



Avaya Merlin Magix/Legend Integration Notes

Legend Rel 2.0 and above

Introduction

DUVOICE VM offers a complete integration with the Magix/Legend telephone system manufactured by Avaya Technologies. This file gives basic information on integrating the DUVOICE VM with the Magix/Legend. Refer to the MAGIX/LEGEND SYSTEM PROGRAMMING book (AT&T COM-CODE 555-630-111) for more information.

Switch Hardware Required

Legend Release 2.0 or Above, Please see section in this document labeled; Optional telephone features and considerations.

The MAGIX/LEGEND Control Unit must be powered down in order to insert or remove any modules. On power up if using multiple cabinets you must power the cabinets from left to right giving approximately 20 sec in-between each cabinet turn up.

Available Magix/Legend T/R Card. For Voice Mail Integration

- Legend 012 T/R w/ Ring Generator – PEC 614949 or PEC 61459
- Legend 0012 T/R PEC 61387 or 61487 Requires Ring generator PEC 61388 or PEC 61498
- Magix/Legend 016 T/R
- Magix 016 ETR Last 6 jacks (top 6) can support T/R or ETR, but not at the same time.
- It is recommended that one of the ports on the T/R or ETR module be designated for the modem into the DUVOICE VM system. If no extensions are available, wire a trunk line to the modem using a TKM switch or like switch device.

Telephone System Programming

- **Assign the DUVOICE VM extensions to a the Calling Group.** Note: For best performance of message lights and outdialing to pagers you may opt to exclude the last DUVOICE VM port from group 770. The MAGIX/LEGEND programming procedure is as follows: System Programming>Start>Extensions>More/PGup>Grp Calling>Members>Dial Calling Group Ext no (770)>Enter>Dial ext. no.>Enter>Back>Back>Back
- **Set the Calling Group type to Integrated VMI.** The MAGIX/LEGEND programming procedure is as follows: System Programming>Start>Extensions>More/PG up>Grp Calling>More/PG up>Group Type>Dial Calling group. No. (770)>Integrated VMI>Enter
- **Assign Stations to cover to VM .** The MAGIX/LEGEND programming procedure is as follows: then enter the extension number of every telephone that will have Voice Mail.
- **Assign Coverage group to DuVoice Voicemail.** The MAGIX/LEGEND programming procedure is as follows: EXTENSIONS⇒PAGE UP⇒GRP CALLING⇒GRP COVERAGE⇒770↓⇒30↓.
- **Station Coverage controls** This Feature will allow coverage control per Station. Please note that the console station can override all extension coverage's with the Cover Control feature in the night service programming. The MAGIX/LEGEND programming procedure is as follows: System Programming>Start>Extensions>Pg up/More>Pg up/More>Cover Delay>Group Cover>enter extension number >Select number of rings (1-9)>Enter Note: If the station is using the Primary or secondary coverage feature then the total number of rings counting Primary+Secondary+Group will determine the actual total rings, this is only a factor if other extensions on the system have a cover button programmed on a station for the extension that you are programming.
- **Setting Line/Trunks disconnect.** The MAGIX/LEGEND programming procedure is as follows: : System Programming>Start>LinesTrunks>TT/LS Disc>LS Disconnect> select Yes > Enter

Auto Attendant Answer Schedule

24 Hour Auto Attendant (Immediate) – Copper Pots lines

- Assign trunks to voice mail group (770) The MAGIX/LEGEND programming procedure is as follows: System Program>Start>Extensions>Pg up/More>Grp Calling>Line/Pool>Enter vm group number (770)>Enter line/pool #>Enter Note: If all trunks reside in same pool group (70) and you add one trunk (801) not the group, the Magix will auto add all trunks in the pool group.

