



Avaya IA 770 INTUITY AUDIX Messaging Application

Release 4.0

Administering Media Servers to
Work with IA 770

March 2007

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Introduction

Avaya IA 770 INTUITY AUDIX Messaging Application (IA 770) is a voice messaging system that is integrated with Avaya Communication Manager. IA 770 Release 4.0 supports H.323 multimedia communications.

This section includes the following topics:

- [Intended audience](#) on page 5
- [Installation documentation](#) on page 5
- [Administration documentation](#) on page 6

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.

This section includes the following topics:

- [S8300 installation](#) on page 5
- [S8400 installation](#) on page 6

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

- For G350 Media Servers - *Installation and Upgrades for the Avaya G350 Media Gateway*, document number 03-300394
- For G250 Media Servers - *Installation and Upgrades for the Avaya G250 Media Gateway*, document number 03-300434
- *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.

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.

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 9.
- If the media server is currently administered to use a CWY1 communication board, you must convert to H.323 protocol, perform the steps in [Removing CWY1 administration from a Media Server](#) on page 47.

Administering the media servers to work with IA 770

This section describes how to administer media servers to work with H.323 messaging.



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.

This section includes the following topics:

- [Upgrading CWY1 to H.323](#) on page 9
- [Terminal emulators](#) on page 9
- [Synchronization in a network environment](#) on page 10
- [Administering the media servers for H.323 messaging](#) on page 10
- [Verifying the messaging application](#) on page 44

Upgrading CWY1 to H.323

If the media server is currently administered to use a CWY1 communication board, you must convert to H.323 protocol, perform the steps in [Removing CWY1 administration from a Media Server](#) on page 47.

Terminal emulators

You might have to use different commands to save screen settings depending on the type of terminal emulator you use. Some emulators use submit, and others use the enter function key.

Synchronization in a network environment

If faxes are to be sent over T1 or E1 circuits, be sure that synchronization has been correctly implemented. Incorrect synchronization can cause problems with Fax calls, or other call types.

For more information about network synchronization, see the following documents:

- *Administration for the Avaya G250 and Avaya G350 Media Gateways*, 03-300436
- *Maintenance Procedures for Avaya Communication Manager, Media Gateways and Servers*, 03-300432
- *Maintenance Commands for Avaya Communication Manager, Media Gateways and Servers*, 03-300431

Administering the media servers for H.323 messaging

New installations of IA 770 use the H.323 protocol. You must configure the system for IA 770 INTUITY AUDIX for the H.323 protocol by following all the procedures in this section.

This section includes the following topics:

- [Connecting to the media server SAT interface](#) on page 11
- [Checking H.323 customer options for the media server](#) on page 11
- [Setting feature access codes for messaging](#) on page 15
- [Setting internal parameters for messaging](#) on page 16
- [PROCR administration](#) on page 19
- [System parameters coverage](#) on page 20
- [Creating signaling and trunk groups for messaging](#) on page 21
- [Creating a route pattern for the new trunk group](#) on page 31
- [Configuring a hunt group and coverage path for messaging](#) on page 33
- [Saving translations](#) on page 36
- [Verifying product IDs](#) on page 36
- [Restarting the system](#) on page 37
- [Setting additional messaging parameters](#) on page 38
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- [Setting mailbox ranges for messaging](#) on page 39
- [Creating stations and assigning coverage paths](#) on page 41

- [Adding subscribers for messaging](#) on page 43

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.

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.

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



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 proper customer options. If you do not have the correct options, contact your project manager or Avaya support representative.

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

The system displays the first page of the form.

- Navigate to page 2 of this form.

display system-parameters customer-options Page 2 of X

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 Media Gateway 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.

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.

Use 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.

