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TDM CONNECTION

Introduction

This document describes the configuration of Mitel Networks PBX's to correctly interface to the Interactive Group Communication System (IGC) by VCon. For more information on the configuration of the IGC, please refer to *Mitel 3300 - RemoteAbility IGC Integration Specifications V1.* Note that a qualified Technician should undertake all PBX configurations.

3300ICP with ISDN or SX2000 with ISDN

- Attach VCon IGC server T1 link to NSU, DSU or Embedded PRI card
 - Configure hardware for Line Termination through jumpers or DIP switch – please refer to the Technician's Handbook of the correct product (3300 or SX2000)
- connect to server with a straight through cable
- Program trunks
 - o for example, please see Example of T1 PRI programming on 3300
- Program PRI link characteristics though IMAT (for NSU or DSU) or through ESM (embedded PRI card in 3300ICP)
 - Protocol used is DMS-250, user side
- Reset NSU or PRI card to allow new configuration to load
- Test link to server by dialing <feature access code for individual trunk access> <trunk number><any 4 digit number>< # > e.g.
 - <**2><6101><1000><#>
 - You should hear "Welcome to RemoteAbility"
- Program ARS so that a single four digit number accesses the IGC system
 - Program trunk group
 - Add trunks to trunk group
 - o Create Digit Modification Assignment
 - Create Route Assignment
 - o Create ARS Digits Dialed Assignment
 - Please see Example of ARS Programming on 3300 or SX2000



Example of T1 PRI programming on 3300 or SX2000

Class Of Service – changes from default values

Public Network Access via DPNSS		Yes
ANI/DNIS/ISDN Number Delivery	Yes	

Link Descriptor Assignment

Number:	4
Address for Message Control:	А
BER - Maintenance Limit, 10**-n:	4
BER - Service Limit, 10**-n:	3
Data Call Alternate Digit Inversion:	Yes
Framing Losses in 24 hrs - Maintenance Limit:	255
Framing Losses in 24 hrs - Service Limit:	9000
Integrated Digital Access:	ISDN NODE
Satellite Link Delay:	No
Slip Rate - Maintenance Limit (slips/24hr.):	5000
Slip Rate - Service Limit (slips/24hr.):	7000
Alarm Debounce Timer - Service Limit (millisec.):	500
Voice Encoding:	Invert
Data Encoding:	Nil
QSIG Private Network Access:	No
Digital Link Fault Delay Timer (sec.):	240
Termination Mode:	LT
T1 Only:	
B8ZS Zero Code Suppression:	Yes
Operation Mode:	DSX-1
CSU Tx Line Build-Out (dB.):	
DSX-1 Line Length (Ft.):	0-133
Extended Super Frame:	Yes
Inverted D channel (DPNSS only):	No
E1 Only:	
CRC-4 Enabled:	Yes
E1 Line Length (Ft.):	0-133
E1 Impedance (Ohms):	120



Digital Link Assignment

Controlle		Port	Lloit	Shel	Slot	Link		Interface Type	
r Module		TOIL	Offic	f	5101			intenace Type	
	1	1	6	1	1		1		UNIVERSAL T1
	1	1	6	1	1		2		UNIVERSAL T1

MSDN-DPNSS-DASSII Trunk Circuit Descriptor

Number	Card Type	Dual Seizure Prioritv	Far End Connection	Signalling Protocol
4	UNIVERSAL T1	Incoming	Local Office	MSDN-DPNSS

Trunk Service Assignment

Trunk Service Number:

4

Release Link Trunk:

No

Class of Service:

4

Class of Restriction:

1

Baud Rate:



300

Intercept Number:

1

Non-dial In Trunks Answer Point - Day:

Non-dial In Trunks Answer Point - Night 1:

Non-dial In Trunks Answer Point - Night 2:

Dial In Trunks Incoming Digit Modification - Absorb:

0

Dial In Trunks Incoming Digit Modification - Insert:

Trunk Label:

ISDN Trunk

Digital Trunk Assignment

Cabinet:

6

Shelf:



1

Slot:

