



Avaya IA 770 INTUITY AUDIX Messaging Application

Release 3.1

Administering the S8300 and S8400
Media Servers to work with IA 770

August 2006

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Introduction

Avaya IA 770 INTUITY AUDIX Messaging Application (IA 770) is a voice messaging system that is integrated into Avaya Communication Manager for Avaya S8300 Media Server and S8400 Media Server. For new installations, IA 770 Release 3.1 supports H.323 multimedia communications. For upgrades from previous releases of IA 770, this release supports the CWY1 communication board on the S8300 Media Server.

Intended audience

The primary audience for this document is on-site technical personnel who are responsible for performing initial switch administration, and conducting acceptance testing.

Installation documentation

You must install IA 770 on the media server before you can proceed with the administration tasks described in this document. This section specifies the applicable media server installation documentation.

S8300 installation

To install the S8300 Media Server, perform the tasks described in the following documents:

- For G700 Media Servers - *Installation and Upgrades for the Avaya G700 Media Gateway and Avaya S8300 Media Server*, document number 555-234-100, Issue 8
- For G350 Media Servers - *Installation and Upgrades for the Avaya G350 Media Gateway*, document number 03-300394, Issue 2
- For G250 Media Servers - *Installation and Upgrades for the Avaya G250 Media Gateway*, Issue 1
- *Job Aid: Avaya Installation Wizard for Avaya S8300, S8500, and S8700-Series Media Servers and Avaya G350 and G700 Media Gateways*, document number 555-245-754, Issue 4, April 2005.

These documents can be obtained from the following sources:

- The Avaya support Web site at <http://www.avayadocs.com>
- The S8300 Media Server and S8700 Media Server Documentation Library CD, document number 03-300151, Issue 3

S8400 installation

To install the S8400 Media Server, perform the tasks described in the following documents:

- For G600 Media Servers - *Quick Start for Hardware Migration Avaya S8400 Media Server in an Avaya CMC1 or G600 Media Gateway*, 03-300706
- For G650 Media Servers - *Quick Start for Hardware Installation Avaya S8400 Media Server in an Avaya G650 Media Gateway*, 03-300705
- *Installing and Configuring the Avaya S8400 Media Server*, 03-300678
- *Using the Avaya Server Availability Management Processor (SAMP)*, 03-300322
- *Upgrading, Migrating, and Converting Media Servers and Gateways*, 03-300412

These documents can be obtained from the following sources:

- The Avaya support Web site at <http://www.avayadocs.com>
- The S8300 Media Server and S8700 Media Server Documentation Library CD, document number 03-300151, Issue 3

Administration documentation

After you install IA 770 you must administer the media server to work properly with IA 770.

- If the media server is using H.323 protocol, perform the steps in [Administering the media servers to work with IA 770](#) on page 7.
- If the media server is currently administered to use a CWY1 communication board, but you want to convert to H.323 protocol, perform the steps in [Removing CWY1 administration from an S8300 Media Server](#) on page 45 and then perform the steps in [Administering the media servers to work with IA 770](#) on page 7.

Administering the media servers to work with IA 770

This section describes how to administer media servers to work with H.323 messaging. In the following procedures, the term "media server" refers to either the S8300 Media Server or the S8400 Media Server.



Important:

You must stop IA 770 if anything is done that requires a stop or reset of the Communication Manager media server. Some examples of processes that cause a Communication Manager media server to stop or reset are:

- Power removal, planned or unplanned
- Patch application
- Firmware updates

IA 770 can be stopped from the web pages or the command line.

Administering the media servers for H.323 messaging

New installations of IA 770 use the H.323 protocol. If you did not use Avaya Installation Wizard, you must configure the system for IA 770 INTUITY AUDIX for the H.323 protocol by following all the procedures in this section.

If you used Avaya Installation Wizard to install Communication Manager and IA 770 INTUITY AUDIX, many tasks for the configuration of your messaging system were completed automatically. For those systems that used Avaya Installation Wizard, you can proceed directly to [Creating messaging login IDs](#) on page 32 and perform the procedures in that section and the subsequent sections.

This section includes the following topics:

- [Connecting to the media server SAT interface](#) on page 8
- [Checking H.323 customer options for the media server](#) on page 9
- [Setting feature access codes for messaging](#) on page 12
- [Setting internal parameters for messaging](#) on page 14
- [System parameters coverage](#) on page 18
- [Creating signaling and trunk groups for messaging](#) on page 19

- [Creating a route pattern for the new trunk group](#) on page 27
- [Configuring a hunt group and coverage path for messaging](#) on page 30
- [Creating messaging login IDs](#) on page 32
- [Saving translations](#) on page 34
- [Verifying product IDs](#) on page 34
- [Restarting the system](#) on page 35
- [Setting additional messaging parameters](#) on page 37
- [Activating additional messaging parameters](#) on page 38
- [Setting mailbox ranges for messaging](#) on page 39
- [Creating stations and assigning coverage paths](#) on page 40
- [Adding subscribers for messaging](#) on page 42

Connecting to the media server SAT interface

You use this procedure to connect your pre-configured laptop computer to the media server and start the System Administration Terminal (SAT) interface.

Note:

If you used Avaya Installation Wizard to install Communication Manager and IA 770 INTUITY AUDIX, this procedure is optional.

To enable H.323 messaging, perform the following steps:

1. From the laptop computer connected to the media server Services port, click **Start > Run**.
2. Enter `telnet 192.11.13.6 5023` and click **OK**.
3. When prompted, enter `dadmin` as the login ID.

Enter your login confirmation information as prompted:

- Password prompt - Enter the appropriate password in the **Password** field and press **Enter**.
 - Access Security Gateway challenge - If the login is protected with Access Security Gateway (ASG), the system displays a challenge screen. Enter the correct response and press **Enter**.
4. Enter your terminal type. Accept the default value, or enter the appropriate type for your computer and press **Enter**.

The system displays the SAT interface.

Checking H.323 customer options for the media server

This section presents the **customer-options** forms used by the system. You can use these forms to ensure that you appropriately set or enable the necessary H.323 and messaging options.

Note:

If you used Avaya Installation Wizard to install Communication Manager and IA 770 INTUITY AUDIX, this procedure is optional.



Important:

If these options are not set as indicated, you must contact your project manager to have a new license file, with the proper features, regenerated for this installation. You will not be able to successfully perform the installation without the necessary features.

To view the **customer-options** form on the media server, perform the following steps:

1. At the SAT interface prompt, enter **display system-parameters customer-options** and press **Enter**.

The system displays the first page of the form.

2. Navigate to page 2 of this form.

display system-parameters customer-options		Page 2 of 11
OPTIONAL FEATURES		
IP PORT CAPACITIES		USED
Maximum Administered H.323 Trunks:	450	26
Maximum Concurrently Registered IP Stations:	40	2
Maximum Administered Remote Office Trunks:	0	0
Maximum Concurrently Registered Remote Office Stations:	0	0
Maximum Concurrently Registered IP eCons:	16	0
Max Concur Registered Unauthenticated H.323 Stations:	40	0
Maximum Video Capable H.323 Stations:	40	0
Maximum Video Capable IP Softphones:	40	0
Maximum Administered SIP Trunks:	450	0
Maximum Number of DS1 Boards with Echo Cancellation:	30	0
Maximum TN2501 VAL Boards:	0	0
Maximum G250/G350/G700 VAL Sources:	50	0
Maximum TN2602 Boards with 80 VoIP Channels:	0	0
Maximum TN2602 Boards with 320 VoIP Channels:	0	0
Maximum Number of Expanded Meet-me Conference Ports:	300	0
(NOTE: You must logoff & login to effect the permission changes.)		

- Ensure that the first column of the **Maximum Administered H.323 Trunks** field is set to a number equal to or greater than the number of trunk group members enabled in the license file by the quantity of AUDIX mailboxes owned by the customer. These values are populated by the license file. Consult the following table and the installation planning forms to confirm the necessary value.

Number of mailboxes	Trunk group members (ports)
1-12	3 - Two ports are used for voice mail traffic and the remaining port is used for transfers and Message Waiting Indicator (MWI) updates.
13-100	6 - Four ports are used for voice mail traffic and the remaining two ports are used for transfers and MWI updates.
101-450	12 - Eight ports are used for voice mail traffic and the remaining four ports are used for transfers and MWI updates.



Important:

If the **Maximum Administered H.323 Trunks** field does not display a number equal to or greater than the number of purchased AUDIX ports, contact your project manager before attempting to continue with this procedure.