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

```

display system-parameters customer-options                                     Page 3 of X

                                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 X

                                OPTIONAL FEATURES

Emergency Access to Attendant? y                                         IP Stations? y
Enable 'dadmin' Login? y
Enhanced Conferencing? y                                                 ISDN Feature Plus? y
Enhanced EC500? y                                                       ISDN Network Call Redirection? n
Enterprise Survivable Server? n                                           ISDN-BRI Trunks? y
Enterprise Wide Licensing? n                                             ISDN-PRI? y
ESS Administration? n                                                    Local Survivable Processor? n
Extended Cvg/Fwd Admin? y                                                Malicious Call Trace? n
External Device Alarm Admin? y                                           Media Encryption Over IP? y
Five Port Networks Max Per MCC? n Mode Code for Centralized Voice Mail? n
Forced Entry of Account Codes? y                                         Multifrequency Signaling? y
Global Call Classification? y Multimedia Appl. Server Interface (MASI)? n
Hospitality (Basic)? y                                                   Multimedia Call Handling (Basic)? y
Hospitality (G3V3 Enhancements)? n Multimedia Call Handling (Enhanced)? y
                                IP Trunks? y

IP Attendant Consoles? n
(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 X

                                OPTIONAL FEATURES

Multinational Locations? n                Station and Trunk MSP? y
Multiple Level Precedence & Preemption? n  Station as Virtual Extension? y
Multiple Locations? n

Personal Station Access (PSA)? y          System Management Data Transfer? n
Posted Messages? y                        Tenant Partitioning? n
PNC Duplication? n                       Terminal Trans. Init. (TTI)? y
Port Network Support? n                  Time of Day Routing? n
                                           Uniform Dialing Plan? y
Processor and System MSP? y              Usage Allocation Enhancements? y
                                           TN2501 VAL Maximum Capacity? y
Private Networking? y
Processor Ethernet? y                    Wideband Switching? n
                                           Wireless? y

Remote Office? n
Restrict Call Forward Off Net? y
Secondary Data Module? 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 X

                                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 on the System Parameters Features form. You must also create one dial access code (DAC) for later use by the trunk group. The DAC is used to create the Trunk Access Code (TAC) in [Creating a trunk group for messaging](#) on page 25.

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 **Dial Plan Analysis** form.

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

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 X		
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 first FAC Dialed String value will be used for the Auto Alternate Routing (AAR) setting. The second FAC Dialed String value will be used for the Auto Route Selection (ARS) setting.

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.

- 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 X
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		
Attendant Access Code:		
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.

- 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.

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

- 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.

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

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

change system-parameters features	Page 8 of X
FEATURE-RELATED SYSTEM PARAMETERS	
ISDN PARAMETERS	
Send Non-ISDN Trunk Group Name as Connected Name? n	PARAMETERS FOR CREATING
Display Connected Name/Number for ISDN DCS Calls? n	QSIG SELECTION NUMBERS
Send ISDN Trunk Group Name on Tandem Calls? n	Network Level:
	Level 2 Code:
	Level 1 Code:
QSIG/ETSI TSC Extension: 2099	
MWI - Number of Digits Per Voice Mail Subscriber: 4	
National CPN Prefix:	
International CPN Prefix:	
Pass Prefixed CPN to ASAI? n	
Unknown Numbers Considered Internal for AUDIX? y	Maximum Length: 4
USNI Calling Name for Outgoing Calls? n	
Path Replacement with Measurements? y	
QSIG Path Replacement Extension: 2098	
Path Replace While in Queue/Vectoring? y	

Note:

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

Field	Description
QSIG/ETSI 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>
QSIG Path Replacement Extension	This number must be within your assigned block of extensions, and not used for any other purpose. This number is usually the extension before or after the QSIG/ETSI TSC extension.
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**.

6. 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 X
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. Verify 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 should be identical to the message server IP address you entered in the web configuration server screen.

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**.

PROCR administration

To administer PROCR:

1. Perform one of the following steps:
 - If PROCR exists, enter **change ip-interface procr**. PROCR will exist if the system is being upgraded or the media server is using a media gateway.
 - If PROCR does not exist, enter **add ip-interface procr**.
2. Press the **Enter** key.

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

```

                                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

```

4. 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                               Page 1 of X
                                SYSTEM PARAMETERS CALL COVERAGE / CALL FORWARDING

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 Incomming Trunk Calls: n

COVERAGE

                                Keep Held SBA at Coverage Point? n
                                External Coverage Treatment for Transferred Incomming 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.

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 X
SIGNALING GROUP		
GroupNumber: 99	GroupType: 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:	
Trunk Group for Channel Selection:		
TSC 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	
Link Loss Delay Timer (sec): 90	Interworking Message: PROGRESS	
Enable Layer 3 Test? n	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.

11. Verify that the highlighted fields in the following screen are set as shown to ensure that the source region and far-end regions are configured properly.