24 Hour Auto Attendant (Immediate) – DID/PRI Trunks

- Renumber Vm calling group to match number sent from Telco, for Example: If Telco sends 3 digits and 555 is the digits sent on main number in that you want Immediate by VM 24/7. The MAGIX/LEGEND programming procedure is as follows: System Program>Start>Sysrenumber>Single>GrpCalling>enter old group number (770)>enter new number (555)>Enter this will send all callers directly to the group that matches the Digits sent to the Magix from your Telco provider. If using PRI services then you can make use of the PRI translations tables to alter the inbound digits. – Please reference your Avaya Manual.

Day Delayed / Night Immediate Auto Attendant– Copper Pots Lines

- Assign Lines to calling group – By assigning line to a calling group that has no extensions as members will allow the trunks to forward to VM on a delay. The MAGIX/LEGEND programming procedure is as follows: System Program>Start>Extensions>Pg up/More>Grp Calling>Line/Pool>Enter non used group >Enter
- Over flow calling group to VM group – Using the group overflow feature will allow for a calling group to overflow to another group by time or number. The MAGIX/LEGEND programming procedure is as follows: System Program>Start> Extensions>Pg up/More>Grp Calling>overflow>enter non used group>enter VM group>enter> Time base –(sets the number of seconds before overflow)>number base –(sets the number of callers in before overflow) prompt base –(leave as default NO)
Note: if using time coverage only such a 4 rings, set the number base to 99 and use 6 seconds per ring in the time base.
- No Mail box to match Overflowed group number – With no mailbox created in the voicemail to match the calling group created will direct the callers to the main greeting.

Day Delayed / Night Immediate Auto Attendant - DID/PRI Trunks

This answer schedule has several different ways to configure. Note: if caller info comes to VM and no mailbox is present to match then the caller will be routed to the main greeting.

Operator station answers calls during day

- Match the desired extension to match the sent number from the Telco.- By numbering a station to match the sent number from the Telco will route callers as intercom calls to that station.
- Desired extension can not have mailbox that matches its extension.- With no mailbox created to match the extension the DID/PRI call rings as intercom and will follow its coverage. If no mailbox is created to match then the caller will reach the main greeting.

Using primary cover buttons

- Match Extension number to the sent number from Telco and program primary/secondary cover buttons on stations – By numbering an extension (non Adjunct) to match the sent number from Telco and program coverage buttons on desired stations that are to pick up the calls. Also the use of General pickup (*9) buttons will keep the Cover free to allow multiple calls to be answered on a station.
- Place Adjunct in cover path - Place the Extension the matches the number sent from the Telco in the Coverage path to VM (1-30)

Hospitality room phone control

The Dv4/DV8 or Dv20xx and the Avaya Magix can control a Guest room's access to outside trunks either automatically with the DV20xx-INN-CTI (DuVoice part number) or manually using the Console Phone and guest room phone.

Manual Room Phone control

These applications are available and supported on the Magix rel 2.1 and above. It allows for any employee at the main console phone to monitor room availability and control telephones out dialing permissions. By turning on the hospitality mode and using a DSS panel connected to the console phone gives a visual indication of the status of a room (see status table below).

Considerations and Constraints

Only the Console phone can change the extension status to 0 (occupied). Also rotary phones are not supported for room status changes such as room clean

- Turn on hotel mode – program as follows. System Program>Start>Options >Ext Status>Select Hotel>Enter. Note: the PBX can not support both hospitality mode and supervisor mode together.
- Program Extension Status (ES) buttons on console following below chart.

Status Feature Table

ES Status	Magix Feature	Status can be changed at	DSS Key indication	Description
ES0	Fea 760	Console only	No light	Room is checked In and able to use the phone
ES1	Fea 761	room or console	Flashing	Room is checked out and ready for cleaning
ES2	Fea 762	room or console	Light On	Room is Checked out and Ready for new tenant

Operation Instructions

To check in a Room: At console Press ES0 button + DSS Room number

To check out a Room: At console press ES1 button + DSS Room number

To change room cleaning status: at console press ES2 + DSS Room number or from room pick up phone and dial *762

Automatic Room phone control- CTI

Magix release 2.0 and higher / with DuVoice DV20xx-INN-CTI

These application are available and supported on the Magix rel 2.1 and above. It allows for any employee at the main console phone to monitor room availability and control telephones out dialing permissions. By turning on the hospitality mode and using the Dv20xx-INN-CTI.