1

Circuit:

1

Card Type:

UNIVERSAL T1

Trunk Number:

6101

Trunk Service Number:

4

DTS Service Number:

Circuit Descriptor Number:

4

Interconnect Number:

1

3300 ICP with T1/D4 or SX2000 with T1/D4

- Attach VCon IGC server T1 link to NSU, DSU or Embedded PRI card
 Configure hardware for Line Termination through jumpers or DIP switch please refer to the Technician's Handbook of the correct
 - product (3300 or SX2000)
- connect to server with a straight through cable



• Program trunks

•

- for example, please see Example of T1/D4 Programming on 3300 or SX2000
- Test link to server by dialing <feature access code for individual trunk access> <trunk number><any 4 digit number>< # > e.g. <**2><6101><1000><#>
 - o You should hear "Welcome to Remoteability"
 - Program ARS so a single four digit number accesses the IGC system
 - Program trunk group
 - Add trunks to trunk group
 - Create Digit Modification Assignment ** see following note
 - Create Route Assignment
 - Create ARS Digits Dialed Assignment
 - Please see Example of ARS Programming on 3300 or SX2000

**Note: The Dialogic card in the IGC server is expecting ANI on the T1D4 trunk, but the 3300 or SX2000 does not deliver ANI over T1D4. This will result in a 10 to 15 second delay in accessing the IGC after the trunk access number is dialed. To correct this, send an ANI digit string to the trunk through the Digit Modification Form. See below.

Digit Modification Assignment

Digit Modification Number	Number of Digits to Absorb	Digits to be Inserted	Final Tone Plan/Information Marker
1	3		
2	0		
3	1	<t01></t01>	
4	0	**6135922122**	

Example of T1/D4 (CAS) Programming on 3300 or SX2000

Class Of Service – changes from default values

Public Network Access via DPNSS	Yes
ANI/DNIS/ISDN Number Delivery	Yes

Link Descriptor Assignment

Number:



4

Address for Message Control:

BER - Maintenance Limit, 10**-n:

4

BER - Service Limit, 10**-n:

3

Data Call Alternate Digit Inversion:

Yes

Framing Losses in 24 hrs - Maintenance Limit:

255

Framing Losses in 24 hrs - Service Limit:

9000

Integrated Digital Access:

T1D4

Satellite Link Delay:

No

Slip Rate - Maintenance Limit (slips/24hr.):

5000

Slip Rate - Service Limit (slips/24hr.):

7000

Alarm Debounce Timer - Service Limit (millisec.):

500

Voice Encoding:



Invert

Data Encoding:

Nil

QSIG Private Network Access:

No

Digital Link Fault Delay Timer (sec.):

240

Termination Mode:

NT

T1 Only:

B8ZS Zero Code Suppression:

Yes

Operation Mode:

DSX-1

CSU Tx Line Build-Out (dB.):

DSX-1 Line Length (Ft.):

0-133

Extended Super Frame:

No

Inverted D channel (DPNSS only):



No

E1 Only:

CRC-4 Enabled:

No

E1 Line Length (Ft.):

0-133

E1 Impedance (Ohms):

120

Digital Link Assignment

Controller Module	Port	Unit	Shelf	Slot	Link	Interface Type	Digital Link Descriptor	Comment
1	1	6	1	1	1	UNIVERSAL T1	4	Remoteability
1	1	6	1	1	2	UNIVERSAL T1	4	T1D4

Digital E and M Trunk Circuit Descriptor Assignment

Number:

4

Call Collision Handling:



AT&T

AT&T Call Collision Handling:

Backoff

Ignore Far End Disconnect:

No

Release Acknowledge Timer:

80

Address Signalling:

DTMF

Disconnect Timer:

300

Incoming Start Type:

Wink

Dial Tone on Incoming Seize:

No

Outpulse Delay Timer:

800

Outgoing Start Type:

Wink

Supervision Timer:

200

Maximum Wink Timer:

400

Minimum Wink Timer:



100

Guard Timer:

500

Fake Answer Supervision After Outpulsing:

No

Ignore Answer Supervision:

No

Release Supervision Expected:

Yes

Audio Inhibit Until Answer Supervision:

Yes

Far End Connection:

Main PBX

Facility Type:

Combination

Minimum Flash Timer:

250

Maximum Flash Timer:

200

Drop Digit Rcvr for Outgoing Audio Before Ans Sup:

No

Flash Timer:

300



Trunk Service Assignment

Trunk Service Number: 4 Release Link Trunk: No Class of Service: 4 Class of Restriction: 1 Baud Rate: 300 Intercept Number: 1 Non-dial In Trunks Answer Point - Day:

Non-dial In Trunks Answer Point - Night 2:

Dial In Trunks Incoming Digit Modification - Absorb:

0



Dial In Trunks Incoming Digit Modification - Insert:

Trunk Label:

T1 Trunk

Digital Trunk Assignment Cabinet:
6
Shelf:
1
Slot:
1
Circuit:
1
Card Type:
UNIVERSAL T1
Trunk Number:
6101
Trunk Service Number:
4
DTS Service Number:

Circuit Descriptor Number:

4

Interconnect Number:



1

Example of ARS Programming on 3300 ICP/SX2000

Create Trunk Group

Trunk Group Assignment

Trunk Group Number	Hunt Mode	Trunk Group Busy RAD	Maximum Network Hop	Comments
3	Terminal			Analog TG
4	Circular			Remoteabilty
5	Terminal			To Sx2000

Add individual trunks to trunk group

- all 23 ISDN trunks or 24 T1/D4 trunks should be added to the trunk group

Trunk Group Members	
Member	Trunk Number
1	6101
2	6102
3	6103
4	6104
5	6105
6	6106
7	6107
8	6108
9	6109



10 6110



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Create Digit Modification Assignment

- in this example, we are using Digit Modification number 4, and there are no digits to absorb or to insert

Digit Modification Assignment						
Digit Modification Number	Number of Digits to Absorb	Digits to be Inserted	Final Tone Plan/Information Marker			
1	3					
2	0					
3	1	<t01></t01>				
4	0					
5	0					

Create Route Assignment

- in this example, we are using Route 4

|--|

Route Number	Trunk Group Number	COR Group Number	Digit Modification Number	Digits Before Outpulsing	XNET Trunk Group Number	Route Type	Compressic
1		1	1		1		Off
2		1	1				Off
3	3	1	3				Off
4	4	1	4				Off
5	5	1	1				Off

Create ARS Digits Dialed Assignment

- in this example, the digits dialed to access the Vcon IGC are 1100

ARS Digits Dialed Assignment

Digits Dialed	Number of Digits to Follow	Termination Type	Termination Number
1100	0	Route	4
201	4	Route	1



SX200 with ISDN

- Attach VCon IGC server to PRI card with straight through cable
 - Configure hardware for Line Termination. Please refer to SX200 Technician's Handbook for more information.
- Program trunks
 - Please see Example of T1 PRI Programming on SX200
- Use IMAT to configure PRI card for DMS250, user side
- Reset PRI card to allow new configuration to load
- Program ARS
 - See SX200 Technician's Handbook for more information



Example of T1 PRI Programming on SX200

Refer to SX200 EL/ML Technicians Handbook , Programming a PRI, for System Configuration, Class of Service Options and System Options/System Timers.

Form 13

Assign T1 E&M circuit descriptor to the ISDN trunk.