```

change ip-network-region 1                                     Page 3 of X
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

```

12. Exit this form and save these values by selecting the **Submit** function.
13. 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.

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

```

change ip-codec-set 1                                     Page 1 of X
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:

```

15. Navigate to page 2 of this form.
16. 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 X
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 4.0.

- 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 X
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	

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

Verifying the messaging setting on the media gateway

To verify the messaging setting on 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:		
V9:		

2. Tab to the **V8** field, and *remove messaging-analog* if present.
3. Exit this form and save these values by selecting the **Submit** function.

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 X
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	

Note:

The DAC you set up in [Setting feature access codes for messaging](#) on page 15 is used to create the TAC. The TAC must start with the Dialed String value for the DAC and contain the appropriate number of digits.

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 X
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	
	Digital Loss Group: 18	
Incoming Calling Number - Delete:	Insert:	Format: pub-unk
Disconnect Supervision - In? y Out? n		
Answer Supervision Timeout: 0		
Administer Timers? n		

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 X
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	
	UUI IE Treatment: service-provider	
	Replace Restricted Numbers? n	
	Replace Unavailable Numbers? n	
	Send Connected Number: y	
	Hold/Unhold Notifications? y	
Send UUI IE? y	Modify Tandem Calling Number? n	
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 28.

8. Navigate to page 4 of this form.

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

add trunk-group 99	Page 4 of X
<p>QSIG TRUNK GROUP OPTIONS</p> <p>TSC Method for Auto Callback: drop-if-possible</p> <p> Diversión by Reroute? y</p> <p> Path Replacement? y</p> <p>Path Replacement with Retention? n</p> <p> Path Replacement Method: better-route</p> <p> SBS? n</p> <p>Display Forwarding Party Name? y</p> <p>Character Set for QSIG Name: eurofont</p> <p> QSIG Value-Added? y</p>	

Note:

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

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

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 21. 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 25. 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 25. 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.

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
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 X
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	n
2	4	4	0			ext	y	n
18002321234	11	11	11	18002255700		ars	y	n

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 X
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.

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.

<nnn> represents the number of the new trunk group that you created in [Creating a trunk group for messaging](#) on page 25. 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                                     Page 1 of X
                    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
                                     Intw
1: 99    0
2:
3:
4:
5:
6:

                    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 25. 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 X	
AAR DIGIT ANALYSIS TABLE							
						Percent Full: 2	
	Dialed	Total		Route	Call	Node	ANI
	String	Min	Max	Pattern	Type	Num	Reqd
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	X
NUMBERING - PUBLIC/UNKNOWN FORMAT											
				Total							Total
Ext	Ext	Trk	CPN	CPN	Ext	Ext	Trk	CPN			CPN
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.
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 25.
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.

- 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.

Creating a hunt group for messaging

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

- 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 X
HUNT GROUP		
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	
ISDN/SIP Caller Display:		

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 X
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	
TSC per MWI Interrogation? 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 15.

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

Adding a coverage path for messaging

After the hunt groups are created, you must add a coverage path in Communication Manager.

To create this coverage path, perform the following steps:

- 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.

- Set the **Point1** field to the hunt group you created for messaging.

In the following example *h99* represents hunt group 99.

add coverage path 99			Page 1 of X
COVERAGE PATH			
Coverage Path Number: 99			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: 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:	

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



Important:

At this point, an Avaya Tech must be engaged to change the vm and sa passwords.

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 **Before You Begin** 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. If 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.



Important:

It is not necessary to perform this procedure if you are upgrading the IA 770 software. These parameters were set during the initial installation.

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. Select **Switch Link Admin** under **Switch Administration**.
11. 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 16.

12. In the **Extension Length** field, select the number of digits that extensions use in your dial plan.
13. Click **Submit**.