- Navigate to page 3 of this form.
- Ensure that the highlighted fields in the following screen are set as shown:

display system-parameters customer-options Page 3 of 11

OPTIONAL FEATURES

Abbreviated Dialing Enhanced List? y	Audible Message Waiting? y
Access Security Gateway (ASG)? n	Authorization Codes? y
Analog Trunk Incoming Call ID? y	Backup Cluster Automatic Takeover? n
A/D Grp/Sys List Dialing Start at 01? n	CAS Branch? n
Answer Supervision by Call Classifier? y	CAS Main? n
ARS? y	Change COR by FAC? n
ARS/AAR Partitioning? y	Computer Telephony Adjunct Links? y
ARS/AAR Dialing without FAC? n	Cvg Of Calls Redirected Off-net? y
ASAI Link Core Capabilities? y	DCS (Basic)? y
ASAI Link Plus Capabilities? n	DCS Call Coverage? y
Async. Transfer Mode (ATM) PNC? n	DCS with Rerouting? y
ATM WAN Spare Processor? n	Digital Loss Plan Modification? y
ATMS? y	DS1 MSP? y
Attendant Vectoring? y	DS1 Echo Cancellation? y

(NOTE: You must logoff & login to effect the permission changes.)

6. Navigate to page 4 of this form.
7. Ensure that the highlighted fields in the following screen are set as shown:

display system-parameters customer-options	Page 4 of 11																																
OPTIONAL FEATURES																																	
<table style="width: 100%; border: none;"> <tr> <td colspan="2" style="text-align: center;">IP Trunks? y</td> </tr> <tr> <td style="width: 50%;">IP Attendant Consoles? y</td> <td style="width: 50%;">IP Stations? y</td> </tr> <tr> <td>Emergency Access to Attendant? y</td> <td>Internet Protocol (IP) PNC? n</td> </tr> <tr> <td>Enable 'dadmin' Login? y</td> <td>ISDN Feature Plus? y</td> </tr> <tr> <td>Enhanced Conferencing? y</td> <td>ISDN Network Call Redirection? n</td> </tr> <tr> <td>Enhanced EC500? y</td> <td>ISDN-BRI Trunks? y</td> </tr> <tr> <td>Enterprise Survivable Server? n</td> <td style="text-align: center;">ISDN-PRI? y</td> </tr> <tr> <td>Enterprise Wide Licensing? n</td> <td>Local Survivable Processor? n</td> </tr> <tr> <td>ESS Administration? n</td> <td>Malicious Call Trace? n</td> </tr> <tr> <td>Extended Cvg/Fwd Admin? y</td> <td>Media Encryption Over IP? y</td> </tr> <tr> <td>External Device Alarm Admin? y</td> <td>Mode Code for Centralized Voice Mail? n</td> </tr> <tr> <td>Five Port Networks Max Per MCC? n</td> <td>Multifrequency Signaling? y</td> </tr> <tr> <td>Forced Entry of Account Codes? y</td> <td>Multimedia Appl. Server Interface (MASI)? n</td> </tr> <tr> <td>Global Call Classification? y</td> <td>Multimedia Call Handling (Basic)? y</td> </tr> <tr> <td>Hospitality (Basic)? y</td> <td>Multimedia Call Handling (Enhanced)? y</td> </tr> <tr> <td>Hospitality (G3V3 Enhancements)? n</td> <td></td> </tr> </table>		IP Trunks? y		IP Attendant Consoles? y	IP Stations? y	Emergency Access to Attendant? y	Internet Protocol (IP) PNC? n	Enable 'dadmin' Login? y	ISDN Feature Plus? y	Enhanced Conferencing? y	ISDN Network Call Redirection? n	Enhanced EC500? y	ISDN-BRI Trunks? y	Enterprise Survivable Server? n	ISDN-PRI? y	Enterprise Wide Licensing? n	Local Survivable Processor? n	ESS Administration? n	Malicious Call Trace? n	Extended Cvg/Fwd Admin? y	Media Encryption Over IP? y	External Device Alarm Admin? y	Mode Code for Centralized Voice Mail? n	Five Port Networks Max Per MCC? n	Multifrequency Signaling? y	Forced Entry of Account Codes? y	Multimedia Appl. Server Interface (MASI)? n	Global Call Classification? y	Multimedia Call Handling (Basic)? y	Hospitality (Basic)? y	Multimedia Call Handling (Enhanced)? y	Hospitality (G3V3 Enhancements)? n	
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(NOTE: You must logoff & login to effect the permission changes.)																																	

8. Navigate to page 5 of this form.

9. Ensure that the highlighted fields in the following screen are set as shown:

```
display system-parameters customer-options                                     Page 5 of 11
```

OPTIONAL FEATURES

Multiple Locations?	n	
Private Networking?	n	
Remote Office?	n	
Restrict Call Forward Off Net?	y	
Secondary Data Module?	y	
Multinational Locations?	n	Station and Trunk MSP? y
Multiple Level Precedence & Preemption?	n	Station as Virtual Extension? y
		System Management Data Transfer? n
Personal Station Access (PSA)?	y	Tenant Partitioning? n
Posted Messages?	y	Terminal Trans. Init. (TTI)? y
PNC Duplication?	n	Time of Day Routing? n
Port Network Support?	n	Uniform Dialing Plan? y
		Usage Allocation Enhancements? y
Processor and System MSP?	y	TN2501 VAL Maximum Capacity? y
Private Networking?	y	
Processor Ethernet?	y	Wideband Switching? n
		Wireless? y

(NOTE: You must logoff & login to effect the permission changes.)

10. Navigate to page 8 of this form.

11. Ensure that the highlighted fields in the following screen are set as shown:

```
display system-parameters customer-options                                     Page 8 of 11
```

QSIG OPTIONAL FEATURES

Basic Call Setup?	y
Basic Supplementary Services?	y
Centralized Attendant?	y
Interworking with DCS?	n
Supplementary Services with Rerouting?	y
Transfer into QSIG Voice Mail?	y
Value-Added (VALU)?	y

(NOTE: You must logoff & login to effect the permission changes.)

12. Exit this form by clicking **Cancel**.

Setting feature access codes for messaging

For IA 770 to function, you must create two feature access codes (FACs) and set two features to use these FACs. You must also create one dial access code (DAC) for later use by the trunk.

Note:

If you used Avaya Installation Wizard to install Communication Manager and IA 770 INTUITY AUDIX, this procedure is optional.

To create the two FACs for messaging, perform the following steps:

1. At the SAT interface, enter **change dialplan analysis** and press **Enter**.
The system displays the **dialplan analysis** form.
2. Create two FACs. For example, in the following screen, Dialed Strings 3 and 9 are specified as FACs, and Dialed String 1 is specified as a DAC.

change dialplan analysis						Page 1 of 12		
DIAL PLAN ANALYSIS TABLE								
						Percent Full: 2		
Dialed String	Total Length	Call Type	Dialed String	Total Length	Call Type	Dialed String	Total Length	Call Type
0	1	attd						
1	3	dac						
2	4	ext						
3	1	fac						
44	7	ext						
45	7	ext						
53	7	ext						
55	5	ext						
6	4	ext						
81	7	ext						
85	7	ext						
9	1	fac						
*	3	fac						
#	3	dac						

Note:

The FACs that you use for messaging can be one or more digits.

3. Exit this form and save these values by clicking **Submit**.
4. At the SAT interface, enter **change feature-access-codes** and press the **Enter** key.
The system displays the **feature-access-codes** form.

5. On the first page of this form, ensure that the highlighted fields in the following screen are set to the two feature access codes that you created in the previous screen:

```
change feature-access-codes                                     Page 1 of 8
                                     FEATURE ACCESS CODE (FAC)
Abbreviated Dialing List1 Access Code: *99
Abbreviated Dialing List2 Access Code: *17
Abbreviated Dialing List3 Access Code:
Abbreviated Dial - Prgm Group List Access Code:
Announcement Access Code: *26
Answer Back Access Code: #25

Auto Alternate Routing (AAR) Access Code: 3
Auto Route Selection (ARS) - Access Code 1: 9           Access Code 2:
Automatic Callback Activation: #05                     Deactivation:
Call Forwarding Activation Busy/DA: All: *21           Deactivation:
Call Park Access Code: *23
Call Pickup Access Code: #67
CAS Remote Hold/Answer Hold-Unhold Access Code: #08
CDR Account Code Access Code: #01
Change COR Access Code:
Change Coverage Access Code:
Contact Closure Open Code: Close Code:
Contact Closure Pulse Code:
```



Important:

In this screen, the Feature Access Code (FAC) for **Auto Alternate routing (AAR) Access Code** is set to **3** and **Auto Route Selection (ARS) - Access Code 1** is set to **9**. This is only an example. Ensure that your feature access codes match the definitions of the Feature Access Codes that you created in step 2 of this procedure.

6. Exit this form and save these values by clicking **Submit**.

Setting internal parameters for messaging

This procedure provides the steps for setting the feature-related parameters needed by IA 770.