Ei Ei	Proc e E Bap Dal	comm Plus Terminal dit View Options Data Toc id Connect-Data: a	ols <u>W</u> i <u>S</u> cript I IP	ndow <u>H</u> elp File:	1				5	14 0		
		3:39 PM 26-Jf	AN-I	03					alarm s	itatus	= Major	
		DESCRIPTOR		TRUNK T	YPE	NUMBER	OF TRKS	ASSIGNE	ED	COM	MENTS	
	>	01 02 04 05 06 07 08 09 10 11 12	0000 ++	TI E&M TI E&M -CIRCUIT -CIRCUIT -CIRCUIT 6-CIRCUI 6-CIRCUI 6-CIRCUI 6-CIRCUI -CIRCUIT -CIRCUIT	CLASS CLASS CLASS T CO T CO T CO T CO T CO CLASS CLASS		126000000000000000000000000000000000000					<
		Ø1		T1 E&M			10					
N.N.N.N.N		1-		5-		3-		4-		5-		
		6-QUIT		7-DESC	NUMBER	8-SEL.	OPTION	9-REVI	EM	0-		
A	te	Host Chat		LogonWiz	WinLink			Cmd N	1ode Se	nd Fax	Explorer D(DS Prmpt
P	ort op	uu Kermit direct bened - Com1	connec	st-Lom1	19200 N-	8-1 rd 🔘 sd 🕻	🥑 cd 🥥 cts 🍊 📋	9:53AM	j Rov	19 Col16	Connected	20:19:27



Eile Eile Eile	rocomm Plus Terminal Edit View Options Data Iools Window Help Sapid Connect-Data: Script File: Data STARTUP STARTUP		<u> </u>
	3:40 PM 26-JAN-03 alarm status	= MAJOR	
	[TI E&M TRUNK: I] OPTION NAME [SUPERVISION PARAMETER]	STATUS	
>	Reverse to Idle Far-end gives answer supervision Inhibit automatic supervision No seize alarm No release alarm Toll office Is this a CD DTMF Save Busy-Out Status Disconnect timer Release acknowledge timer Guard timer 200 - 1000 ms (100 ms inc)	ND ND ND ND YES 300 40 800	<
	Reverse to Idle		
	1-YES 2- 3- 4- 5-		
	6-QUIT 7- 8- 9- 0-		
VT Port Eile Eile	T-100 Kermit direct connect-Com1 19200 N-8-1 rd @ sd @ cd @ cs @ 9:54AM Row 19 Col 70 opened - Com1 rocomm Plus Terminal Edit View Options Data Iools Window Help Bapid Connect-Data: Script File: Data STARTUP Startup	Connected	20:20:22
	3:41 PM 26-JAN-03 alarm status	= MAJOR	
	[TI E&M TRUNK: 1] OPTION NAME [TRANSMISSION PARAMETER]	STATUS	
	Incoming start type Debounce timer 20 - 150 ms (10 ms inc) Wink timer 150 - 300 ms (50 ms inc) Outgoing start type Dicit putpulsing ratio	WINK 100 200 WINK 50/40	
>	Dutpulse delay timer 100 - 2000 ms (100 ms inc.) Flash timer 200 - 700 ms (100 ms inc.) Flash type Flash type Flash over trunk	800 300 LOOP FSH NO	<
	Interdigit timer 300 - 800 ms (100 ms inc) Wait for delay timer 300 - 5000 ms (100 ms inc) Remote end is a satellite	800 5000 NO	
		LOOP FSH	
	1-RING GRUUNU 2- 3- 4- 5- 6-QUIT 7- 8- 9- 0-		
Alt	Host Chat LogonWiz WinLink Cmd Mode Send Fax	Explorer DDS	



	Procomm Plus Term Edit View Option Bapid Connect-Data: Data	inal s D <u>a</u> ta <u>T</u> ools <u>W</u> <u>S</u> cript ▼ STARTUP	indow <u>H</u> elp File:	1				- M0 /00	
	3:42 PM [T1 E Digit Outpul Flash Flash Interd Wait f Bemote	26-JAN- &M TRU outpulsi se delay timer type over tru igit tim or delay end is	03 NK: 1] ng ratio timer nk er timer timer	OPTION	I NAME [IN/0 100 - 2000 200 - 700 300 - 800 300 - 5000	alarn JT GOING PARAN ms (100 ms ms (100 ms ms (100 ms ms (100 ms	inc)	= MAJOR STATUS 60/40 800 300 LOOP FSH NO 800 5000 NO	
	Remote Remote Direct Releas QSIG S QSIG S	end is end is access e Link T upplemen upplemen	a satell a satell on CO Li runk tary Ser tary Ser	ite with ne Keys: vices vices	OPS lines bypass Key S	ystem Toll Cor	ntrol		< -
	6-QUIT		2 7-		8-	9-	0-		
Alt <u>-</u> N	/T-100 Kerm tropened - Com1	Chat t direct conne	LogonWiz ct-Com1	VinLink		Cmd Mode	Send Fax Send Fax	Explorer DC	IS Prmpt 20:21:48



