/ring interface	107213944
MAP NGTR (AYC30) next generation tip/ring interface	107224586
MAP Ferrites (required for some voice port installations)	407616846
MAP 6-pin modular cords, 3 ft.	ED5P208-30, Group 16
MAP 885A connector kit 885A connecting block RJ11C 4-wire modular cords, 25 ft.	601419666; ED5P907-70, Group 1  103732582
103A connecting block	105164818
104A connecting block	105164859
Isolating Data Interface (IDI) Unit 105C 105D	107422735 108367376
PI-to-IDI cable 10 ft. 25 ft. 50 ft. 100 ft. 200 ft.	H600-210, Group 1 H600-210, Group 2 H600-210, Group 3 H600-210, Group 4 H600-210, Group 5
IDI-to-DCIU card cable, 4.5 ft.	ED1E434-11, Group 175
D6AP RJ25 6-pin modular cord 7 ft. 14 ft. 25 ft.	102937620 102937604 102937588
D8W RJ45 8-pin modular cord 7 ft. 14 ft. 25 ft. 50 ft. 75 ft. 100 ft.	103786786 or 103786778 103786802 103786828 103866109 103866125 103866141
451A in-line adapter (for linking RJ45 cables)	103786240

**Table 13. Parts List — Continued**

Part	Number
Category 5 RJ45 modular cords	
5 ft.	107748063
10 ft.	107748105
15 ft.	107748188
25 ft.	107742322
50 ft.	107742330
100 ft.	107748238
200 ft.	107748246
300 ft.	107748253
Modular Adapters (50-pin to 8-pin)	
259A	102631413
258B	103923025
356A	104158829
D8AM-87 crossover cord	846943306 or 104154414
D25F 5 ft. cable, plug-to-receptacle	105193668
M25A cable, plug-to-receptacle	
5 ft.	102269602
9 ft.	102269610
25 ft.	102269628
50 ft.	102269636
M25B cable, plug-to-plug	
4 ft.	102269669
10 ft.	102269677
25 ft.	102986643
50 ft.	846823730
B25A distribution cable	
10 ft.	846300994
15 ft.	846301000
25 ft.	846301026
50 ft.	846301075
100 ft.	846301174
Null modem	407122043
7400A data module	105558050
7400B data module	106545841
7400A/7400B power supply; WP90110, L7	405509852
7400B power supply; WP91508, L5	405967696
8400B data module	407444835
Comsphere 3820 modem	107560534
9-pin to 25-pin EIA transition cable, 1 ft.	847106945; ED3G1115
RS232 Mini-Tester	407515139

## Appendix B — Connector Pinouts

---

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

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

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

## Appendix C — List PMS Down Events

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

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

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

You can use these events to troubleshoot link problems or verify link events. If there is a log printer installed and administered on the switch, these events are logged to that printer as they occur. If there is not a log printer, the **list pms-down** command displays the events that occurred on the switch for the last 24 hours. The **list pms-down long** command displays the last 100 events that occurred on the switch, regardless of time frame. [Table 14](#) is a listing of the events and their meanings, and [Table 15](#) is a listing of the reasons and their meanings.

**Table 14. PMS Down Events**

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

**Table 14. PMS Down Events — Continued**

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

**Table 15. PMS Down Reasons**

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

## Appendix D — Homisco Call Record Format

---

This appendix provides a copy of the Homisco call record format for call accounting. If possible, share this information with the PMS vendor before the installation.

### Call Record Format

01-- <STX>Start Of Text  
02--05 Call ID  
06-- Space  
07--09 Hotel Identifier (3 char.)  
10-- Space  
11--15 Date Field  
16-- Space  
17--22 Extension Field (left-justified)  
23--27 Time of Day (24-hour clock)  
28-- Space  
29--32 Duration Field  
33-- Space  
34--40 Price Field (including "\$" and ".")  
41-- Space  
42--57 Number Dialed Field (left-justified)  
58-- Call Type Identifier (L=Local, F=Foreign)  
59-- <ETX> End of Text  
60-- Check Sum (may be disregarded)

### Examples of Call Record Format

```
<STX>0001 PPH 08/12 1102 10:02 0004 $003.34 617-234-9876 <ETX>a  
<STX>0002 PPH 08/12 303 10:16 0011 $012.56 3438754923 F<ETX>P  
<STX>0003 PPH 08/12 72101 11:01 0001 $000.60 555-1212 <ETX>M  
<STX>0004 PPH 08/12 1309 11:15 0006 $000.75 399-1000 L<ETX>+  
<STX>0005 PPH 08/12 723 13:27 0018 $000.50 610-375-3876 <ETX>!  
<STX>0006 PPH 08/12 505 13:45 0001 $000.60 411 L<ETX>8  
<STX>0007 PPH 08/12 72100713:59 0003 $002.18 332-7845 <ETX>*
```

### Message Exchange

```
Homisco                               PMS  
ENQ ----->  
      <-----ACK  
TEXT----->  
      <-----ACK/NAK
```



## Appendix E — Xiox Call Accounting Format

---

This appendix provides information about the Xiox call accounting posting interface and format. If possible, share this information with the PMS vendor before the installation.

Posting from the Xiox call accounting is done over an RS232 connection from COM2 of the PC running the Xiox call accounting software to a serial port on the PMS. The cable configuration is a standard serial cable with a null modem. When the PC serial port connector is a standard 9-pin connector, Xiox sends on pin 3 and receives on pin 2. Xiox requires a connection on pin 5 (signal ground) and holds pin 4 (DTR) and pin 7 (RTS) high while in the Call Processing mode. DTR and RTS will drop when exiting Call Processing.

The following information is needed from the Property Management System vendor:

1. What are the speed, parity, data bits, and stop bit parameters expected by the PMS?
2. What data format is expected by the PMS? The choices are:
  - 0 - Hobic record with a 4-digit sequence number
  - 1 - Micros PMS format
  - 2 - Hobic record with 3-digit sequence number followed by one letter
  - 3 - Hobic fixed length record with 4-digit sequence number.
3. What is the initiator (start of text) character expected by the PMS? (For example, 02 for a black happy face indicating STX.)
4. What is the terminator (end of text) character expected by the PMS? (For example, 03 for a black heart indicating ETX.)
5. Is the PMS capable of handshaking? If so, what character is expected by the PMS for Acknowledge and Negative Acknowledge? (For example, 06 for ACK, and 21 for NAK.)
6. Is a Block Check Character (BCC) or check sum expected by the PMS?

The following is a sample of Format 0 (Hobic with 4-digit sequence number):

**0001 HTL 02/29 501 13:32 0009 \$002.50 650-555-1212**

The following table describes this format:

Position	Length	Description
1	4	Message Sequence Number - right justified, 0 filled
6	3	Property Name Acronym - up to 3 alpha characters specified by the user
10	5	Date - MM/DD
16	5	Extension Number - left justified, space filled
22	5	Call Start Time - HH:MM
28	4	Duration in Minutes - right justified, 0 filled
33	7	Price - fixed format, 0 filled
41	14	Dialed Digits - variable length field consisting of a dialed digit string of up to 12 characters

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