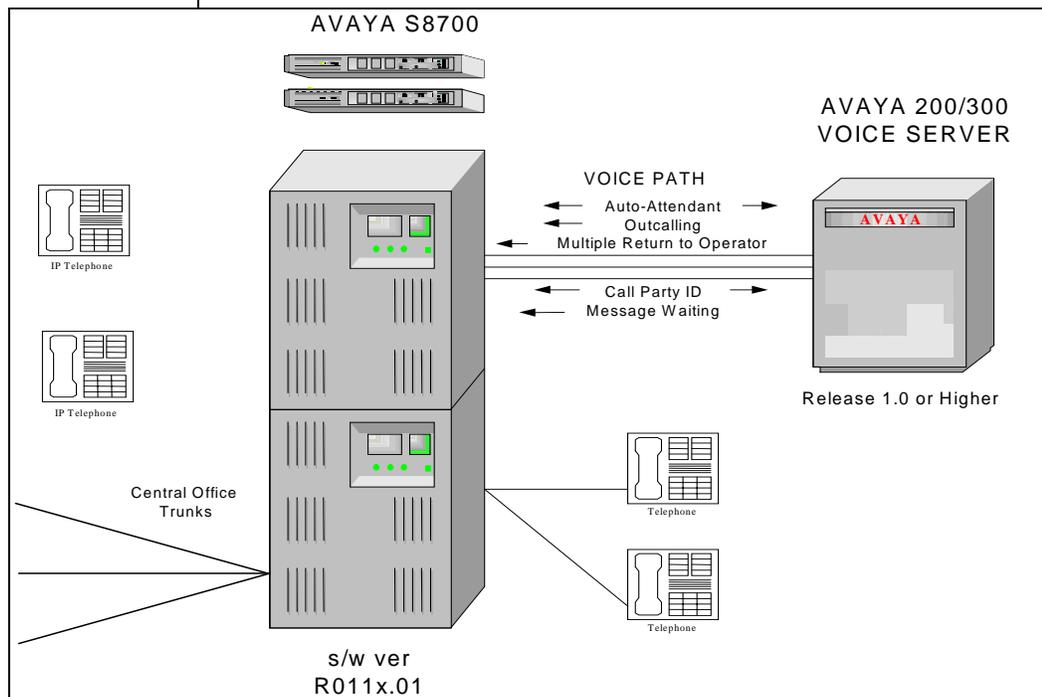# AVAYA

Configuration Note 6050 – Rev C (07/05)

AVAYA S8700 (APIC)

Note: This CN assumes use of traditional cabinets and circuit packs (TN754) that support 74xx sets.

G700 MM712 media modules are not compatible.

AVAYA S8700

AVAYA 200/300 VOICE SERVER

VOICE PATH
← Auto-Attendant →
← Outcalling
← Multiple Return to Operator

← Call Party ID →
← Message Waiting

IP Telephone

IP Telephone

Central Office Trunks

Telephone

Telephone

Release 1.0 or Higher

s/w ver R011x.01

The AT&T (now Avaya) PBX Integration Card (APIC) collects call information and handles message-waiting notification

1.0 METHOD OF ADAPTIVE INTEGRATION

The AT&T (now Avaya) PBX Integration Card (APIC) simulates digital stations on the AVAYA S8700. When an APIC port receives a call, the digital display provides call information. The APIC collects this data and transmits the call information to the AVAYA 200/300 message server. The message server then answers the call with the appropriate personal greeting. Message-waiting indicators are set and canceled via the APIC using the Leave Word Calling feature access codes.

AVAYA 200/300 ordering information

2.0 AVAYA 200/300 MESSAGE SERVER ORDERING INFORMATION

- APIC cards, 12 ports each includes adaptive integration
- Port licenses, in multiples of four
- Disk drives

PBX requirements

3.0   PBX HARDWARE REQUIREMENTS

- 4-Wire Digital channel, one per voice server port.

NOTE: This note defines integration of S8700 with Legacy G3 type carrier cabinets. For G700 implementations set emulation (APIC card) is not supported

AVAYA strongly recommends using the newer TN754B or TN754C circuit packs, as the earlier versions of TN754 circuit packs may cause integration problems25-pair Amphenol cables (male end), one per FLT-A *(refer to section 8.1)*

- One 25-pair cable per APIC

NOTE: When using 2500-type telephone sets with message-waiting lamps other than AT&T 3178-SYSI or equivalent, special PBX hardware may be required to allow message waiting.