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	1-				5-			3-TRI	JNK 1	NUMBEF	4-			5-				
	6-Q	UIT			7-BAY,	/SLT/C	CT_	8-			9-			0-				
Alt:	Ho:	st	Cha dire	at	LogonWiz t-Com1		iLink D N-8	1 rd O	sd 🔘 cd	Cts 🕗	Cm 9:59	d Mode AM	Sen	1 Fax 9 Col 15	Explorer	DO	S Prmp	vt

Define the incoming ISDN trunk as a Dial In trunk in form 15



09/08/04

File Eile	rocomm Plus Terminal Edit ⊻iew Options Data Iools Wir }apid Connect-Data: Script F Data ▼ STARTUP	idow Help ile:						
	3:47 PM 26-JAN-0	13			al	arm s	tatus = MAJOR	
	[GRP: 1-PRI 1] [SMDR][TE	ERM] TK NU	1 BAY	SLT	CCT	COMMENTS	
:	×		- 2 3 1 5	85 85 85 85 85	06 06 06 06	01 02 03 04 05	PRI LINK 1	<
			1	02	06	01	PRI LINK 1	
	1-NO SMDR	2-CIRCULAR	3-INSERT	4-	TK GRP	NAME	5-TRUNK GROUP	
	6-QUIT	7-	8-DELETE	9-			0-	
Alt <u>-</u> V	Host Chat] T-100 / Kermit direct connect	LogonWiz / WinLink +Com1 / 19200 / N+	8-1 rd @ sd @ cd @ r	cts 🕘	Cmd Mode 10:01AM	Sen	d Fax Explorer DC 9 Col 40 Connected	✓ JS Prmpt 20:27:19

Assign the ISDN trunks to a trunk group in Form 16



Eile	Proc E Bap Dal	comm Plus Terminal dit View Options Data Ioc id Connect-Data: :aSTARTU	ils <u>Wi</u> <u>S</u> cript I IP	ndow Help File:	I 📤 📥		1		@ }				
	:	3:51 PM 26-Jf	AN-1	23				alar	rm st	tatus	= MAJOF	}	
		DESCRIPTOR		LINK TYPE	NUMBER	OF LINKS	ASSI	GNED		COMM	ENTS		
	>	01 02 03 05 05 06 07 08 09 10 11 12		T1 DS1 T1 DS1		000000000000000000000000000000000000000							<
		Ø1		T1 DS1		2							
		1-T1 CSU		5-	3-		4-			5-			
		6-QUIT		7-	8-SEL.	OPTION	9-RE	VIEW		0-			
Alt	×××	Host Chat		LogonWiz WinLink				Cmd Mode	Senc	I Fax	Explorer	DOS F	→rmpt
Po	VT-1 rt op	00 Kermit direct ened - Com1	connec	st-Com1 19200 1	4-8-1 ∣rd 🔘 sdi	🖉 cd 🥝 cts 🥥 🗍	10):05AM	Row 1	9 Col16	Connec	ted 2	20:30:55