A new Web page is displayed listing the changes that made to the Media Server.

Activating additional messaging parameters

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



Important:

It is not necessary to perform this procedure if you are upgrading the IA 770 software. These parameters were set during the initial installation.

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 window.

2. Select **Stop Messaging** under **Utilities**.

The **Stop Messaging Software** Web page is displayed.

3. 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. The system shutdown is complete when the message, "**The Voice System has completely stopped**" is displayed.

4. Select **Start Messaging** under **Utilities**.

The **Start Messaging Software** Web page is displayed. This page displays the status of the system as it starts. The system startup is complete when the message, "**Startup of the Voice System is complete**" is displayed.

Setting mailbox ranges for messaging

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



Important:

It is not necessary to perform this procedure if you are upgrading the IA 770 software. These parameters were set during the initial installation.

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 window.

2. Select **Messaging** under **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**.

3. 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.

4. Enter **change machine** and press **Enter**.
5. Enter information in the specified fields as shown in the following screen.

AUDIX	Active	Alarms: none	Logins: 1
			Page 1 of X
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:			

6. 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.
7. Navigate to page 2 of this form by pressing **F7**.

8. Enter information in the specified fields as shown in the following screen:

AUDIX	Active	Alarms: none	Logins: 1
			Page 2 of X
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.

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



Important:

It is not necessary to perform this procedure if you are upgrading the IA 770 software. These parameters were set during the initial installation.

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 [Adding a coverage path for messaging](#) on page 35.
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 X
FEATURE OPTIONS		STATION
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	Restrict Last Appearance? y	
Bridged Call Alerting? n		
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	
Emergency Location Ext: 2002	Direct IP-IP Audio Connections? n	
	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. You must 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.

**Important:**

It is not necessary to perform this procedure if you are upgrading the IA 770 software. These parameters were set during the initial installation.

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 window.

10. Select **Messaging** under **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**.

11. 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 41.

12. 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 X
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 the default password is the correct length, the system will force the new user to change their password to one of the correct length when they login for the first time. To verify the minimum number of digits needed for passwords, use the command, **display system-parameters features**.

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

Verifying the messaging application

You must verify that the messaging application is functioning properly after IA 770 is configured.

This section includes the following topics:

- [Calling the hunt group to access IA 770](#) on page 45
- [Calling an extension to verify IA 770 coverage](#) on page 45
- [Verifying path replacement](#) on page 45

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 41, place a call to the messaging hunt group number that you specified in [Configuring a hunt group and coverage path for messaging](#) on page 33. 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.

Verifying path replacement

To verify path replacement:

1. Login to the SAT interface.
2. Verify the Audix trunk-group number by entering:
`list trunk`
3. Call the Audix hunt group from a station. You should receive a "Welcome To Audix" message.
4. Log into Audix.
5. Press *T, and transfer the call to another station.
6. Answer the station with the transferred call, and verify that a talk / listen path exists between both stations.
7. Enter the following command from the SAT command prompt:

`status trunk x`

where `x` is the Audix trunk-group



Tip:

The `status` command allows you to see the trunks as they are activated and then released after path replacement has occurred.

8. Verify that path replacement has occurred. All trunks must be idle.

Note:

It can take up to 15 seconds for path replacement to occur.

9. Check the following translation settings if path replacement does not occur:
 - Verify that the Class of Restriction (COR) settings are correct in the Communication Manager software. The settings `Called` and `Calling Party Restrictions` can cause path replacement problems.
 - `Supplementary Services with Rerouting` is set to `y` on page 8 of the `system-parameters customer-options` form.
 - `Supplementary Service Protocol` is set to `b` on page 2 of the `trunk-group` form.
 - `AQSIG Path Replacement Extension` is assigned on page 8 of the `system-parameters features` form.

Removing CWY1 administration from a Media Server

This section describes how to convert a media server that is currently administered to use a CWY1 board to use the H.323 protocol. You must remove the CWY1 administration, and then re-administer the media server.

This section includes the following topics:

- [Upgrade task list](#) on page 48
- [Stopping AUDIX and Communication Manager](#) on page 49
- [Backing up Audix](#) on page 49
- [Starting AUDIX and Communication Manager](#) on page 51
- [Accessing the SAT command line](#) on page 51
- [Removing AUDIX from subscriber telephone administration](#) on page 52
- [Recording the stations in the hunt group](#) on page 53
- [Removing the Audix hunt group](#) on page 54
