

# **Aspire Advanced Software Solutions & Integration (2005)**

# **OPTIMUS**

## **LG-Nortel PBX Configuration Guide for Optimus**

### **Revision 1.4**

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## Scope

This guide provides instructions regarding the configuration of the LG-Nortel various PBXs to work with Optimus Call Center. The guide refers to the following models:

- LDK100 / ipLDK100
- LDK300 / ipLDK300
- iPECS

Please note that Optimus works closely with the LGN PBXs, and failure to follow any of the following steps will cause Optimus not to perform properly.

This guide refers to Optimus version 0.20 and no other prior or later versions. For other versions please refer to the correct System Manual.

Clarification: All male-oriented references in this document are intended for both male and female readers and users.

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## Concepts and Abbreviations

- **Optimus Server:** The PC server where Optimus Call Center is installed, using Microsoft Windows 2000/2003 Server OS software.
- **TAPI:** Telephony API (Application Programming Interface): telephony protocol supplied by Microsoft as part of the Windows OS and used by PBX vendors for application access.
- **TSP / TAPI Server:** TAPI Service Provider: The software developed by the PBX vendor using the TAPI protocol, to enable application access to the PBX. For Optimus, the LGN TSP is installed on the Optimus Server.
- **Optimus Main Device (OMD):** Optimus uses a smart LG-Nortel extension to handle waiting calls. This extension should be an LDP-30 telephone device, and DSS units are added as needed for call center with more than one PRI (or E1) interfaces.
- **Smart Extension:** An extension of the PBX supporting a smart, digital phone set. A smart extension has many features available through the PBX, which a regular extension does not.
- **Regular Extension:** An extension of the PBX supporting a regular, analog phone set. A regular extension usually supports only simple telephony functions, not unlike a traditional home telephone.
- **DSS:** An extension of a smart telephone set, providing more buttons and allowing the set to handle more calls simultaneously.
- **TN:** A unique, physical identification of an extension in the PBX.
- **CLAN:** Customer LAN. The main local network of the customer.
- **PLAN:** PBX LAN. A network segment where the LGN PBX and the Optimus Server are located. See Optimus Architecture diagram (Appendix A) for more details.
- **PBX:** Private Branch Exchange.
- **IP Address:** TCP/IP network protocol assigns a unique IP (Internet Protocol) address for each computer or device (such as the PBX).
- **IP Port Number:** TCP/IP network protocol uses different port numbers for different types of communications. For example, the HTTP protocol used for web browsing uses TCP/IP port 80, the SMTP protocol for email transfer uses port 25, and so forth.

- **DNIS:** Destination Number Identification Service provided for each call and designates the number that was dialed in order to reach the call's destination.
- **CLID / ANI:** Caller ID provided for each call and identifies the caller's number (unless the number is blocked purposefully).
- **ATTACHDATA:** Any additional data (besides DNIS and CLID) attached to the call. For example: Customer ID as entered by the caller using the phone's buttons.
- **SPIN:** Screen Pop-up Integration. An Aspire product used for tight and closer integration, used mainly for Client/Server software.
- **ODBC:** Open Data Base Connectivity – a MS-Windows standard for database access and connections. Supported by most commercial database software.

# LDK100 Configuration

## System Configuration

1. Set the IP address to an address of the same class as the IP address of the Optimus server (PGM108/2).
2. Set the *Transfer Recall time* to a reasonable value (PGM180/7 = 10). It determines the number of seconds that the call is waiting for the agent to answer before returning to the Optimus. Recommended value is between 10 to 20 seconds.
3. Set the *System Hold Recall Time* to 280 seconds (PGM180/6 = 280).
4. Set the *Exclusive Hold Recall Time* to 280 seconds (PGM180/4 = 280).
5. Set the *I Hold Recall Time* to 280 seconds (PGM180/5 = 280).
6. Set DID Convert Type to 2 (PGM143/4 = 2).
7. Disable Internal Paging and External Paging (PGM111/8 = Off).
8. Set a *Night Service* (Optional). For an Optimus backup, program all external lines (PRI) on *Night Mode* ringing directly at the agents' extensions.
9. Enable the CLI on all the lines (PGM143/1).

## Optimus Main Device Configuration

1. At least one LKD/LDP terminal (Optimus Main Device) with 30 buttons per every PRI.
2. Each terminal should be programmed with all *Loop Buttons*.
3. Set the *Auto Hold* feature to *On* (PGM112/2 = On)
4. Set the *DID Wait* to *on* in all the LKD/LDP terminals (PGM114/17 = on).
5. Set the *Preset CFW Timer* to 12 seconds (PGM181/12 = 12)
6. Set the *Call FWD Preset* to an extension or a group (used as an Optimus backup when Optimus is down) (PGM121).

