

Introduction

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

Switch Hardware Required

- LEGEND Release 2 or above.
- **WARNING!!!** The LEGEND Control Unit must be powered down in order insert or remove any modules.
- 012 Module - providing 12 RJ-11 jacks. Use either a PEC-61387A or PEC-61487A in conjunction with a PEC-61388A Ring Generator, or a PEC-61494 012 Module with the Ring Generator built in. The DUVOICE VM ports are in an RJ-14 configuration.
- 400 DTMF Module to provide additional touch-tone Receivers. The 012 Modules only provide for two touch-tone Receivers. Either a PEC-61483A or PEC-61379A will work.
- Connecting an external music source to the Music On Hold port programmed on the LEGEND will provide music only while calls are on hold. Callers will **hear ringing only** during the process of transferring a call.
- It is recommended that one of the ports on the 012 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.

Switch Programming

- Assign the Duvoice VM extensions the Calling Group 770. 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 LEGEND programming procedure is as follows: EXTENSIONS⇒PAGE UP⇒GRP CALLING⇒MEMBERS⇒770⇒↵, then enter the extension numbers of the DUVOICE VM ports.
- Set the Calling Group type to Integrated VMI. The LEGEND programming procedure is as follows: EXTENSIONS⇒PAGE UP⇒GRP CALLING⇒PAGE UP⇒GROUP TYPE⇒770⇒INTEGRATED VMI.
- Place each LEGEND extension that you want to be covered by Voice Mail into Cover Group 30. The LEGEND programming procedure is as follows: EXTENSIONS⇒PAGE UP⇒GROUP COVER⇒30⇒↵, then enter each extension number of phones that will have Voice Mail.
- You must now associate Calling Group 770 with Cover Group 30. The LEGEND programming procedure is as follows: EXTENSIONS⇒PAGE UP⇒GRP CALLING⇒GRP COVERAGE⇒770↵⇒30↵.
- You are able to adjust the number of rings before a call goes to Voice Mail by changing the Cover Delay. This is a SYSTEM WIDE SETTING and as such will affect not only Voice Mail coverage, but any other coverage situations that may be set up in the system. The number of rings that you set for Cover Delay, plus 2, will equal the actual number of rings that the caller hears before a call will forward to Voice Mail. (Unless the user has activated the DO NOT DISTURB feature, in which case the caller should go immediately to the MAILBOX greeting.) The LEGEND programming procedure is as follows: OPTIONS⇒PAGE UP⇒COVER DELAY⇒, then backspace to erase the existing number and put in any number of your choice.
- You must set the disconnect type to Reliable Disconnect. The LEGEND programming procedure is as follows: LINES/TRUNKS ⇒TT/LS DISC⇒LS DISCONNECT⇒YES

24 Hour Auto Attendant (Immediate)

- Assign Outside Lines (pool 70) to Voice mail group 770
- Extensions ⇒more⇒group calling⇒ line/pool ⇒group 770 ⇒ pool 70 (and/or individual trunk numbers)

Delayed Auto Attendant Overflow to Main Greeting

- Legend Ver 2.0 and above. The Legend will forward an unanswered call to the mailbox of the lowest ringing extension number that is in the coverage group to VM (usually the operator's mailbox). You can remove that mailbox from the Duvoice VM, and upon receiving the mode codes directing the call to mailbox XXX, the Duvoice VM will just play the main greeting by default. If the operator still needs a mailbox, assign a Message Only mailbox for their use.
- Legend Ver 3.1 and Below. To have delayed ring from the operator's console to the auto attendant, place the operator's extension into group 776, direct the incoming lines to 776. Overflow 776 to group 770. If you don't make a mailbox 776 on the VM, the Business or Non-Business hours greeting will then answer. If you do make a mailbox 776, that mailbox's greeting will then respond. Note: A Legend with a 2 digit numbering plan using call coverage from a group to the voice mail group must renumber the forwarding group to 2 digits.
- Legend Ver 4.0 or above. The legend will forward an unanswered call to the main auto attendant greeting by using night service delay coverage. Night Service ⇒ Calling Croup ⇒ Assign 770 ⇒ select Lines needed to be answered by auto attendant on a delay. Set the delay using Delay Coverage. Extensions ⇒ Cover Delay ⇒ Group Cover ⇒ group 770 ⇒ Delay. (Note: You may have delay 24 hours a day or at night only, but night service must be enabled to use this feature.)

Optional Telephone Button

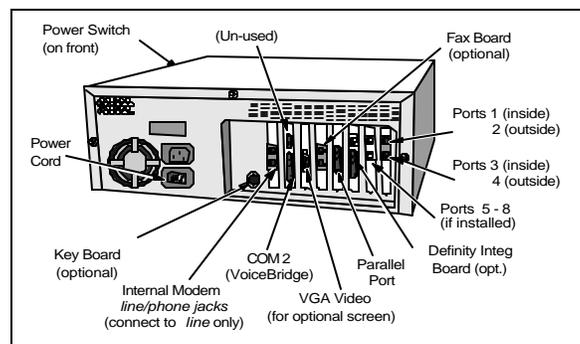
Transfer a call to a voice mailbox (Direct Voice Mail on release 3.0 or above):

- Digital Telephone: FEA-56 +Ext Number
- Single line telephone: Flash-#56+Ext Number

For Legend release 2.0 systems which does not have the Direct Voice Mail feature, use the MFM port on a MLX telephone a "virtual" extension can be created for voice mailbox transfers.

- Renumber the MFM port to an extension number 100 above the MLX extension number.
- Place this extension number into cover group 30.
- Create a mailbox for this extension and change it to an "audiotext mailbox".
- Change the time-out action in this mailbox to "action 3 transfer to a mailbox and enter the MLX mailbox number.

The operator can now transfer a caller directly to extension 511's mailbox by transferring the caller to 611.



DUVOICE VM Rear View (configuration may vary)

The exact arrangement of the ports may vary. You can determine the correct port by comparing its appearance to the illustration above. **NOTE:** All outdialing for message waiting lights and pager notifications will, by default, be done using the last port in the system (e.g. port 4 in a 4-port system).