3.1   SOFTWARE REQUIREMENTS

- AVAYA S8700 – R011x.01.0.065.0 or Higher
- One unassigned Class of Restriction (COR) is required for the APIC ports.

Supported adaptive integration features

4.0   SUPPORTED FEATURES

- Call coverage to personal greeting
  - Busy
  - ring-no-answer
- Station forward to personal greeting
  - all calls
- Message waiting indicator
  - Lights
  - audible (must be activated on the G3)
- Automated attendant
- Outcalling
- Multiple return-to-operator
- Direct call
- Personal greeting of original-called party using Call Coverage
- Reply to message left by subscriber in internal telephone-answering mode
- ANI (Automatic Number Identification)

Configuring the AVAYA S8700

5.0   CONFIGURING THE S8700

The screens shown in this section are taken from an AVAYA S8700 administration terminal. **Boldface** fields indicate where required information must be entered. Some parameters may not appear on all software releases. Below is an example of configuration of a 7405ND channel used to support a Serenade 200/300 message server port.

NOTE: When ports are configured as **7405ND** terminal types, the original called party ID is automatically sent to the Serenade application. The administrator is not required to input the subscribers' extension in the Name Field of the station. Special Application Package SA7608 is now part of the standard package available to customers. Refer to **system-parameters features** (Page 5 of 12) verify **7405ND Numeric Terminal Display? y** is enabled. If other applications on the switch require 7434ND to also be enabled, TSO must administer load 129.

Using the 7405ND terminal type for Serenade 200/300 supporting VDN applications configured to "route" callers to mailboxes on the Serenade message server will experience integration problems, unless the Vector programming associated with those VDN applications is configured with "messaging split" (or "messaging skill" if EAS is used) steps instead of "route to" steps. In order for the AVAYA S8700 to allow the use of "messaging split" or "messaging skill" steps, the Serenade UCD/ACD group must be configured as "Message Center: msa". This field is located on page 2 of the *Hunt Group Programming Form.* **(see also consideration 8.10)**

5.1   DIGITAL TERMINAL ADMINISTRATION

Serenade 200/300 ports:

The name assigned to the Serenade APIC ports contain the string **D-XXXX** where **XXXX** is the extension number of the Serenade port.

The **D** should be upper case.

Configure one 7405ND channel per Serenade 200/300 message server port in the same fashion as illustrated in the following screens:

```
add station 47125                              Page  1 of  5
                      STATION
Extension: 47125        Lock Messages? n       BCC: 0
```

Type: **7405ND**   Security Code: TN: 1
Port: 01B0401   Coverage Path 1:   COR: 1
Name: **Dxxxxx** (47125)   Coverage Path 2:   COS: 1
                                 Hunt-to Station:

STATION OPTIONS
          Loss Group: 2
          Data Module? n   Message Lamp Ext: **47125**
          Display Module? **y**   Feature Module? n
          Display Language: english   Coverage Module? **n**
                                        Media Complex Ext:
                                          IP SoftPhone? N

7405ND Terminal administration, Pg. 1 of 5

display station 47125   Page   2 of 5
                              STATION
FEATURE OPTIONS
          LWC Reception: **none**   Auto Select Any Idle Appearance? n
          LWC Activation? **y**   Coverage Msg Retrieval? y
LWC Log External Calls? n   Auto Answer: none
          CDR Privacy? n   Data Restriction? **y**
          Redirect Notification? y   Idle Appearance Preference? n
Per Button Ring Control? n
          Bridged Call Alerting? n   Restrict Last Appearance? y
          Active Station Ringing: single
          H.320 Conversion? n   Per Station CPN - Send Calling Number?
          Service Link Mode: as-needed
          Multimedia Mode: basic   Audible Message Waiting? n
MWI Served User Type: Display Client Redirection? **y**
          AUDIX Name: Select Last Used Appearance? n
Messaging Server Name: Coverage After Forwarding? s
                                        Multimedia Early Answer? n
                                   Direct IP-IP Audio Connections? y
Emergency Location Ext: 47125   IP Audio Hairpinning? y