Select a T1 Link Descriptor for the ISDN trunks in form 42



File	ocomm Plus Terminal Edit View Options Data Tools '	Window Help					<u>- ×</u>
B	apid Connect-Data: <u>S</u> crij Data V STARTUP		I 📥 📥 🌉 ,			=	
							<u> </u>
	3:51 PM 26-JAN	-03		alarm s	tatus	= MAJOR	
	[LINK DESCR	IPTOR NUMBER :	1] IN/OL	JT GOING	T	VALUE	
	Alarm_debounce	e timer – į	(_300	03200 ms)		2500	<
	Line Coding	t {	AMI, AMI&ZCS, E 0, -7.5, -15, -	382S) -22.5 DB)		882S Ø DB	
	Line Length	{	max 132, 265, 3	398, 533 or 655)		0-132 N4	
	Slip rate - ma	aintenance limit	ι (Ø- / Ø-	- 9000) /24 hrs - 9000) /24 hrs		255 7000	
	Slip rate - ne	etwork sync limi	it (0-	- 9000) /24 hrs		2	
	BER - service	limit _. (10*	**-n, n = (3,-	4, 5, 6) / hour		3	
	Framing losses	s - maintenance s - service limi	it (0)	- 9000) /24 hrs - 9000) /24 hrs		255 9000	
	Alarm debounce	e timer	(300	0 - 3200 ms)		2500	-
	1-	2-	3-	4-	5-		
	6-QUIT	7-	8-	9-	0-		
	-						
	Host Chat	LogonWiz WinLink		Cmd Mode Ser	nd Fax	Explorer DC)S Prmpt
Port	opened - Com1			· · · · · · · · · · · · · · · · · · ·		Connected	20:31:28
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Assign the ISDN link descriptor to slot 6 and/or slot 8 on the PRI card bay, Form 43

Form 44, Network Sync - To be determined by qualified Technician

SX200 with T1/D4

- Attach VCon IGC server to SX200 with cross over cable.
- Program trunks for T1/D4. All values are default.
- Program ARS so that a single four digit number accesses the IGC system
 - See SX200 Technician's Handbook for more information
 - Send simulated ANI down trunk using Digit Modification Table, form 22 as shown below with digit mod number 3. The Dialogic card in the IGC expects ANI, and there will be a 10 – 15s delay accessing the server unless such a string is sent down the trunk.



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000000000000000000000000000000000000000	2:09 PM 30-JAN-03 alarm status = MAJOR											
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101010101010		1-		2-	3-	4-TOP		5-BOTTOM				
00000000000		6-QUI1	Г	7-ENTRY NUM	8-DELETE	9-		0-				
A F	ut <u>e</u> VT- Port o	It     Host     Cmd Mode     Send Fax     Explorer     DOS Prmpt       VT-100     Kermit     direct connect-Com1     9600     N-8-1     rd @ cd @ cts @     8:224M     Row 19     Col13										

### T1 Crossover cable wiring Specifications [RJ45 Connector] Supplied with RemoteAbility system.



Connector	Connector
A Pin	B Pin
1	4
2	5
4	1
5	2



# **IP CONNECTION INSTUCTIONS AND OUTLINE**

### **IP Connection Introduction**

This document describes how to configure the 3300ICP for IP IGC Release 6.6. This document will only talk about the minimum configuration required on the 3300ICP for the VCON IP IGC to function. For further feature programming of the 3300ICP refer to the 3300ICP Guides provided by Mitel Networks.

## **Requirements for IP Connection**

To configure the 330ICP for IP IGC you should have:

- The basic knowledge and certificates from Mitel Networks on the 3300ICP and the IP IGC 6.6 Server.
- A Mitel Networks 3300ICP properly licensed for Users and Mitai/Tapi Computer Integration. Verify these in the License and Option Selection from the ESM in: "System Configuration" → "System Capacity" → "License and Option Selection"
- A IP IGC Server 6.6 properly licensed and configured



# **Configuring the Mitel Networks 3300ICP**

There is 4 different tasks that have to be completed on the Mitel Networks 3300ICP for the VCON IP IGC to function properly.