Note:

If you used Avaya Installation Wizard to install Communication Manager and IA 770 INTUITY AUDIX, this procedure is optional.

To set the internal parameters for messaging, perform the following steps:

1. At the SAT interface, enter **change system-parameters features** and press **Enter**.
The system displays the **system-parameters features** form.

2. Ensure that the highlighted fields in the following screen are set.

display system-parameters features	Page 1 of 17
<p>FEATURE-RELATED SYSTEM PARAMETERS</p> <p>Self Station Display Enabled? y</p> <p>Trunk-to-Trunk Transfer: all</p> <p>Automatic Callback - No Answer Timeout Interval (rings): 3</p> <p>Call Park Timeout Interval (minutes): 20</p> <p>Off-Premises Tone Detect Timeout Interval (seconds): 20</p> <p>AAR/ARS Dial Tone Required? y</p> <p>Music/Tone on Hold: music Type: port 001V408</p> <p>Music (or Silence) on Transferred Trunk Calls? no</p> <p>DID/Tie/ISDN/SIP Intercept Treatment: attd</p> <p>Internal Auto-Answer of Attended-Extended/Transferred Calls: none</p> <p>Automatic Circuit Assurance (ACA) Enabled? n</p> <p>Abbreviated Dial Programming by Assigned Lists? y</p> <p>Auto Abbreviated/Delayed Transition Interval (rings): 1</p> <p>Protocol for Caller ID Analog Terminals: Bellcore</p> <p>Display Calling Number for Room to Room Caller ID Calls? n</p>	

3. Navigate to page 8 of this form.
4. Ensure that the highlighted fields in the following screen are set. See the subsequent table for appropriate values.

change system-parameters features	Page 8 of 17
<p>FEATURE-RELATED SYSTEM PARAMETERS</p> <p>ISDN PARAMETERS</p> <p>Send Non-ISDN Trunk Group Name as Connected Name? n</p> <p>Display Connected Name/Number for ISDN DCS Calls? n</p> <p>Send ISDN Trunk Group Name on Tandem Calls? n</p> <p>Send Custom Messages Through QSIG? n</p> <p>QSIG TSC Extension: 2099</p> <p>MWI - Number of Digits Per Voice Mail Subscriber: 4</p> <p>Feature Plus Ext:</p> <p>National CPN Prefix:</p> <p>International CPN Prefix:</p> <p>Pass Prefixed CPN to ASAI? n</p> <p>Unknown Numbers Considered Internal for AUDIX? y</p> <p>USNI Calling Name for Outgoing Calls? n</p> <p>Path Replacement with Measurements? y</p> <p>QSIG Path Replacement Extension: 2098</p> <p>Path Replace While in Queue/Vectoring? y</p> <p>Maximum Length: 4</p>	

Note:

The following table describes the fields on the **system-parameters features** form and what values are expected for each field:

Field	Description
QSIG TSC Extension	The number in this field is an unassigned extension. It is used as a Temporary Signaling Connection for configurations where this Media Server is connected to other Media Servers. This number must be one in your assigned block of extensions, but is unused for any other purpose.
MWI - Number of Digits Per Voice Mail Subscriber	This value represents the number of digits used in your dial plan for the extensions that will use voice mail. If extensions are identified with four digits in this implementation, you must set the value in this field to 4.
Unknown Numbers Considered Internal for AUDIX?	<p>If an extension has not been defined in Communication Manager, setting this field to y indicates that the extension number is viewed as an internal connection by IA 770.</p> <p>When this field is set to y, the Maximum Length field is displayed to the right. Enter the number of digits that define a number external to the contact center. Any dialed number exceeding this value is considered an external telephone number. For example, if you are using four digit extensions in your dial plan, enter 4 in this field. This field cannot be left blank.</p>
Path Replace While in Queue/ Vectoring?	<p>If you use an attendant console that has queueing or vectoring, this option must be set to y.</p> <p>If this option is not set to y, the operator will not see where the incoming call came from, or not hear the caller for approximately 10 seconds. With vector processing the call might go to dead air.</p>

- Exit this form and save these values by clicking **Submit**.
- At the SAT interface, enter **change dialplan parameters** and press **Enter**.
The system displays the **dialplan parameters** form.

7. Ensure that the field, **Local Node Number**, is set to the appropriate number for this communication server. If this is the only communication server in the contact center, this number will usually be 1.
8. Exit this form and save this value by clicking **Submit**.
9. At the SAT interface, enter **change node-names ip** and press **Enter**.

The system displays the **node-names** form.

10. Verify that the highlighted fields in the following screen are set to the proper values for the installation site. Consult the planning forms for this information:

change node-names ip		IP NODE NAMES		Page 1 of 1
Name	IP Address	Name	IP Address	
default	0 .0 . 0. 0		.	.
msgserver	123.123.123.123		.	.
procr	123.123.123.111		.	.
	.		.	.
	.		.	.

Note:

The IP address is different at each installation site. Ensure that an IP address for the messaging server is established before entering this value. This is the same IP address that you administered during IA 770 installation. This IP is the same as in web configuration server.

The msgserver name can be changed as long as you are consistent between the IP node names and the signaling group assigned for IA 770.

11. Exit the form and save these values by clicking **Submit**.
12. Choose one of the following options:
 - If the media server is an S8300, or an S8400 that is using a media gateway, go to [System parameters coverage](#) on page 18.
 - If the S8400 media server does not use a media gateway, perform the following steps:
 1. Enter **add IP-interface procr** and press the **Enter** key.

2. Verify that the highlighted fields in the following screen are set to the proper values for the installation site.

```

add ip-interface procr
                                IP INTERFACES

                                Type: PROCR

                                Node Name: procr
                                IP Address: 135.122.54 .74
                                Subnet Mask: 255.255.255.240

                                Enable Ethernet Port? y
                                Network Region: 1

                                Allow H.323 Endpoints? y
                                Allow H.248 Gateways? y
                                Gatekeeper Priority: 5

                                Target socket load: 1700

```

3. Exit the form and save these values by clicking **Submit**.

System parameters coverage

To set the system parameters coverage:

1. At the SAT interface, enter **change system-parameters coverage** and press **Enter**.

```

change system-parameters coverage-forwarding
                                SYSTEM PARAMETERS CALL COVERAGE / CALL FORWARDING
                                Page    1 of  2

CALL COVERAGE/FORWARDING PARAMETERS

                                Local Cug Subsequent Redirection/CFWD No Ans Interval (rings): 4
                                Off-Net Cug Subsequent Redirection/CFWD No Ans Interval (rings): 4
                                Coverage - Caller Response Interval (seconds): 1
                                Threshold for Blocking Off-Net Redirection of Incoming Trunk Calls: n

COVERAGE

                                Keep Held SBA at Coverage Point? n
                                External Coverage Treatment for Transferred Incoming Trunk Calls? n
                                Immediate Redirection on Receipt of PROGRESS Inband Information? n
                                Maintain SBA At Principal? n
                                QSIG VALU Coverage Overrides QSIG Diversion with Rerouting? n
                                Station Hunt Before Coverage? n

FORWARDING

                                Call Forward Override? n
                                Coverage After Forwarding? y

```

2. Exit the form and save these values by clicking **Submit**.

Creating signaling and trunk groups for messaging

IA 770 requires a signaling group and a trunk group. Both of these must be specifically configured for messaging.

Note:

If you used Avaya Installation Wizard to install Communication Manager and IA 770 INTUITY AUDIX, these procedures are optional.

Creating a trunk group for messaging

To create a trunk group for IA 770, perform the following steps:

1. At the SAT interface, enter **add trunk-group <nnn>** and press **Enter**.

Note:

<nnn> represents the number of this new trunk group. This number must not be in use. For ease of identification, set this number equal to that of the signaling group that you created. For example, if you created a signaling group as **99**, create the corresponding trunk group **99**.

The system displays the **trunk-group** form.

2. Ensure that the highlighted fields in the following screen are set as shown:

add trunk-group 99		Page 1 of 21	
TRUNK GROUP			
Group Number: 99	Group Type: isdn	CDR Reports: y	
Group Name: msgserver	COR: 1	TN: 1	TAC: 199
Direction: two-way	Outgoing Display? n	Carrier Medium: H.323	
Dial Access? y	Busy Threshold: 255	Night Service:	
Queue Length: 0	Auth Code? n		
Service Type: tie	Member Assignment Method: auto		
	Signaling Group: 99		
	Number of Members: 6		

3. Verify that the number of trunks (ports) you enter in the `Number of Members` field is appropriate for the number of messaging mailboxes allowed by your license. For more information, see the following table and your IA 770 licensing documentation:

Number of mailboxes	Trunk group members (ports)
1-12	3 - Two ports are used for voice mail traffic and the remaining port is used for transfers and Message Waiting Indicator (MWI) updates.
13-100	6 - Four ports are used for voice mail traffic and the remaining two ports are used for transfers and MWI updates.
101-450	12 - Eight ports are used for voice mail traffic and the remaining four ports are used for transfers and MWI updates.