7405ND (7405D, if applicable) Telephone administration, Pg. 2 of 5

display station 47125   Page   3 of 5

AVAYA S8700 APIC   Confidential

```
                              STATION
SITE DATA
    Room:                              Headset? n
    Jack:                              Speaker? n
    Cable:                             Mounting: d
    Floor:                             Cord Length: 0
    Building:                          Set Color:


                       ABBREVIATED DIALING
    List1:                    List2:                   List3:


BUTTON ASSIGNMENTS
 1: call-appr           6:
 2: call-appr           7:
 3:                     8:
 4:                     9:
 5:                    10:
```

7405ND Terminal administration, Pg. 3 of 5

```
   display station 47125                   Page   4 of  5
                              STATION



FEATURE BUTTON ASSIGNMENTS
1:                   13:
 2:                   14:
 |                     |
11:                   23:
12:                   24:
```

7405ND Terminal administration, Pg 4 of 5

display station 47125   Page   5 of 5

STATION

DISPLAY BUTTON ASSIGNMENTS

1: normal

2:

3:

4:

5:

6:

7:

7405ND Terminal administration, Pg 5 of 5

- Make sure that the Class of Service (COS) assigned to the 7405ND sets has feature "**Client Room**" set to "**n**".

- After configuring all necessary 7405ND channels, create an Hunt Group (**Group Type: ucd; Queue: Y; Queue Length: 15**), and assign all the newly created 7405ND extensions to it. The Group Extension will be the Serenade message server System Access number. If configuring this group as an ACD, you must set parameter "Auto Available Split" to "Yes", so that the ACD agents (the Serenade ports) will automatically login to the ACD group without the need to manually log them in using the ACD Login Access Code. Assign a name to this group, making sure it does not contain any numeric characters. AVAYA recommends assigning the name "VOICEMAIL". If using dedicated ports for message waiting operation, do not include extensions assigned to those ports into the Hunt Group.

- Configure a Coverage Path. A coverage path forwards calls to another telephone if the individual does not answer or is busy. Placing the message server's Hunt Group number in the coverage path assures that all unanswered and busy calls are sent to voicemail.

NOTE: If the Serenade ports are configured as **7405D** terminals, the final requirement for the administrator is at the subscriber level. This consists of two parts: name field administration and the assignment of a coverage path. As stated before, **in order for a telephone set to be Integrated, the complete extension number must appear in the first 15 characters of the subscriber's name field when using 7405D terminals.** The field can contain up to 15 characters; therefore, abbreviations may be necessary.

For example:

Smith,J.507 or 507.J,Smith

After configuring the name field, make sure to assign the newly created coverage path to subscribers' stations.

All users stations with message-waiting indicators must be programmed with:

LWC Reception: MSA-SPE (SPE on G3r)

Single line stations should have "Message Indication:" LED.

5.2 CONFIGURING THE HUNT GROUP

The following screens are examples of Hunt Group programming:

Configuring the Hunt Group

```
display hunt-group 5                              Page   1 of  60
                    HUNT GROUP


     Group Number: 5                           ACD? n
      Group Name: VOICEMAIL                     Queue? y
   Group Extension: 50000                       Vector? n
      Group Type: ucd-mia           Coverage Path:
            TN: 1        Night Service Destination:
           COR: 1              MM Early Answer? n
    Security Code:
 ISDN Caller Display:


     Queue Length: 15
 Calls Warning Threshold:     Port:
  Time Warning Threshold:     Port:
```

```
display hunt-group 5                              Page   2 of  60
                    HUNT GROUP


        Message Center: none
        LWC Reception: none
          AUDIX Name:
      Messaging Server Name:
   First Announcement Extension:     Delay (sec):
```

```
display hunt-group 5                              Page   3 of  60
                    HUNT GROUP
```

```
Group Number: 5     Group Extension: 50000    Group Type: ucd-mia

Member Range Allowed: 1 - 1500     Administered Members (min/max):
1  /4

                Total Administered Members: 4

GROUP MEMBER ASSIGNMENTS

   Ext    Name (24 characters)     Ext    Name (24 characters)

 1: 47125   VOICEMAIL x47125      14:

 2: 47126   VOICEMAIL x47126      15:

 3: 47127   VOICEMAIL x47127      16:

 |:   |           |              | :

 x: xxxx    VOICEMAIL xxxxx        | :
```