#### You Must:

- Create the IP Phones to act as IGC Ports
- Set the Class of Service
- Assign the New Class of Service to the IP Phones
- CREATE THE HUNT GROUP WITH THE IP PHONES INCLUDED

#### 1. Create the IP Phones

- 1. Open the 3300ICP ESM in Internet Explorer 5.5 or later
- 2. Login (use defaults unless you have changed your password)
  - Login: system
    - Password: password
- 3. Select the System Administration Tool
- Select "System Configuration" → "Devices" → "IP Telephones" → "Multiline IP Sets" → "Multiline IP Set Configuration"
- 5. Click "Add"
- 6. Select the following:
  - Number of Records to Add  $\rightarrow$  (Amount of ports on the IGC)
  - Device Type → 5020IP
  - Number → The first port # of the IGC (note this must be one higher then the Hunt Group # example HG = 3000 Number = 3001)
  - Increment By → 1 (MUST Be 1 or The IGC Will Not Work)
  - Interconnect Number → 1 (unless programming with another Interconnect)
- 7. Click "Save"
- 8. Click "OK"



🖉 Range Programming	Web Page Dialog			×	
Add Range Programming - Multiline IP Set Configuration Help					
This form allows you to add one or more records					
1. Enter the number of reco	ords to add:  48				
2. Define the Add Range P	rogramming Pattern:				
Field Name	Value to Add	Increment by			
Device Id:		8 <b>2</b>			
Hot Desk User:	⊙No OYes	7 <u>0</u>			
Hot Desk PIN:		а С			
Confirm Hot Desk PIN:		2			
Device Type:	5020 IP	] -			
PKM:	None 💌	a.			
Number:	3001	1			
ACD Set:		2			
Line Type:	Not Assigned	2 <u>0</u>			
Interconnect Number:	1				
Language:		12			
MAC Address:		÷			
				NS 05	
			Preview	Save Cancel	

All the required Ports of the IP IGC are now created



#### 2. Set the Class of Service

Note: Steps 1, 2 & 3 are NOT required if already logged into the ESM

- 1. Open the 3300ICP ESM in Internet Explorer 5.5 or later
- 2. Login (use defaults unless you have changed your password)
  - Login: system
  - Password: password
- 3. Select the System Administration Tool
- Select "System Configuration" → "Devices" → "Class of Service Option Assignment"
- 5. Select an Unused Class of Service (Example Class of Service # 5)
- 6. Click "Change"
- 7. Change the Following:
  - Comment  $\rightarrow$  IP IGC Ports (or any other distinguishing comment)
  - HCI/CTI/TAPI Call Control Allowed → Yes
  - HCI/CTI/TAPI Monitor Allowed → Yes
- 8. Click "Save"
- 9. Click "OK"

🚰 Web Page Dialog			×
Executive busy overhide.	O NU	e res	
External Trunk Standard Ringback:	O NO	• Yes	
Flexible Answer Point:	• No	O Yes	
Follow 2nd Alternate Reroute for Recall to Busy ACD Agent:	• No	O Yes	
Forced Verified Account Code:	• No	O Yes	
Forced Non-Verified Account Code:	C No	💿 Yes	
Group Call Forward Follow Me Accept:	• No	O Yes	
Group Call Forward Follow Me Allow:	No	O Yes	
Group Page Accept:	O No	• Yes	
Group Page Allow:	C No	• Yes	
Handset Volume Adjustment Saved:	• No	O Yes	
Handsfree AnswerBack Allowed:	C No	• Yes	
HCI/CTI/TAPI Call Control Allowed:	O No	Yes	
HCI/CTI/TAPI Monitor Allowed:	O No	Yes	
Head Set Switch Mute:	🖲 No	C Yes	
Hot Desk Remote Logout Enabled:	No	C Yes	
Hot Desk Login Accept:	No	O Yes	
Hotel Room Extension:	No	O Yes	
Hotel Room Monitor Setup Allowed:	No	O Yes	
Hotel Room Monitoring Allowed:	No	O Yes	
Hotel/Motel Room Personal Wakeup Call Allowed:	No	O Yes	
Hotel/Motel Room Remote Wakeup Call Allowed:	No	O Yes	-
		Save Cancel	