4. Navigate to page 2 of this form.
5. Ensure that the highlighted fields in the following screen are set as shown:

add trunk-group 99		Page 2 of 21
Group Type: isdn		
TRUNK PARAMETERS		
Codeset to Send Display: 6	Codeset to Send National IEs: 6	
	Charge Advice: none	
Supplementary Service Protocol: b	Digit Handling (in/out): enbloc/enbloc	
	QSIG Value-Added? y	
	Digital Loss Group: 18	
Incoming Calling Number - Delete:	Insert:	Format: pub-unk
Disconnect Supervision - In? y Out? n		
Answer Supervision Timeout: 0		

6. Navigate to page 3 of this form.

7. Ensure that the highlighted fields in the following screen are set as shown:

add trunk-group 99		Page 3 of 21
TRUNK FEATURES		
ACA Assignment? n	Measured: none	
	Internal Alert? n	Maintenance Tests? y
	Data Restriction? n	NCA-TSC Trunk Member: 1
	Send Name: n	Send Calling Number: y
Used for DCS? n	Hop Dgt? n	Send EMU Visitor CPN? n
Suppress # Outpulsing? n	Format: public	
	UII IE Treatment: service-provider	
	Replace Restricted Numbers? n	
	Replace Unavailable Numbers? n	
	Send Connected Number: y	
	Hold/Unhold Notifications? y	
	Modify Tandem Calling Number? n	
Send UII IE? y		
Send UCID? n		
Send Codeset 6/7 LAI IE? y		

Note:

With the `Format: public` setting, you must use AAR and ARS digit conversion. For more information about AAR and ARS digit conversion, see [AAR and ARS digit conversion](#) on page 25.

8. Navigate to page 4 of this form.

9. Ensure that the highlighted fields in the following screen are set as shown:

add trunk-group 99		Page 4 of 21
QSIG TRUNK GROUP OPTIONS		
Diversion by Reroute? y		
Path Replacement? y		
Path Replacement with Retention? n		
Path Replacement Method: better-route		
SBS? n		
Display Forwarding Party Name? y		
Character Set for QSIG Name: eurofont		

Note:

After you submit this form, trunk groups are dynamically assigned for all trunks.

10. Exit this form and save these values by clicking **Submit**.

Creating a signaling group for messaging

To create a signaling group for IA 770, perform the following steps:

1. At the SAT interface, enter `add signaling-group <nnn>` and press **Enter**.

Note:

`<nnn>` represents the number of this new signaling group. This number must not be in use and should also be available for the creation of a trunk group. For example, if you create this signaling group as **99**, the corresponding trunk group should be created as **99**. For this group, choose a number that is easily differentiated from other signaling and trunk groups.

The system displays the **SIGNALING GROUP** form.

2. Ensure that the highlighted fields in the following screen are set as shown:

add signaling-group 99		Page 1 of 5
p SIGNALING GROUP		
GroupNumber: 99	Group Type: h.323	
Remote Office? n	Max number of NCA TSC: 10	
SBS? n	Max number of CA TSC: 10	
IP Video? n	Trunk Group for NCA TSC: 99	
Trunk Group for Channel Selection: 99		
Supplementary Service Protocol: b		
T303 Timer(sec): 10		
Near-end Node Name: procr	Far-end Node Name: msgserver	
Near-end Listen Port: 1720	Far-end Listen Port: 1720	
	Far-end Network Region: 1	
LRQ Required? n	Calls Share IP Signaling Connection? y	
RRQ Required? n		
	Bypass If IP Threshold Exceeded? n	
	H.235 Annex H Required? n	
DTMF over IP: out-of-band	Direct IP-IP Audio Connections? n	
	IP Audio Hairpinning? n	
	Interworking Message: PROGRESS	
	DCP/Analog Bearer Capability: 3.1kHz	

Note:

The **Calls Share IP Signaling Connection** field is set to **y** so that IA 770 does not attempt to create a new TCP/IP connection for each call.

If this contact center has changed configuration of the Far-end Network Region, the signaling group may not function correctly for IA 770.

Note:

The field, **Far-end Network Region**, defaults to 1 if a value is not specified.

3. To ensure that Network Region 1 will function properly for IA 770, at the SAT interface, enter `display ip-network-region <n>`, where `<n>` represents the value in the **Far-end Network Region** field, and press **Enter**.

The system displays the IP Network Region form.

4. Ensure that the highlighted fields in the following screen are set as shown.

```
display ip-network-region 1                                     Page 1 of 19
IP NETWORK REGION
Region: 1
Location: 1      Authoritative Domain:
Name: Sputnikvm
MEDIA PARAMETERS      Intra-region IP-IP Direct Audio: yes
      Codec Set: 1      Inter-region IP-IP Direct Audio: yes
      UDP Port Min: 2048      IP Audio Hairpinning? n
      UDP Port Max: 65535
DIFFSERV/TOS PARAMETERS      RTCP Reporting Enabled? y
      Call Control PHB Value: 34      RTCP MONITOR SERVER PARAMETERS
      Audio PHB Value: 46      Use Default Server Parameters? y
      Video PHB Value: 26
802.1P/Q PARAMETERS
      Call Control 802.1p Priority: 7
      Audio 802.1p Priority: 6
      Video 802.1p Priority: 5      AUDIO RESOURCE RESERVATION PARAMETERS
H.323 IP ENDPOINTS      RSVP Enabled? n
      H.323 Link Bounce Recovery? y
      Idle Traffic Interval (sec): 20
      Keep-Alive Interval (sec): 5
      Keep-Alive Count: 5
```

5. Note the value in the **Codec Set** field.
6. Navigate to page 3 of this form.
7. To verify that the source region and far-end regions are configured properly, ensure that the highlighted fields in the following screen are set as shown:

```
display ip-network-region 1                                     Page 3 of 19
Inter Network Region Connection Management
src dst  codec  direct      Dynamic CAC
rgn rgn   set    WAN        WAN-BW-limits  Intervening-regions  Gateway  IGAR

1  1      1
1  2
1  3
1  4
1  5
1  6
1  7
1  8
1  9
1  10
1  11
1  12
1  13
1  14
1  15
```

8. At the SAT interface, enter **change ip-codec-set <n>**, where <n> represents the value noted in the **Codec Set** field, and press **Enter**.

The system displays the **ip-codec-set** form.

9. Ensure that the highlighted fields in the following screen are set as shown:

```

change ip-codec-set 1                                     Page 1 of 2
                                     IP Codec Set
      Codec Set: 1
      Audio      Silence      Frames      Packet
      Codec      Suppression  Per Pkt    Size(ms)
1: G.711MU      n          2          20
2:
3:
4:
5:
6:
7:
  
```

10. Navigate to page 2 of this form.

11. Choose one of the following steps:

- If this installation is NOT using Fax, verify that the highlighted fields in the following screen are set as shown.

```

change ip-codec-set 1                                     Page 2 of 2
                                     IP Codec Set
                                     Allow Direct-IP Multimedia? n
                                     Mode      Redundancy
FAX      relay          0
Modem      off          0
TDD/TTY    US          3
Clear-channel n        0
  
```



Important:

FAX might not be enabled for Communication Manager 3.1.

- If this installation is using Fax, verify that the highlighted fields in the following screen are set as shown.

```

change ip-codec-set 1                                     Page 2 of 2
                                     IP Codec Set
                                     Allow Direct-IP Multimedia? n
                                     Mode      Redundancy
FAX      T.38-standard  0
Modem      off          0
TDD/TTY    US          3
Clear-channel n        0
  
```

12. Exit this form and save these values by selecting the **Submit** function.

Configuring the new signaling group for messaging

After you have created the new signaling group and trunk group for IA 770, you must modify the signaling group to associate it with the new trunk group.

To associate the new signaling group with the new trunk group, perform the following steps:

1. At the SAT interface, enter **change signaling-group <nnn>** and press the **Enter** key.

Note:

<nnn> represents the number of the signaling group you created in [Creating a signaling group for messaging](#) on page 22. Ensure that you are modifying this same signaling group.

The system displays the **signaling-group** form.

2. Set the **Trunk Group for Channel Selection** field to the number of the new trunk group that you created in [Creating a trunk group for messaging](#) on page 19. For example, if you created the new signaling group and the new trunk group as **99**, enter **99** in this field.
3. Set the **Trunk Group for NCA TSC** field to the number of the new trunk group that you created in [Creating a trunk group for messaging](#) on page 19. For example, if you created the new signaling group and the new trunk group as **99**, enter **99** in this field.
4. Exit this form and save this value by clicking **Submit**.