## Agent's Extensions Configuration

1. Disable the *DND* feature in all the Agent's Extensions (PGM111/3 = Off)
2. Disable internal voice mails in all the Agent's Extensions.
3. Set the *DID Wait* to *on* in all the Agent's Extensions (PGM114/17 = On)

# LDK300 Configuration

## System Configuration

1. Set the IP address to an address of the same class as the IP address of the Optimus server (PGM108/2).
2. Set the *Transfer Recall time* to a reasonable value (PGM180/7 = 10). It determines the number of seconds that the call is waiting for the agent to answer before returning to the Optimus. Recommended value is between 10 to 20 seconds.
3. Set the System *Hold Recall Time* to 280 seconds (PGM180/6 = 280).
4. Set the *Exclusive Hold Recall Time* to 280 seconds (PGM180/4 = 280).
5. Set the *I Hold Recall Time* to 280 seconds (PGM180/5 = 280).
6. Set DID Convert Type to 2 (PGM143/4 = 2).
7. Disable Internal Paging and External Paging (PGM111/8 = Off).
8. Set a *Night Service* (Optional). For an Optimus backup, program all external lines (PRI) on *Night Mode* ringing directly at the agents' extensions.
9. Enable the CLI on all the lines (PGM143/1).

## Optimus Main Device Configuration

1. At least one LKD/LDP terminal (Optimus Main Device) with 30 buttons per every PRI.
2. Each terminal should be programmed with all *Loop Buttons*.
3. Set the *Auto Hold* feature to *On* (PGM112/2 = On)
4. Set the *DID Wait* to *on* in all the LKD/LDP terminals (PGM114/17 = on).
5. Set the *Preset CFW Timer* to 12 seconds (PGM181/12 = 12)
6. Set the *Call FWD Preset* to an extension or a group (used as an Optimus backup when Optimus is down) (PGM121).

## Agent's Extensions Configuration

1. Disable the *DND* feature in all the Agent's Extensions (PGM111/3 = Off)
2. Disable internal voice mails in all the Agent's Extensions.
3. Set the *DID Wait* to *on* in all the Agent's Extensions (PGM114/17 = on).

# iPECS Configuration

## System Configuration

1. Set the IP address to an address of the same class as the IP address of the Optimus server (PGM108/2).
2. Set the *Transfer Recall time* to a reasonable value (PGM180/7 = 10). It determines the number of seconds that the call is waiting for the agent to answer before returning to the Optimus. Recommended value is between 10 to 20 seconds.
3. Set the *System Hold Recall Time* to 580 seconds (PGM180/6 = 580).
4. Set the *Exclusive Hold Recall Time* to 580 seconds (PGM180/4 = 580).
5. Set the *I Hold Recall Time* to 580 seconds (PGM180/5 = 580).
6. Set DID Convert Type to 2 (PGM143/4 = 2).
7. Disable Internal Paging and External Paging (PGM111/8 = Off).
8. Set a *Night Service* (Optional). For an Optimus backup, program all external lines (PRI) on *Night Mode* ringing directly at the agents' extensions.
9. Enable the CLI on all the lines (PGM143/1).

## Optimus Main Device Configuration

1. At least one LKD/LDP terminal (Optimus Main Device) with 30 buttons per every PRI.
2. Each terminal should be programmed with all *Loop Buttons*.
3. Set the *Auto Hold* feature to *On* (PGM111~113/19 = On)
4. Set the *DID Wait* to *on* in all the LKD/LDP terminals (PGM111~113/43 = on).
5. Set the *Preset CFW Timer* to 12 seconds (PGM181/12 = 12)
6. Set the *Call FWD Preset* to an extension or a group (used as an Optimus backup when Optimus is down) (PGM121).

## Agent's Extensions Configuration

1. Disable the *DND* feature in all the Agent's Extensions (PGM111~113/3 = Off)
2. Disable internal voice mails in all the Agent's Extensions.
3. Set the *DID Wait* to *on* in all the Agent's Extensions (PGM111~113/43 = on).

## How to configure a Hot Desk Attribute (Dummy) *(PGM250)*

This section describes how to configure a Hot Desk Attribute (also known as Dummy station). A Hot Desk Attribute (HDA) can be used for receiving calls from a voice mail.

### LDK 100 Configuration Details

1. PGM112 – Select station range.
2. PGM112/23 = On.
3. PGM250/1 = Select the amount of HDA.
4. Copy from PGM250/2 the extension/port range.
5. PGM227 – enter the access code (password) for each extension according to the port number.

### LDK 300 Configuration Details

1. PGM112 – Select station range.
2. PGM112/23 = On.
3. PGM250/1 = Select the amount of HDA.
4. Copy from PGM250/2 the extension/port range.
5. PGM227 – enter the access code (password) for each extension according to the port number.

### iPECS Configuration Details

1. PGM111~113 – Select station range.
2. PGM111~113/30 = On.
3. PGM250/1 = Select the amount of HDA.
4. Copy from PGM250/2 the extension/port range.
5. PGM227 – enter the access code (password) for each extension according to the port number.

## Using VMIB for Group/DNIS Announcement

This section describes how to configure the VMIB to play different announcement according to the DNIS or the group of the call.

1. Using the ATT record an announcement for each DNIS (using system prompt 001-070).
2. Program a Hot Desk Attribute PGM250 (section How to configure a Hot Desk Attribute).
3. Build a circular group (PGM190).
  - a. The member of the circular group is one of the HDA programmed in section 2 (PGM250/2).
4. Station Group Attribute Assign (PGM191):
  - a. Set VMIB Announce 1 Timer = 1.
  - b. Set VMIB Announce 1 Location = XX (XX = System Prompt configured in section 1).
  - c. Set Overflow Destination to Optimus Main Device.
  - d. Set Overflow Timer to the desired value (Recommended value is 2).
5. Flexible DID Table (PGM231):
  - a. Set the Day Destination to the HAD programmed in section 2 for the matching Index (where Index is the DNIS).