The Class of Service for the IGC IP Ports is now created



#### 3. Assign the New Class of Service to the IP IGC Ports

Note: Steps 1, 2 & 3 are NOT required if already logged into the ESM

- 1. Open the 3300ICP ESM in Internet Explore 5.5 or later
- 2. Login (use defaults unless you have changed your password)
  - Login: system
  - Password: password
- 3. Select the System Administration Tool
- 4. Select "System Configuration" → "Devices" → "Station Service Assignment"
- 5. Select the First IP Phone (IGC IP Port Ex. 3001)
- 6. Click "Change"
- 7. Change the Following:
  - Number of Records to Change  $\rightarrow$  (Amount of ports on the IGC)
  - Class of Service Day → Change all to → 5 (New Class of Service #)
  - Class of Service–Night1→Change all to → 5 (New Class of Service #)
  - Class of Service–Night2→Change all to → 5 (New Class of Service #)
- 8. Click "Save"

🗿 Range Programming Web Page Dialog 🛛 🔀								
Change Range Programming - Station Service Assignment								
This form allows you to change one or more records, starting at the following record:								
Number Inte	ercept mber	Class of Service - D	Clas Iay - Ni <u>c</u>	s of Service	Class of Servic - Night2	e Class Restri	of iction - Day	Class c - Night1
3000 1		1	1		1	1		1
2. Define the C Field Name	hange Ran	ige Program C	mming Pa hange ac	ttern: :tion	Value to ch	ange	Increment	by
Z. Define the C	nange Ran	ige Prograf	nming Pa hange av	tion	Value to ch	ande	Increment	by
Number:				18	3000		-	
Intercept Nu	mber:	L	.eave all u	nchanged 👱	1	1		
Class of Service - Day:		: [0	Change all to 🗾		5			
Class of Ser	vice - Nigl	ht1: 🔽	Change all	to 💌	5			
Class of Service - Night2:		ht2: 🔽	Change all to 💽		5			
Class of Res	triction - E	Day: L	.eave all u	nchanged 💌	1	ļ		-
•								•
					P	review	Save	Cancel

The IGC Ports now have the correct Class of Service assigned to them.



#### 4. Create the Hunt Group

Note: Steps 1, 2 & 3 are NOT required if already logged into the ESM

- 1. Open the 3300ICP ESM in Internet Explorer 5.5 or later
- 2. Login (use defaults unless you have changed your password)
  - Login: system
  - Password: password
- 3. Select the System Administration Tool
- 4. Select "System Administration" → "Call Handling" → "Hunt Groups" → "Hunt Group Assignment"
- 5. Click "Add"
- 6. Select the following
  - Hunt Group → The Hunt Group Number (Should be 3000 if the ports start at 3001 always one below the first port number)
  - Hunt Group Mode → Either Terminal or Circular
  - Hunt Group Type  $\rightarrow$  Voice

🖉 Range Programming	Web Page Dialog		×
1. Enter the number of re	ecords to add: 1		<u> </u>
2. Define the Add Range	Programming Pattern:		
Field Name	Value to Add	Increment by	
Hunt Group:	3000		
Hunt Group Mode:		17	
Hunt Group Name:		1. <del>3</del> .9	
First RAD:			
Second RAD:			
Night Answer RAD:			
Hunt Group Priority:			
First Threshold:			
Second Threshold:			
Alert Device DN:			
Hunt Group Type:	Voice 💌	(23)	<b>.</b>
	·	Dration	Sam Cancel
		Preview	Save Cancel

- 7. Click "Add Member"
- 8. Select the following



- Number of Records to Add  $\rightarrow$  Enter the number of ports
- Number → The 1st Port Number (3001 if the Hunt Group is 3000)
- Increment By → 1 (MUST Be 1 or The IGC Will Not Work)
- 9. Click "Save"

🎒 Range Pro	gramming Web Pa	ge Dialog			×	
Add Range Programming - Hunt Group Members Help					Help	
This form a	This form allows you to add one or more records					
	Jours you to uuu t					
1. Enter the n	umber of records to a	idd:  48				
2. Define the	Add Range Programi	ming Pattern:				
Field Name	e Value to Add	Increment by				
Number:	3001	1				
Name:						
				Dration	Sour Connet	
				Preview	Save Cancel	

The IGC Hunt Group is now created and populated with the IGC IP ports