AAR and ARS digit conversion

Depending on the **Format** field setting on Page 3 of the **Trunk Group** form, you must translate the ARS and AAR digit conversion tables.



Important:

When you enter **public** for the **Format** field setting on Page 3 of the **Trunk Group** form, you must convert both ARS and AAR digits.

Path replacement settings

The following table lists the AAR and ARS digit conversion translation requirements based on the trunk format.

Trunk format setting	AAR digit conversion	ARS digit conversion	AAR and ARS digit conversion	Works Yes/No
Private			X	Yes
		X		No
	X			Yes

Trunk format setting	AAR digit conversion	ARS digit conversion	AAR and ARS digit conversion	Works Yes/No
Public			X	Yes
		X		Yes
	X			No
Unknown			X	Yes
		X		Yes
	X			Yes
Unk-pvt			X	Yes
		X		Yes
	X			Yes

Converting ARS digits

To convert the ARS digits:

1. At the SAT interface, enter **display ars digit-conversion 1** and press **Enter**.



Important:

The following screen examples are based on a system that uses 4 digit extensions that begin with 2. You must use values that are appropriate for your configuration.

2. Verify that the **Net**, **Conv**, and **Req** fields are set as shown in the following example.

display ars digit-conversion							Page 1 of 2
ARS DIGIT CONVERSION TABLE							Percent Full: 4
Location: all							
Matching Pattern	Min	Max	Del	Replacement	String	Net	Conv ANI Req
11	2	2	2	911#		ars	n
2	4	4	0			ext	y
18002321234	11	11	11	18002255700		ars	y

3. Exit this form and save these values by clicking **Submit**.

Converting AAR digits

To convert the AAR digits:

1. At the SAT interface, enter **display aar digit-conversion 1** and press **Enter**.

**Important:**

The following screen examples are based on a system that uses 4 digit extensions that begin with 2. You must use values that are appropriate for your configuration.

2. Verify that the **Net**, **Conv**, and **Req** fields are set as shown in the following example.

display aar digit-conversion							Page 1 of 2		
AAR DIGIT CONVERSION TABLE							Percent Full: 4		
Location: all									
Matching Pattern	Min	Max	Del	Replacement	String	Net	Conv	ANI	Req
1	4	28	0	911#		ars	y		n
2	4	4	0			ext	y		n
x11	3	3	0	18002255700		ars	y		n

3. Exit this form and save these values by clicking **Submit**.

Creating a route pattern for the new trunk group

You must create a route pattern for the new trunk group so that IA 770 can correctly receive and retrieve voice mail.

Note:

If you used Avaya Installation Wizard to install Communication Manager and IA 770 INTUITY AUDIX, this procedure is optional.

To create a route pattern for the new trunk group, perform the following steps:

1. At the SAT interface, enter **change route-pattern <nnn>** and press the **Enter** key.

Note:

<nnn> represents the number of the new trunk group that you created in [Creating a trunk group for messaging](#) on page 19. You must enter this number for messaging to function properly.

The system displays the **route-pattern** form.

2. Ensure that the highlighted fields in the following screen are set as shown:

```

change route-pattern 99
Pattern Number: 99  Pattern Name: msgserver
SCCAN? n  Secure SIP? n

Grp FRL NPA Pfx Hop Toll No.  Inserted  DCS/ IXC
No.      Mrk Lmt List Del  Digits  QSIG
                               Dgts  Intw
1: 99    0                               n  user
2:                               n  user
3:                               n  user
4:                               n  user
5:                               n  user
6:                               n  user

BCC VALUE  TSC CA-TSC  ITC BCIE Service/Feature BAND  No. Numbering LAR
0 1 2 3 4 W      Request      Dgts Format
Subaddress
1: y y y y y n  y  none      rest      rehu
2: y y y y y n  n      rest      none
3: y y y y y n  n      rest      none
4: y y y y y n  n      rest      none
5: y y y y y n  n      rest      none
6: y y y y y n  n      rest      none

```

Note:

The value, **99**, that is displayed under the **Grp No.** column represents the number that you assigned to the new trunk group that you created in [Creating a trunk group for messaging](#) on page 19. Ensure that you enter the correct number of the new trunk group in this column.

Note:

The **CA-TSC Request** field cannot contain a value until the **TSC** field is set to **y**.

3. Exit this form and save these values by selecting the **Submit** function.
4. At the SAT interface, enter **change aar analysis <nnn>** and press the **Enter** key.

Note:

<nnn> represents the welcome to Audix extension. For example, enter 2000 in this command.

The system displays the **aar analysis** form.

5. On page 1 of this form, ensure that the highlighted fields in the following screen are set as follows:

```

change aar analysis 2                                     Page 1 of 2
                                     AAR DIGIT ANALYSIS TABLE
                                     Percent Full: 2

Dialed      Total      Route      Call      Node      ANI
String      Min  Max    Pattern   Type      Num      Req'd
2000        4    4      99       aar        n
  
```

Note:

The number, **2000**, in this example is the number of your default AUDIX voice mail extension. This number will vary per site. The columns for **Total Min** and **Total Max** refer to the number of digits in the voice mail extension. If you are using a dial plan with more than four digits, you must adjust this number accordingly.

6. Exit this form and save these values by clicking **Submit**.
7. At the SAT interface, enter **change public-unknown-numbering** and press **Enter**.
The system displays the **public-unknown-numbering** form.
8. On page 1 of this form, ensure that the highlighted fields in the following screen are set as shown:

Note:

You must define all of the numbers that appear as the first digits in the available extension numbers that use voice mail, and the path replacement numbers in **change system-parameters features** page 8 of 14.

```

change public-unknown-numbering                         Page 1 of 8
                                     NUMBERING - PUBLIC/UNKNOWN FORMAT
                                     Total
Ext  Ext      Trk      CPN      CPN Ext Ext      Trk      CPN      Total
Len  Code     Grp(s)   Prefix   Len Len Code   Grp(s)   Prefix   Len
4    2        99              4
  
```

The following table describes the fields and expected values for this form:

Field	Description
Ext Len	This value represents the number of digits for extensions. For example, if the dial plan is configured for four-digit extensions, enter 4 in this column.
Ext Code	This value represents the first digit or digits in the range of extensions for this site plus the path replacement numbers.

Field	Description
Trk Grp(s)	This value represents the number of the new trunk group that you created in Creating a trunk group for messaging on page 19.
CPN Len	This value represents the number of digits for extensions. For example, if the dial plan is configured for four-digit extensions, enter 4 in this column.

9. Exit this form and save these values by selecting the **Submit** function.

Configuring a hunt group and coverage path for messaging

You must create a hunt group and coverage path that is associated with IA 770.

Note:

If you used Avaya Installation Wizard to install Communication Manager and IA 770 INTUITY AUDIX, these procedures are optional.

Creating a hunt group for messaging

To create a hunt group for messaging, perform the following steps:

1. At the SAT interface, enter **add hunt-group <nnn>** and press **Enter**.

Note:

<nnn> represents the number of an new, unused hunt group. This hunt group should be consistent with your country settings. It will only be used for messaging.

The system displays the **hunt group** form.

2. Ensure that the highlighted fields in the following screen are set as shown:

add hunt-group 99		Page 1 of 60
HUNT GROUP		
ISDN/SIP Caller Display:		
Group Number: 99	ACD? n	
Group Name: msgserver	Queue? n	
Group Extension: 2000	Vector? n	
Group Type: ucd-mia	Coverage Path:	
TN: 1	Night Service Destination:	
COR: 1	MM Early Answer? n	
Security Code:	Local Agent Preference? n	

Note:

The **Group Extension** field identifies the default voice mail extension. This number must not be in use as a station or any other entity. It must be within the range of extensions. You do not need to perform any other actions to create this extension. This example is for an environment where a four-digit dial plan is in use.

Note:

The COR for the hunt group must not be outward restricted.

3. Navigate to page 2 of this form.
4. Ensure that the highlighted fields in the following screen are set as shown:

Note:

The three fields below **Message Center** are not displayed until this field is set to **qsig-mwi**.

add hunt-group 99		Page 2 of 60
HUNT GROUP		
LWC Reception: none	AUDIX Name:	
Message Center: qsig-mwi		
Send Reroute Request: y		
Voice Mail Number: 2000		
Routing Digits (e.g. AAR/ARS Access Code): 3		Provide Ringback? n

Note:

In this form set the **Routing Digits (e.g. AAR/ARS Access Code)** field to the Feature Access Code that you specified for **Auto Alternate Routing (AAR) Access Code** in [Setting feature access codes for messaging](#) on page 12.

