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.

WARNING!!! 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 devise.

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/PG up>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>Grp 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 in 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>Grp Calling>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.

- Overflow 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 as 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)
Optional Telephone features

Music On Hold
• Connecting an external music source to a programmed Analog trunk Port along with an 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)

CTI Link
Magix release 2.0 and higher / DuVoice DV2000 3.02 sp6 (note: not available on DV4, Vsensemble or PAL) The CTI link is a connection between a magix MLX port and a DV2000 CTI port where detailed information is exchanged
• 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.)

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.