- **DuVoice Document** IN000004 (Magix Integration with CTI Link)
- **Hardware required** :The CTI link requires 1 MLX port on the Magix
- **CTI Programming** - programming is as follows: System Programming>Start>AuxEquip>CTI LINK>Enter MLX ext number> Enter
- **Testing** - the CTI link Status on the Magix is as follows : Maintenance>Port>Station>Enter MLX station/CTI ext>Status

If CTI is up you will see: **Physical Link: UP,**

If CTI in Down you will see : **Physical Link : Down** (note: this is usually due to connectivity problems, Check you cable pin outs as it should be straight thru.)

Optional Telephone features

Record-A-Call

To complete this you will need technical bulletin TB000020

Explanation: To use record a call a second station or adjunct circuit is used that will forward to voicemail. To initiate this while on a call you conference in your adjunct circuits extension to the call, the adjunct will forward to the duvoice via a cover path. This will require you to alter the duvoice integration and choose a number plan for the adjunct that has on digit more than there actual extension for example: the users telephone extension is 500 and there adjunct is 1500 etc. you will also need to alter the duvoice integration file to accept the 1500 extension as record a call for 500. Please refer to TB TB000020 for explicit instructions.

Music On-Hold

- Connecting an external music source to a programmed Analog trunk Port along with a Avaya MOH Coupler on the MAGIX/LEGEND will provide music while calls are on hold
Programming is as follows: System Program>Start>AuxEquip>MusicOnHold>Dial line/Trunk no>Enter>Back (note: Entire PBX must be idle Before programming MOH)

Direct Voice Mail Transfer Legend release 3.0 or above (Feature 56)

This feature allows any extension on the Magix/Legend to transfer a caller directly into a mailbox without ringing the phone

- Using the VM Transfer Button followed by the Extension number of the mailbox that you wish to direct the caller to will immediately send the caller to the voice mailbox of the extension number that you entered. For transferring callers to a mailbox that does not have a physical extension on the system you will need to renumber an Adjunct/MFM circuit (MLX TDL)to match the mailbox number and add the renumbered adjunct into the cover path to voicemail.

Trunk-to-Trunk / Off-Premise Transfers Legend release 4.0 or above

This feature allows a voicemail port to transfer a caller to an outside number

- **Trunk to trunk transfer permissions**, programming is as follows System Program>Start>Extensions>More >More > Trunk Transfer>Enter VM ext number>ENTER
- **Restriction Permissions**, programming is as follows System Program>Start>Extensions>Restrictions>Enter VM extension number>select either unrestricted or toll restricted> Enter (note: toll restriction will NOT allow 1+number dialing)
- **ARS Restriction Permissions**, programming is as follows System program> Start> Extensions> ARS Restrict> Enter VM extension number>select ARS level equal to or high than out dialing pools ARS levels (note: ARS level of 3 will allow out dialing by Magix/Legend Defaults)

Message Waiting Indicators

This feature will light the MWI indicator on your Telephone set

- The Avaya Magix and Legend require that the station that has turned on the message waiting light must be the same one to turn it off. If the voice mail ports extension numbers are changed or moved around and Message indicators were turned on prior to the adjustment you must turn off the light at the phone that has the light turned on.

Centralized Voice Messaging

One or more Merlin Legend systems Release 6.1 or later can share the DuVoice Messaging system via a T1 type point to point tie. Please refer to the Avaya programming manual for programming instructions for the Avaya systems.

Conclusion

If you need further assistance, please contact DuVoice Technical Support at (425) 250-2393 between the

hours of 8am and 5pm (Pacific Time), Monday-Friday.