5. Exit this form and save these values by clicking **Submit**.

Creating a coverage path for messaging

After the hunt groups are created, you must create a coverage path in Communication Manager. To create this coverage path, perform the following steps:

1. From the SAT interface, enter **add coverage path <nnn>** and press **Enter**.

Note:

<nnn> represents the number of a new, unused coverage path. You can substitute **<nnn>** with **next** to use the first unused number. For example, if coverage paths 1 through 5 are in use, the **next** parameter creates coverage path 6.

The system displays the **coverage path** form.

2. Ensure that the highlighted fields in the following screen are set as shown:

```

add coverage path 99                                     Page 1 of 1
                                COVERAGE PATH

                                Coverage Path Number: 99
                                Next Path Number:          Hunt after coverage? n
                                                                Linkage

COVERAGE CRITERIA

    Station/Group Status    Inside Call    Outside Call
        Active?              n                n
        Busy?                y                y
        Don't Answer?        y                y    Number of Rings: 3
        All?                  n                n
    DND/SAC/Goto Cover?      y                y
    Holiday Coverage?        n                n

COVERAGE POINTS

    Terminate to Coverage Pts. with Bridged Appearances? n
    Point1: h99                Point2:                Point3:
    Point4:                    Point5:                Point6:
  
```

Note:

In this screen, set the **Point1** field to the hunt group that you created for messaging. In this example, **h99** represents hunt group 99.

3. Exit this form and save this value by clicking **Submit**.

Creating messaging login IDs

IA 770 requires the following login IDs for administration and maintenance:

- sa - This login ID is for system administration of messaging. This login can access all areas of the messaging system.
- vm - This login ID is for system maintenance of messaging. This login has access to a smaller area of the messaging system than the sa login ID.



Important:

You must perform this procedure to create both the sa and vm messaging login IDs.

To create a messaging login ID, perform the following steps:

1. From the Windows **Start** menu, click **Start > Run**.
2. Enter **telnet 192.11.13.6 5023** and press **Enter**.

3. At the login prompt, enter **dadmin** and press **Enter**.
4. When prompted, enter the password for the dadmin login ID and press **Enter**.
The system displays the SAT interface.
5. At the SAT interface, enter **add login <ID>** and press **Enter**.

Note:

<ID> represents either the vm or sa messaging login ID. Create the sa login ID first, then perform this procedure again for the vm login ID.

The system displays the **Login Administration** form.

add login vm	LOGIN ADMINISTRATION	Page 1 of 1				
<p>LOGIN BEING ADMINISTERED</p> <p style="margin-left: 40px;">Login's Name: sa</p> <p style="margin-left: 40px;">Login Type: customer</p> <p style="margin-left: 40px;">Service Level: messaging</p> <p>LOGIN'S PASSWORD INFORMATION</p> <p style="margin-left: 40px;">Login's Password:</p> <p style="margin-left: 40px;">Reenter Login's Password:</p> <p style="margin-left: 40px;">Password Aging Cycle Length (Days):</p> <p>LOGOFF NOTIFICATION</p> <table style="width: 100%; border: none;"> <tr> <td style="width: 50%;">Facility Test Call Notification? y</td> <td style="width: 50%;">Acknowledgement Required? y</td> </tr> <tr> <td>Remote Access Notification? y</td> <td>Acknowledgement Required? y</td> </tr> </table>			Facility Test Call Notification? y	Acknowledgement Required? y	Remote Access Notification? y	Acknowledgement Required? y
Facility Test Call Notification? y	Acknowledgement Required? y					
Remote Access Notification? y	Acknowledgement Required? y					

6. Ensure that the fields in this form are set to the values specified in the following table:

Field	Setting
Login's Name	sa or vm
Login Type	customer
Service Level	messaging
Shell Access	n This field only appears if the Service Level field is set to messaging .
Login's Password	Enter a password for this login ID.

Field	Setting
Reenter Login's Password	Enter the password for this login ID to confirm that it has been entered correctly.
Password Aging Cycle Length (Days)	Enter the number of days until the system expires the password. At the end of this cycle the user must change the password. Leave this field blank if you do not want this password to expire.

7. Exit this form and save these values by clicking **Submit**.
8. Repeat this procedure for the vm user ID.

Saving translations

Translations refers to the process of configuring the communication server settings through the preceding procedures. When you complete the translations, you must save them.

To save translations, perform the following steps:

1. From the Windows **Start** menu, click **Start > Run**.
2. Enter `telnet 192.11.13.6 5023` and press **Enter**.
3. At the login prompt, enter `dadmin` and press **Enter**.
4. When prompted, enter the password for the dadmin login ID and press **Enter**.

The system displays the SAT interface.

5. From the SAT interface, enter `save translations` and press **Enter**.

The system saves the translations.

Verifying product IDs

Confirm that all products are properly installed and registered.

To view the list of installed products, perform the following steps:

1. From the Windows **Start** menu, click **Start > Run**.
2. In the **Open** text box, enter `telnet 192.11.13.6` and press **Enter**.
3. At the login prompt, enter `dadmin` and press **Enter**.
4. When prompted, enter the password for the dadmin login ID and press **Enter**.

5. Enter **productid** and press **Enter**.

The system displays a list of installed products.

6. Ensure that the following product IDs are displayed:

- **Product ID:** "1xxxxxxxxx"
- **Messaging Product ID:** "2xxxxxxxxx"

Each customer has unique product IDs. In this example, **x** represents the remaining numbers of the product ID.



Important:

If only one or none of the IDs are available, you must reinstall the system.

Restarting the system

When you complete the previous procedures, you must restart the Avaya Communication Manager system.

To restart the system, perform the following steps:

1. From your Windows desktop, open a Web browser, such as Internet Explorer or Netscape.
2. Navigate to the following Uniform Resource Locator (URL) address:

http://192.11.13.6

The Web browser displays the **Welcome** screen of the Web interface.

3. Click **Continue**.
4. Depending on your security settings, you may receive the following security prompts:
 - If a **Security Alert** message box is displayed, click **OK**.
 - If a **Client Authentication** dialog box is displayed, click **OK**.
 - If another **Security Alert** message box is displayed, click **Yes**.
5. In the **Logon ID** field, enter **dadmin** and click **Logon**.
6. In the **Password** field, enter the password for the dadmin login ID.
7. When prompted to suppress alarm origination, click **Yes**.

The **Integrated Management** Web page is displayed.

8. On the right side of the Web page, select **Launch Maintenance Web Interface**.
The **Maintenance Web Pages** are displayed in a new Web browser window.



9. From the **Server** category in the menu on the left side of the Web page, click **Shutdown Server**.
The **Shutdown This Server** Web page is displayed.
10. Select the **Delayed Shutdown** option.

**CAUTION:**

You must always select the **Delayed Shutdown** option when restarting the server. The **Immediate Shutdown** option may cause corruption of the messaging database.

11. Select the **Restart server after shutdown** check box.
12. Click **Shutdown**.

The Media Server restarts. The server takes approximately 10 to 15 minutes to restart.

Setting additional messaging parameters

After the Media Server is restarted, you must perform additional administration for messaging.

To complete the additional administration parameters for messaging, perform the following steps:

1. From your Windows desktop, open a Web browser, such as Internet Explorer or Netscape.
2. Navigate to the following Uniform Resource Locator (URL) address:

http://192.11.13.6

The Web browser displays the **Welcome** screen of the Web interface.

3. Click **Continue**.
4. Depending on your security settings, you may receive the following security prompts:
 - If a **Security Alert** message box is displayed, click **OK**.
 - If a **Client Authentication** dialog box is displayed, click **OK**.
 - If another **Security Alert** message box is displayed, click **Yes**.
5. In the **Logon ID** field, enter **dadmin** and click **Logon**.
6. In the **Password** field, enter the password for the dadmin login ID.
7. When prompted to suppress alarm origination, click **Yes**.

The **Integrated Management** Web page is displayed.

8. On the right side of the Web page, select **Launch Maintenance Web Interface**.

The **Maintenance Web Pages** are displayed in a new Web browser window.

9. From the **Miscellaneous** menu on the left side of the Web page, select **Messaging Administration**.

The **Messaging Administration** Web page is displayed in a new Web browser window.

10. From the **Messaging Administration** Web page, select **Switch Administration**.
11. From the resulting Web page, select **Switch Link Administration**.

12. In the **Switch Number** field, select the ID designated for this Media Server. If this is the only Media Server in this call center, this number will remain **1**. This number must match the number that you set in step 7 in the procedure [Setting internal parameters for messaging](#) on page 14.
13. In the **Extension Length** field, select the number of digits that extensions use in your dial plan.
14. Click **Submit**.
A new Web page is displayed listing the changes that made to the Media Server.
15. Click **Return to Main** or close the window.

Activating additional messaging parameters

When you complete the previous procedure, you must stop and restart messaging for these changes to take effect.