Define Coverage Path

```
display coverage path 505
                COVERAGE PATH
        Coverage Path Number: 505
                          Hunt after Coverage? n
             Next Path Number:      Linkage
COVERAGE CRITERIA
  Station/Group Status   Inside Call   Outside Call
        Active?             n             n
         Busy?              y             y
     Don't Answer?          y             y        Number of Rings: 2
          All?              n             n
 DND/SAC/Goto Cover?        y             y
COVERAGE POINTS


  Terminate to Coverage Pts. with Bridged Appearances? n
   Point1: h5       Point2:          Point3:
   Point4:          Point5:          Point6:
```

6.0   CONFIGURING THE 200/300 MESSAGE SERVER

**Configuring the Serenade
200/300 message server**

The following sections describes the changes that must be made to the Serenade 200/300 message server to support Called Party Identification and Message Waiting Indication. For additional information, refer to the *Configuration* volume.

6.1   EXTERNAL CALL CONFIGURATION

S8700 provides the Serenade message server with the Trunk Group number of an external call. The TRUNK GROUP Table enables the message server to process the call according to the trunk group on which the call was received, instead of according to which port the message server answered the call on. This means that integrated ports do not need to be to be split. Here are some examples of how this can be applied:

- A different company greeting may be used for each trunk group.
- External and internal callers can have different intercept positions.
- Different intercept positions can be defined for each trunk group.

Refer to the *Configuration* volume, Trunk Group Table.

6.2   INTERNAL CALL CONFIGURATION

MWI provides message-waiting indication from the message server for phones equipped with a message-waiting lamp. COS attribute 9 - LAMP OR DISPLAY PHONE MESSAGE WAITING, is assigned to extensions with MWI.

6.3   BEFORE YOU CONFIGURE THE OCTEL MESSAGE SERVER

Before configuring the Serenade 200/300 server, complete the following:

1. List the database. Highlight where changes are required. Use the .L ALL command.

2. Make note of the following definitions for the ports:

    - Number of ports

    - Port extension number

    - Integrated (Y/N)

3. Obtain Access Code numbers from AVAYA vendor. If different company greetings will be used, enter the Access Code for each route into the TRUNK GROUP Table. Use the .A TRUNK command.

4. Set the number of ring cycles before forwarding for all mailboxes that are forwarded to the 200/300 message server to be one less than the number of rings in the S8700. Use the .M INFO command, index #7.

5. Proceed with configuring adaptive integration on the message server, as outlined in the following section.

6.4   CONFIGURE ADAPTIVE INTEGRATION ON THE OCTEL 200/300 MESSAGE SERVER

To support adaptive integration, changes are required to the COS, INFORMATION Table, SYSTEM PARAMETER Table, and SLOTS Table. These changes are done in UPDATE. The following explains each change.

Mailbox COS:

COS Attribute 6 - CALL EXTENSION FIRST BEFORE PLAYING GREETING

If mailbox holders leave a greeting on even when they are available to answer calls, assign this attribute to the COS to allow them to receive call transferred from the Serenade message server. Command: .A COS

COS Attribute 9 - LAMP OR DISPLAY PHONE MESSAGE WAITING

For message-waiting indication only, assign a COS with Attribute 9 to those mailboxes that correspond to extensions that should have message-waiting indication. Command: .A COS

CAUTION: Mailbox and extension number must match for message-waiting indication to operate.

COS Attribute 15 - TRANSFER TO A RINGING STATION

Assign a COS with Attribute 15 to mailboxes of extensions that the S8700 forwards to the Serenade message server. Command: .A COS

PORT COS

COS Attribute 58 - DO NOT USE THIS PORT FOR INTEGRATION

Assign this COS attribute to those Serenade ports used in special applications that do not require integration. Standard line cards rather than APIC cards would support these ports. Command: .A COS

INFORMATION Table

INFORMATION Table Index 25 - QUICK GREETING ACTIVATION

Modify Information Table Index 25 to YES to allow selected direct internal callers to change and turn on/off their personal greetings without first entering their mailboxes. Command: .M INFO

SLOTS Table

The SLOTS Table is used to configure the APIC card.
Use the command: .M SLOT

ANSWERING MODE - For adaptive integration, configure all APIC ports
for AX answering mode to maximize utilization of the Serenade ports.

