



NetVanta Unified Communications Technical Note

Configuring the Nortel Norstar (CICS and MICS)

Integration

The Intel Dialogic D/82JCT-U and D/42JCT-U PBX Integration hardware emulates the M7324 digital display telephones. The UC server uses the PBX Integration hardware to emulate a digital telephone in order to interpret the digital display and collect information about the call such as the callers calling line ID, call reason, and call direction.

The integration requires a one-to-one mapping of Dialogic channels to Digital Card channels. For example, an eight port UC server system would require a single 8-port dialogic card and 8 digital station ports on the PBX.

Supported Features

- Call coverage to personal greetings
 - Busy
 - Ring-no-answer
 - All calls
- Caller ID (internal and external)
- Automated Attendant
- Return-to-operator
- Personal greeting of original-called party on double-call forward using call coverage
- Direct Call
- Message Waiting
- DID direct services
- Transfer callers to both internal and external sources (blind and supervised transfers)
- Notification services
 - Active Message Delivery
 - Pager Notification
 - E-mail notification
- Faxing

UC Server Requirements

- Intel Dialogic D/82JCT-U and D/42JCT-U with corresponding cables
- Intel Dialogic Software Release 5.1.1 or higher
- NetVanta Unified Communications server release 2.1 or higher

Configuring the Ports

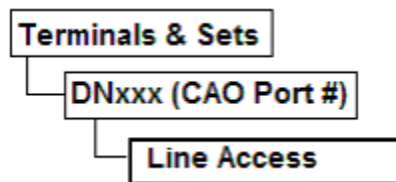
As a Norstar system administrator, the first steps in making changes are usually the same.

Step 1: Configuring the UC server ports line access. The following list shows how to navigate in the Norstar Admin options to the line access programming options.

From the Admin Set

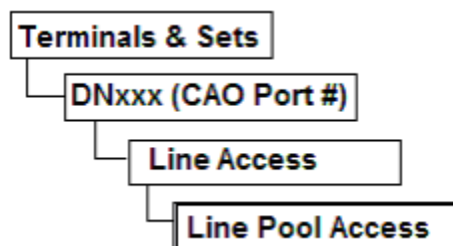
Press Feature > Enter * * 2 6 6 3 4 4

> Enter password (e.g. 266344 or assigned password)



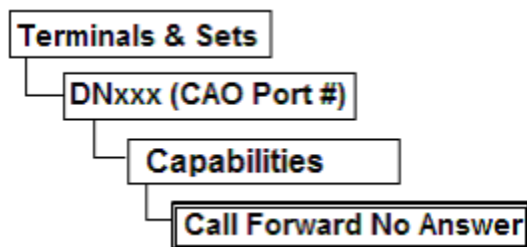
- Select **Terminals & Sets**.
- Select a DN Number (UC server ports number).
- Select **Line Access**.
- Set **Prime line:** I/C.
- Set **Intercom keys:** 1.

Step 2: Configure the UC server ports with Line Pool Access in order to take advantage of the transfer capabilities.



- Select Terminals & Sets.
- Select a DN Number (UC server ports number)
- Select Line Access
- Select Line Pool Access.
- Ensure line pool access is given and that there is a line pool access code (i.e. dial “9”) associated.

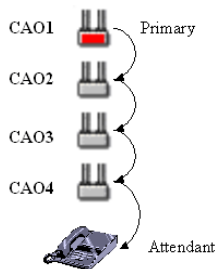
Step 3: Configure the UC server ports call forwarding chaining.



Call forward no answer to next UCS port in the chain.

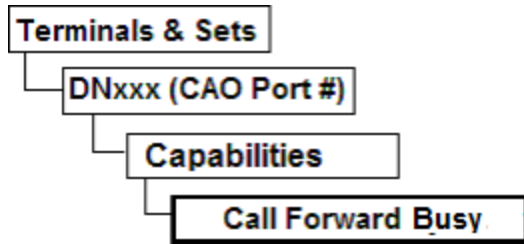
Set call forward no answer time to 2 rings.

On the last UCS port - set the call forward no answer and call forward busy destinations to be the operator extension.