To restart messaging, perform the following steps:

1. On the **Maintenance Web Page**, select **Messaging Administration** from the **Miscellaneous** menu.
The **Messaging Administration** Web page is displayed in a new Web browser.
2. From the **Messaging Administration** Web page, select **Utilities**.
The **Utilities** Web page is displayed.
3. Select **Stop Messaging Software**.
The **Stop Messaging Software** Web page is displayed.
4. Select **Stop**.
The shutdown of the messaging server begins when all users are logged off from IA 770. When the server is stopped, the Web page displays status information. Once this process begins, the system takes a few minutes to complete the shutdown.
5. When the message, **The Voice System has completely stopped** is displayed, select **Return to Main**.
The **Messaging Administration** Web page is displayed.
6. From the **Messaging Administration** Web page, select **Utilities**.
The **Utilities** Web page is displayed.
7. Select **Start Messaging Software**.
The **Start Messaging Software** Web page is displayed. This page displays the status of the system as it starts.
8. When the system displays **Startup of the Voice System is complete**, click **Return to Main**.

Setting mailbox ranges for messaging

Extensions to be used for messaging must be defined. You define these extensions in the "local" machine profile.

To change the local machine profile, perform the following steps:

1. From the **Maintenance Web Page**, select **Messaging Administration** under the **Miscellaneous** menu.

The **Messaging Administration** Web page is displayed in a new Web browser.

2. From the **Messaging Administration** Web page, select **Global Administration**.

The **Global Administration** Web page is displayed.

3. From the **Global Administration** Web page, select **Messaging Administration**.

A Java applet is started. Depending on your security settings, you may need to approve its execution. If these Java message boxes appear, select **Grant this session** and then click **Yes**.

4. In the command prompt displayed in the Web page, enter the password for dadmin and press **Enter**.

An administration terminal window is displayed in the Web page.

5. Enter **change machine** and press **Enter**.

6. Enter information in the specified fields as shown in the following screen.

AUDIX	Active	Alarms: none	Logins: 1
			Page 1 of 2
MACHINE PROFILE			
Machine Name: vmsys	Machine Type: tcpip	Location: local	
Voiced Name? n	Extension Length: 4		
Voice ID: 0	Default Community: 1		
ADDRESS RANGES			
Prefix	Start Ext.	End Ext.	Warnings
1:	2000	2999	
2:			
3:			
4:			
5:			
6:			
7:			
8:			
9:			
10:			

7. Verify that you:

- Change `local` to the name you will use for voice mail networking in the **Machine Name** field.
 - Enter the number of digits that are used in the dial plan for this site in the **Extension Length** field.
 - Enter the starting and ending extensions that are assigned to this call center in the **Start Ext.** and **End Ext.** fields of the **ADDRESS RANGES** area.
8. Navigate to page 2 of this form by pressing **F7**.
 9. Enter information in the specified fields as shown in the following screen:

AUDIX	Active	Alarms: none	Logins: 1
			Page 2 of 2
MACHINE PROFILE			
NETWORK CONNECTION PARAMETERS			
IP Address: XXX.XXX.XXX.XXX			
Password: XXXXXXXX			
Update In? n Out? n		Allow Automatic Full Updates? y	

Field	Description
IP Address	Verify that the previously determined IP address for the media server is displayed in this field.
Password	Enter the password that other messaging servers use to access this messaging server. Enter the password provided by the customer.

10. Press **F3** to save this information and exit this form.
11. Enter `change system limits` and press **Enter**.
12. Verify that `Message Lengths, Maximum (seconds)` field is set to **1200** seconds. This is the system maximum for IA770.
13. Verify that `Message Lengths, Minimum (tenths of seconds)` field is set to **10**.

Creating stations and assigning coverage paths

Stations must be created before calls can be redirected to IA 770 through the correct coverage path.

Note:

Create two stations to perform the initial testing of the IA 770 messaging system. You can add ranges of stations through other tools. See your Avaya Communication Manager documentation for more information.

To create a station, perform the following steps:

1. From the Windows **Start** menu, click **Start > Run**.
2. Enter `telnet 192.11.13.6 5023` and press **Enter**.
3. At the login prompt, enter `dadmin` and press **Enter**.
4. When prompted, enter the password for the dadmin login ID and press **Enter**.
The system displays the SAT interface.
5. At the SAT interface, enter `add station <nnn>` and press **Enter**.

Note:

`<nnn>` represents the number of the extension that you want to create. This number must be within the range of extensions defined for this call center.

The system displays the **add station** form.

6. Enter the appropriate information in the **Type** and **Port** fields.

Note:

If you are unsure about what information to put in these fields, see "Completing the station screens" in *Administrator Guide for Avaya Communication Manager*.

7. Ensure that the **Coverage Path 1** field is set to the number of the coverage path that you created in [Creating a coverage path for messaging](#) on page 31.
8. Navigate to page 2 of this form.

9. Ensure that the highlighted fields are set as shown in the following screen:

change station 2002	Page 2 of 4
STATION	
FEATURE OPTIONS	
LWC Reception: spe	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? n
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: qsig-mwi	Display Client Redirection? n
	Select Last Used Appearance? n
	Coverage After Forwarding? s
	Direct IP-IP Audio Connections? n
Emergency Location Ext: 2002	IP Audio Hairpinning? n

10. Save these changes and exit this form by clicking **Submit**.

Adding subscribers for messaging

After you create stations, you must create subscribers of the messaging server.

Note:

Create two subscribers to perform the initial testing of the IA 770 messaging system. You can add ranges of subscribers through other tools. See your Avaya Communication Manager documentation for more information.

To create a subscriber of the messaging server, perform the following steps:

1. From your Windows desktop, open a Web browser, such as Internet Explorer or Netscape.
2. Navigate to the following Uniform Resource Locator (URL) address:

http://192.11.13.6

The Web browser displays the **Welcome** screen of the Web interface.

3. Click **Continue**.
4. Depending on your security settings, you may receive the following security prompts:
 - If a **Security Alert** message box is displayed, click **OK**.
 - If a **Client Authentication** dialog box is displayed, click **OK**.

- If another **Security Alert** message box is displayed, click **Yes**.
- 5. In the **Logon ID** field, enter **dadmin** and click **Logon**.
- 6. In the **Password** field, enter the password for the dadmin login ID.
- 7. When prompted to suppress alarm origination, click **Yes**.

The **Integrated Management Web** page is displayed.

- 8. On the right side of the Web page, select **Launch Maintenance Web Interface**.

The **Maintenance Web Pages** are displayed in a new Web browser.

- 9. From the **Miscellaneous** menu on the left side of the Web page, select **Messaging Administration**.

The **Messaging Administration** Web page is displayed in a new Web browser.

- 10. Select **Global Administration**.

The **Global Administration** Web page is displayed.

- 11. From the **Global Administration** Web page, select **Messaging Administration**.

A Java applet is started. Depending on your security settings, you may need to approve its execution. If these Java message boxes appear, select **Grant this session** and then click **Yes**.

- 12. From the **Messaging Administration** command prompt, enter **add sub <nnn>** and press **Enter**.

Note:

<nnn> represents a number within the range of extensions that you want to add as a messaging subscriber. This station number must be the same as the one you created [Creating stations and assigning coverage paths](#) on page 40.

- 13. Ensure that the information in the highlighted fields is as shown in the following screen:

```

thisserver      Active      Alarms: none      Logins: 1
add subscriber 2002      Page 1 of 2

                                SUBSCRIBER

      Name: 2002      Locked? n
      Extension: 2002      Password:
      COS: class00      Miscellaneous 1:
Switch Number: 1      Miscellaneous 2:
      Community ID: 1      Miscellaneous 3:
      Secondary Ext:      Miscellaneous 4:
      Account Code:      Covering Extension:
                                Broadcast Mailbox? n

      Email Address: 2002@servername.domain

```

Note:

You may elect not to enter a password in the **Password** field. If you do enter a password, it must be equal to or longer than the minimum password length set in the **SYSTEM-PARAMETERS FEATURES** form. To verify the minimum number of digits needed for passwords, use the command, `display system-parameters features`.

14. To exit this form and save these values, press **F3**.

Verifying the Avaya IA 770 INTUITY AUDIX Messaging Application

Now that IA 770 is configured, verify that the system is functioning properly.

Calling the hunt group to access IA 770

From one of the stations that you created in [Creating stations and assigning coverage paths](#) on page 40, place a call to the messaging hunt group number that you specified in [Configuring a hunt group and coverage path for messaging](#) on page 30. You should hear the greeting, "Welcome to Audix." If you do not hear this greeting, ensure that the settings for the hunt group, coverage path, station, and subscriber are set properly by reviewing the previous procedures in this document.