CONFIGURATION OF PORTS FOR OUTCALL - Message-waiting
ports should be set to NO. The other ports should be set to YES to allow
non-message waiting outcalls.

TEST - Test is set to NO. No change is necessary.

COS FOR MW - Each port for MWI must be programmed with
DEFAULT or with a specific COS number.

LSPTAB TABLE - The default LSPTAB Table is configured for the APIC.
Starting with release S.2.0, however, the default LSPTAB Table is no
longer applicable. When configuring APIC's, select LSPTAB Table 23,
labeled PIC_AT&T.

MASTER CLOCK (SYNC) - One APIC card must be designated as the
primary to provide clock synchronization with the PBX digital card
supporting the APIC. When more than one APIC card is installed in the
message server, the second card is designated as secondary; the third card
as tertiary. The remaining installed cards are designated as NONE.

Refer to the Configuration volume - SLOTS TABLE, for further
information on configuring the SLOTS Table.

SYSTEM PARAMETERS

System Parameter 3 - PBX MODEL

Select the model number of the telephone system. For AVAYA S8700,
select 3 - ATT and then choose System 75. Do not select Definity-ITAL.
unless this device is used in Italy. Command: .M SYS 3

System Parameter 33 - PBX INITIALIZATION CODE

Modify system parameter 33 to be NONE. Command: .M SYS 33

System Parameter 77 - PBX PROVIDES MOMENTARY DISCONNECT

System parameter 77 should be set to YES. Command .M SYS 77

NOTE: The following system parameters, 79-82, are used to set &
cancel message waiting. Consult the PBX technician for the
exact commands to use.

System Parameter 79 - LAMP MW: 'ON' PRE-EXTENSION DIGITS

Enter the digits to be dialed before the extension to light a message waiting
lamp. May include: 0-9, *, #, D (delay), E (expect dialtone), or F (flash), 1
to 8 characters, empty line = NONE.

System Parameter 80 - LAMP MW: 'ON' POST-EXTENSION DIGITS

Enter the digits to be dialed after the extension to light a message waiting lamp. May include: 0-9, *, #, D (delay), E (expect dialtone), or F (flash), 1 to 8 characters, empty line = NONE.

System Parameter 81 - LAMP MW: 'OFF' PRE-EXTENSION DIGITS

Enter the digits to be dialed after the extension to cancel a message waiting lamp. May include: 0-9, *, #, D (delay), E (expect dialtone), or F (flash), 1 to 8 characters, empty line = NONE.

System Parameter 82 - LAMP MW: 'OFF' POST-EXTENSION DIGITS

Enter the digits to be dialed after the extension to cancel a message waiting lamp. May include: 0-9, *, #, D (delay), E (expect dialtone), or F (flash), 1 to 8 characters, empty line = NONE.

System Parameter 116 - SHOULD INTEGRATION BE ACTIVATED?

System parameter 116 should be set to YES. Command: .M SYS 116

System Parameter 117 - RINGBACKS BEFORE ANSWERING AX
                 PORT

System parameter 117 should be set to 5. The provides extra time to receive call records from the PBX. Command: .M SYS 117

NOTE: The Serenade 200/300 message server normally answers a call within one ring upon receiving the call record from the APIC. This system parameter instructs the Serenade message server to answer calls with the port-level company greeting if the call information is not received.

System Parameter 170 - INTEGRATION LAMP ON/OFF LINK MUST
                 MATCH

This parameter should be set to YES. Command: .M SYS 170

System Parameter 198 - PCM ENCODING FOR SYSTEM

This must be set to match the encoding algorithm in use. *See Section 8.10.* Command: .M SYS 198

System Parameter 254 - DIGITAL TRANSFER INITIATE, RECONNECT, 7 TRANSFER COMPLETE CODES

System parameter 254 is new and is associated with the APIC. It is only to be used if the special transfer application is to be used by the G3. Otherwise, it should not be modified. Command: .M SYS 254

TRUNK GROUP Table

The TRUNK GROUP Table specifies call processing parameters for different trunk groups by COS. Refer to the *Configuration* volume-TRUNK GROUP TABLE.