Note: Ensure that the UCS configuration matches the Norstar programming.

Step 4: Configure the first UC server ports extension properties.



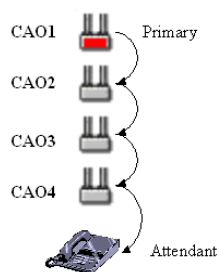
Call forward busy destination to the next UCS port in the chain.

DND on Busy = “Y”

Hands free = “STD”

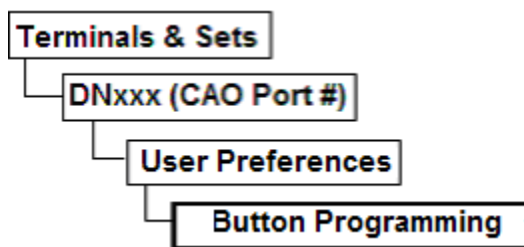
Hands free Answerback =”N”

On the last UCS port - set the call forward no answer and call forward busy destinations to be the operator extension.



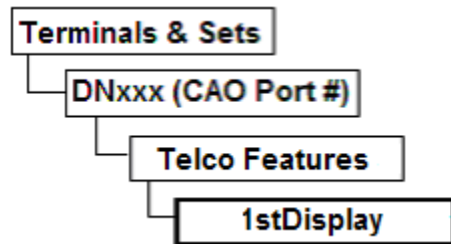
Note: Ensure that the UCS configuration matches the Norstar programming.

Step5: Configure the UC server ports so that no buttons show appearances of trunks or extensions.



Ensure the Button programming for each button other than the hands free (B24) and Intercom (B23) are set to “Blank”.

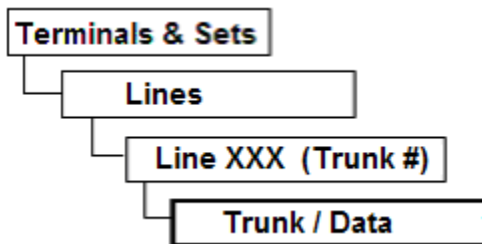
Step 6: Configure the UC server ports so that External calling parting name is presented to UCS. The display order is necessary to ensure that the UC server interprets the calling party information correctly.



Set 1st Display parameter to: NAME

Configuring Norstar Trunks for the UC Server

The UC server provides specific services for individual trunks. To ensure that UCS answers the trunk lines, specific Norstar Trunk line configuration is required.



Set the:

Prime set = UCS Primary Port

CLID set = UCS Primary Port

Trunk mode = Supervised

Ensure that all trunks that are configured to ring on the UCS Ports are configured in the UC server Trunks programming with Line Name entered EXACTLY as entered on the Norstar.

Configuring Norstar Delayed Ring Transfer for the UC Server

The Norstar KSU allows an external call to be presented to an operator console or set, ring a set number of times then transfer to a Voicemail Prime Line if the operator console or set does not answer. This is done using a feature called Delayed Ring Transfer (DRT). Refer to the Norstar Compact ICS Installer Guide.

Configure the Norstar DRT options.

To enable the above functionality go to:

- System Programming -> Feature Settings on the Norstar and set “DRT to Prime” to Yes.
- From the same menu, set “DRT Delay” to the desired number of rings before the call is transferred to voicemail.
- Go back to Lines programming, Select the incoming trunk/line number ->Select Trunk/Line Data then make Prime Set = voicemail port extension

From the same Lines menu set Trunk Mode to Supervised.

Note: The Call Forward timer on the operator set must be longer than the DRT timer if the operator set is also a user on the voicemail system.

DID Line Requirements

Each user should have both of their DID numbers (Voice and Fax) terminating on extensions numbers or lines on the Norstar.

- The Voice DID Line should be directed to the prime line on a physical telephone phone set.
- The Fax DID line should be configured with the Primer set programmed as the UCS system’s primary port.
- The Prime Line (extension number-Voice only) for each user should be forwarded to the UC server voicemail primary port on No answer ONLY.
- Users will be able to view both Voice and fax messages from their Outlook Client.