Calling an extension to verify IA 770 coverage

Call one of the two stations that you set as a subscriber to the messaging server and do not let the call be answered. You should be routed to the IA 770 system. You will hear the greeting, "your call is being answered by AUDIX." If you do not hear this greeting, ensure that the settings for the hunt group, coverage path, station, and subscriber are set properly by reviewing the configuration procedures in this document.

Leave a message and verify that the Message Waiting Indicator (MWI) lamp on the receiving extension is lit. From the receiving extension, retrieve the message and verify that the MWI lamp is no longer lit.

Removing CWY1 administration from an S8300 Media Server

If your S8300 Media Server is currently administered to use a CWY1 board and you want to convert the media server to use H.323 protocol, you must first remove the CWY1 administration. After you remove the CWY1 administration, refer to [Administering the media servers to work with IA 770](#) on page 7 to readminister the media server

This section details how to remove CWY1 administration from an S8300 Media Server.

Removing existing CWY1 administration from an S8300 Media Server

To remove CWY1 administration from an S8300 so that you can then readminister the S8300 Media Server to use the H.323 integration method for IA770 INTUITY AUDIX messaging, you perform the tasks detailed in this section.

This section includes the following topics:

- [Shutdown AUDIX](#) on page 46
- [Access the SAT command line](#) on page 46
- [Remove AUDIX from subscriber telephone administration](#) on page 47
- [Remove Audix node name](#) on page 47
- [Remove the stations from the Hunt Group](#) on page 48
- [Remove the hunt group stations from the switch translations](#) on page 49
- [Remove the Audix hunt group](#) on page 49
- [Remove the coverage path to the deleted Audix Hunt Group](#) on page 50
- [Remove messaging from the Media Gateway](#) on page 51
- [Save translations](#) on page 51

Shutdown AUDIX

To stop AUDIX, perform the following steps:

1. Type `telnet 192.11.13.6` and press **Enter**.
2. Log in as *craft* or *dadmin*.
3. Type `stop -s Audix` and press **Enter** to shut down AUDIX. Note that the "A" in Audix must be capitalized.

The shutdown will take a few minutes.

4. Type `watch /vm/bin/ss` and press **Enter** to monitor the shutdown.

The watch command will automatically refresh every few seconds. When the shutdown is complete, you will see only the voicemail and audit processes. For example:

```
voicemail:(10)
```

```
audit http:(9)
```

Press **Ctrl+C** to break out of the `watch` command.

5. Type `/vs/bin/util/vs_status` and press **Enter** to verify that AUDIX is shut down.

When AUDIX is shut down, you will see:

```
voice system is down
```



Important:

After upgrading an S8300, you must upgrade the G700 or G350 and media module firmware before restarting IA770.

Access the SAT command line

To access the SAT command line, perform the following steps:

1. From the S8300 Linux command line, type `SAT` and press **Enter**.

Or, to open SAT directly from your laptop,

Click **Start > Run**, type `telnet 192.11.13.6 5023`, and press **Enter**.

2. Log in as *craft* or *dadmin*.
3. Enter `w2ktt` for the **Terminal Type** (if you are running Windows 2000 on your laptop).
4. Accept the default (`y`) for **Suppress Alarm Origination**.

Remove AUDIX from subscriber telephone administration

To remove the AUDIX name from subscriber telephone administration, perform the following steps:

1. At the SAT command line, type **change station <extension>** and press **Enter**.
The Station screen appears.
2. Press **Next** to go to page 2.
Page 2 of the Station screen appears.

change station 2002		Page 2 of 5
STATION		
FEATURE OPTIONS		
LWC Reception: spe	Coverage Msg Retrieval? y	
LWC Activation? y	Auto Answer: none	
LWC Log External Calls? n	Data Restriction? n	
CDR Privacy? n	Call Waiting Indication: n	
Redirect Notification? y	Att. Call Waiting Indication: n	
Per Button Ring Control? n	Att. Call Waiting Indication: n	
Bridged Call Alerting? n	Distinctive Audible Alert? y	
Switchhook Flash: y	Adjunct Supervision: y	
H.320 Conversion? n	Per Station CPN - Send Calling Number?	
Service Link Mode: as-needed		
Multimedia Mode: enhanced		
MWI Served User Type:	Display Client Redirection? n	
AUDIX Name:	Select Last Used Appearance? n	
	Coverage After Forwarding? s	
Emergency Location Ext: as-on-local	Direct IP-IP Audio Connections? y	
	IP Audio Hairpinning? y	

3. Tab to the **LWC Reception** field and change it to **SPE**.
4. Tab down to the **Audix Name** field on and clear the Audix name.
5. Press **Enter**, and exit the screen.

Remove Audix node name

To remove the AUDIX node name, perform the following steps:

1. At the SAT command line, type **change node-name audix**, and press **Enter**.
The AUDIX Node Names screen appears.

```
change node-name audix
                        AUDIX NODE NAMES

AUDIX Names      IP Address
audix            . . .
```

2. In the **AUDIX Names** field, remove the name, and press **Enter** to exit the screen.
3. Clear the name field, no IP address needed.
4. Repeat this procedure for every extension in Audix.

Remove the stations from the Hunt Group

To remove station ports from the AUDIX hunt group, perform the following steps:

1. At the SAT command line, type **change hunt group <hunt_group_number>** and press **Enter**.

The Hunt Group screen appears.

```
change hunt-group n                                     Page 1 of X
                                                    HUNT GROUP

Group Number: 4__                                     ACD? n
Group Name: audix_____                          Queue? y
                                                    Queue Limit: _____
Group Extension: 1000_____                      Vector? -
Group Type: ucd-mia                               Coverage Path: _____
TN: _____                                   Night Service Destination: _____
COR: -                                           MM Early Answer? -
Security Code: _____                         Local Agent Preference? -
ISDN Caller Disp: _____

Calls Warning Threshold: _____ Port: 1_____ Extension: _____
Time Warning Threshold: _____ Port: 1_____ Extension: _____
```


2. Press **Next** to go to page 4 of the screen.

```

change hunt-group n                                     Page 4 of xx
HUNT GROUP
      Group Number: 4 Group Extension: 1000 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 char)
1 :1001
2 :1002
3 :1003
4 :1004
5 :
6 :
7 :
8 :
9 :
10 :
11 :
12 :
13 :
14 :
15 :
16 :
17 :
18 :
19 :
20 :
21 :
22 :
23 :
24 :
25 :
26 :
  
```

3. Record the extensions listed under **GROUP MEMBER ASSIGNMENTS** and press **Enter**.

Remove the hunt group stations from the switch translations

To remove stations from the switch, perform the following step:

- At the SAT command line, type **remove station <extension>** for each station that was in the hunt group.

Remove the Audix hunt group

To remove the AUDIX Hunt Group, perform the following step:

- At the SAT command line, type **remove hunt group <hunt_group_number>** and press **Enter**.

Remove the coverage path to the deleted Audix Hunt Group

To remove the coverage path to the AUDIX hunt group, perform the following steps:

1. At the SAT command line, type **list coverage path** and press **Enter**.
2. Locate the coverage path for AUDIX.
3. Type **change coverage path <path_number>**, and press **Enter**.

The Coverage Path screen appears.

change coverage path n
Page 1 of x

COVERAGE PATH

Coverage Path Number: 10

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
Holiday Coverage?	n	y Holiday Table: 1

COVERAGE POINTS

Terminate to Coverage Pts. with Bridged Appearance? n

Point1: h10_____

Point2: _____

Point3: _____

Point4: _____

Point5: _____

Point6: _____

4. Tab down to the **Point** field that contains the AUDIX hunt group.
5. Remove the hunt group number from the point field.
6. Press **Enter**.

Remove messaging from the Media Gateway

To remove messaging from the media gateway, perform the following steps:

1. At the SAT command line, type **change media-gateway <gateway_number>**, and press **Enter**.

The Media Gateway screen appears.

```
change media-gateway 1                                     Page 1 of 1
                                MEDIA GATEWAY
      Number: 1                      IP Address: 135.9.41.150
      Type: g700                    FW Version/HW Vintage: 21.13.0 /0
      Name: Swainsons                MAC Address: 00:04:0d:02:06:ca
      Serial No: 012X06230551        Encrypt Link? y
Network Region: 1                      Location: 1
      Registered? y                  Controller IP Address: 135.9.41.146
                                      Site Data:

Slot  Module Type          Name
V1:   S8300              ICC MM
V2:   MM712              DCP MM
V3:   MM711              ANA MM
V4:   MM710              T1/E1 MM

V8: messaging-analog
V9:
```

2. Tab to the **V8** field, and remove **messaging-analog**.
3. Press **Enter**.

Save translations

To save translations, perform the following step:

- At the SAT command line, type **save translation**, and press **Enter**.
Under **Command Completion Status**, the word **Success** appears.