7.0 AVAYA S8700 TESTING

At this point in the installation, test extensions should be created for testing the configuration of the G3. Refer to the *Integration* volume's sections 'Configuring the Test Extensions' and 'Testing AT&T S8700' for complete testing information.

7.1 APIC installation

This section describes the procedures for installing the APIC card. Note that there are 18 LEDs on the front edge of the APIC, near the top of the card. The first through the fourteenth LEDs are used to indicate card status are as follows, from top to bottom:

LED Descriptor	LED Color
DOWN LED	Red
GOOD LED	Green
Port 1 LED	Yellow
Port 2 LED	Yellow
.	.
.	.
.	.
Port 12 LED	Yellow
LEDs 13 - 16 are unused.	----

Follow these steps to install the APIC. The LEDs are referred to by the above listed names.

WARNING: All cross-connections to the PBX must be completed before proceeding. Changes to connections should only be made while the integration card is not installed in the Serenade 200/300 message server. Cross-connecting integration links when the integration card is installed may result in damage to the integration card.

1. Plug the 25-pair cable into the APIC slot.

2. Put on an antistatic wrist strap. Connect it to an unpainted portion of the cabinet.

3. While holding the top and bottom edges, slide the APIC card into the card cage. Pivot the card ejectors as needed to grip the small flanges on the front edge of the card cage.

4. Firmly seat the APIC card connectors into the motherboard by pressing the ejectors against the front edge of the card. The ejectors clip onto

small pins on the integration card when the connectors are properly seated. *WARNING:* Do not slam the adaptive integration card into the cabinet, as this may damage the card or motherboard connectors.

Refer to section 7.1 for information for monitoring the LEDs during the power-on routine.

5. Test the system for proper operation. Refer to section 7.2.

6. Once the down LED is OFF, the good LED is ON, and the yellow LEDs are ON, the ports are installed and working correctly.

7.2   POWER-ON ROUTINE

Once the APIC card is installed, the red LED comes ON. When self-test diagnostics are complete, the green LED comes ON. When the card has been initialized and is ready for operation, the red LED goes OFF within five minutes.

The APIC then verifies operation, which takes approximately two minutes.

Once a port is verified as working, its yellow LED turns ON. If all yellow LEDs do not turn ON, there is a link problem. Troubleshoot the link using the display phone. If the link turns out to be good, then replace the APIC card.

NOTE*:*   The 12 port LEDs on the APIC proved simple visual indication of port status. The APIC port LEDs always remain OFF while an APIC port is disconnected or while the APIC firmware is initializing the 7407ND link to the PBX. The port LEDs flash briefly during the initialization process. Once initialization is complete, the port LED reflects the port status as follows:

- The port LED is ON solid when a port is off-hook.
- The port LED flashes approximately three times per second while a port is reporting ringing to the VCU.
- The LED flashes approximately ten times per second when a port is reporting a line drop event, or abandoned caller, to the VCU.

7.3   TESTING THE ADAPTIVE INTEGRATION

Steps to verify the adaptive integration

Once the installation is complete, the adaptive integration must be verified. To do so, refer to the *Integration* volume's section 'Testing Adaptive Integration'.

8.0   CONSIDERATIONS

**Important notes
regarding this installation**

8.1   For greater reliability, use digital ports from different cards.
AVAYA also strongly recommends using the TN754B or TN754C
circuit packs, as field-testing of TN754 circuit packs uncovered
problems. Furthermore, AVAYA has recognized problems with
TN754 Version 5 to Version 10, and if the use of TN754 circuit
packs is an absolute requirement, the circuit pack(s) must be
Vintage 11 or higher.

8.2   Dedicated message waiting ports are recommended. AVAYA
recommends that each port be set up to do either call processing or
message waiting, but not both. This will prevent delays in
message-waiting indication.

**8.3   The AVAYA S8700 does not support unsupervised transfers to
busy stations without busy-call coverage programming.** Calls
will be lost. Ensure that all applicable extensions have busy-call
coverage programmed, including all extensions configured as
return-to-operator targets.

**8.4   Station-call forwarding to a station that is also station-call
forwarded will result in a ring-no-answer condition.** It is
recommended that all stations use either Call Coverage or station-
call forwarding to the Serenade 200/300 message server only.

**8.5   When a user's message-waiting light comes on, and the Leave
Word Calling (LWC) feature is being used exclusively by the
Serenade 200/300 message server, the user will only need to
call the message server for their messages.**

If the LWC feature is being used by the Serenade 200/300 message
server *and* other sources (that is message center and station users),
then users without display terminals must contact their designated
message retriever to determine the source of their message waiting
light.

CAUTION: Users with display terminals and message retrievers must not
delete any Serenade message server messages on their
display. This allows the message server to turn off the
message-waiting light when voice messages are reviewed.

**8.6   Multi-appearance voice terminal users on AVAYA S8700 can
bridge onto calls that forwarded to the Serenade 200/300
message server.** A feature called "Temporary Bridged
Appearance" allows multi-appearance voice terminal users to
"bridge" onto a call that has "Call Covered" and been answered by
another station. If the "covering" station is a message server port,
the calling party can inadvertently be "conferenced" by the called
party and the message server port. According to AVAYA

documentation, setting the Feature-Related System Parameter "Keep Held SBA at Coverage Point" to "N" can disable this feature. Field-testing has shown that this parameter does not have any effect on "Temporary Bridged Appearance. In order to disallow "Temporary Bridged Appearance, Vectoring software is required. This is accomplished by configuring the Serenade 200/300 ports UCD/ACD group pilot number into a Vector as a "route to" step. Then, assign the VDN (configured with "Allow VDN Override: n") associated with this newly configured Vector as the call coverage point for all subscribers' stations. Temporary Bridged Appearance can be disabled by setting Feature-Related System Parameter "Prohibit Bridging onto Calls with Data Privacy" to "y", and configuring the Class of Service assigned to the digital ports connected to the APIC's with "Data Privacy" enabled; then simply enable "Data Restriction" on those same ports. Please note that when "Prohibit Bridging onto Call with Data Privacy" is used, the call appearance receiving the call is still going to be "active" (busy) for the duration of the entire call, and cannot be used to receive or initiate calls during that time. This means that digital stations having only one call appearance (such as the 7401 sets) cannot make any calls until the party leaving the voicemail message hangs up.

8.7 **Hybrid telephone sets do not generate DTMF tones when calling internal digital stations**. This prevents subscribers, calling from those telephone sets into APIC ports, from accessing their mailboxes. Hybrid telephone sets do generate DTMF tones when completing calls to analog stations and after connecting to outside trunks, however, making it possible for subscribers to access the Serenade 200/300 message server if the system is equipped with analog ports or if subscribers place calls to outside trunks routing back into the Serenade 200/300 system pilot number.

8.8 **System Parameter 198 must be set to match the encoding algorithm used by the PBX.** There are two settings for this parameter, Mu-Law (0) and A-Law (1). The default is 0, and that is the setting used in North America. In most countries in Europe and Asia/Pacific, A-law encoding is used. If the voice quality from the system sounds very distorted, and DTMF detection is not functioning, change the setting of System Parameter 198. A system restart is required after this change.

8.9 **Use of autodial and/or abbreviated dialing buttons to access the Serenade 200/300 is not supported.** The PBX does not outpulse DTMF tones that are part of autodial and/or abbreviated dialing digit strings to digital stations; therefore, using this method to dial into the Serenade server and automatically input the password will not work.

8.10 **MSA administration** is required for voice mail hunt groups that are accessed by a "messaging split" vector step. In particular, this functionality is required when a vector on an Avaya PBX accesses an Octel Voice Mail system, a Magix centralized voice mail system, or any voice mail system that uses Mode Code integration to turn on Message Waiting lights. For Communication Manager (CM) software CM1.1.2 (both the "r" server [formerly G3r] and S8000 series servers use this software/term) a patch is available to restore the keyword 'msa' back to the Message Center field on the hunt group form. There is no patch for systems earlier CM software versions. CM 1.2 restores the 'msa' keyword, now named ***msa-vm***, without the need for a software patch.

CHANGE HISTORY		
Revision	**Issue Date**	**Reason for Change**
Revision A	01/23/04	GA release
Revision B	03/04/05	Added consideration 8.10
Revision C	07/22/05	Corrected section on page 3 re: 7405ND

AVAYA

1033 Murphy Ranch Road

Milpitas, CA 95035-7912

(408) 577-7000

http://www.avaya.com