- [Removing the hunt group stations from the switch translations](#) on page 54
- [Removing Audix node name](#) on page 55
- [Saving translations](#) on page 55
- [Restarting AUDIX and Communication Manager](#) on page 55
- [Removing messaging from the media gateway](#) on page 56
- [Upgrading the IA 770 software](#) on page 56
- [Adding the AUDIX IP address](#) on page 57
- [Re-administering the media server](#) on page 58

Upgrade task list

Use the following checklist to keep track of each task in the upgrade process.

Task	✓
Stop AUDIX and Communication Manager	
Back up Audix	
Start AUDIX and Communication Manager	
Access the SAT command line	
Remove AUDIX from subscriber telephone administration	
Record the stations in the hunt group	
Remove the Audix hunt group	
Remove the hunt group stations from the switch translations	
Remove Audix node name	
Save translations	
Restart AUDIX and Communication Manager	
Remove messaging from the media gateway	
Save translations	
Upgrade the IA 770 software	
Add the AUDIX IP address	
Administer the media servers to work with IA 770	
Save translations	
Stop AUDIX and Communication Manager	
Start AUDIX and Communication Manager	

Stopping AUDIX and Communication Manager

To stop AUDIX and Communication Manager:

1. Type `telnet 192.11.13.6` and press **Enter**.
2. Log in as *craft* or *dadmin*.
3. Type `stop -ac` and press **Enter** to shut down AUDIX.



Important:

The "A" in Audix must be capitalized.

The shutdown will take a few minutes.

4. 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 the media server, you must upgrade the G700 or G350 and media module firmware before restarting IA770.

Backing up Audix

To backup Audix:

1. Open a Web browser, such as Internet Explorer or Netscape from your Windows desktop.
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. Select **Backup Now**.
The system displays the **Backup Now** screen.
10. Click the **AUDIX** checkbox.
11. Click the button for the data type or data types you want to back up. You should always select:
 - **Avaya Call Processing (ACP) Translations**
 - **Audix Translations, Names and Messages**
12. Select the backup method **FTP**.
13. Complete the following fields:
 - **User name**
You must enter a valid user name to enable the media server to log in to the FTP server. If you want to use the anonymous account, type "anonymous" in this field. If you do not want to use the anonymous account, type the actual user name in this field. Contact the FTP server administrator if you have questions.
 - **Password**
You must enter a password that is valid for the user name you entered. If you are using anonymous as the user name, you must use your email address as the password. However, the FTP site may have a different convention. Contact the FTP server administrator if you have questions.
 - **Host name**
Enter the DNS name or IP address of the FTP server to which the backup data is sent. To enter an IP address, use the dotted decimal notation (for example, 192.11.13.6).
 - **Directory**
Enter the directory on the corporate repository to which you want to copy the backup file. When you enter a forward slash (/) in the directory field, the system copies the backup file to the default directory. The default directory for backup data on the FTP server is /var/home/ftp. If you do not want to use the default directory, you must enter the path name for the directory. Contact the FTP server administrator if you have questions.
14. Click the box in the Encryption area of the screen and enter a pass phrase using an arbitrary string of 15 to 256 characters if you want to encrypt the backup data. The pass phrase can contain any characters except the following ones: ' \ & ` " %

Note:

It is strongly recommended that you encrypt the backup data. You must remember the pass phrase because you cannot restore the data without it. There is no way to retrieve a forgotten encryption pass phrase. If you forget the pass phrase, you will not be able to restore the data later.

15. Click **Start Backup**.

The system displays the results of your backup procedure on the Backup Now results screen.

Starting AUDIX and Communication Manager

To start AUDIX and Communication Manager:

1. Type `telnet 192.11.13.6` and press **Enter**.
2. Log in as *craft* or *dadmin*.
3. Type `start -ac` and press **Enter** to start AUDIX.

**Important:**

The "A" in Audix must be capitalized.

The start up will take a few minutes.

4. Type `/vs/bin/util/vs_status` and press **Enter** to verify that AUDIX is operational.

Accessing the SAT command line

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

1. From the Media Server 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**.

Removing AUDIX from subscriber telephone administration

To remove the AUDIX name from subscriber telephone administration, perform the following steps for *all* stations that cover to IA 770 or Audix:

Note:

If the system has numerous subscribers, you might want to use Avaya Site Administration (ASA) for subscriber and station administration.

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: qsig-mwi	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 enter **SPE**.

4. Tab to the **MWI Served User Type** field and enter **qsig-mwi**.



Important:

Earlier versions of IA 770 might not have a **MWI Served User Type** field. If the **MWI Served User Type** field is not present, this value will be configured later in the upgrade process.

5. Tab to the **Audix Name** field on and clear the Audix name.

6. Press **Enter**, and exit the screen.

Recording the stations in the hunt group

To record station numbers from the AUDIX hunt group, perform the following steps:

1. Enter **display hunt group <hunt_group_number>** at the SAT command line, and press **Enter**.

The Hunt Group screen appears.

display hunt-group n		Page 1 of X
HUNT GROUP		
Group Number: 4__	ACD? <u>n</u>	
Group Name: audix_____	Queue? <u>y</u>	
	Queue Limit: _____	
Group Extension: 1000_____	Vector? <u>-</u>	
Group Type: <u>ucd-mia</u>	Coverage Path: _____	
TN: _____	Night Service Destination: _____	
COR: <u>-</u>	MM Early Answer? <u>-</u>	
Security Code: _____	Local Agent Preference? <u>-</u>	
ISDN Caller Disp: _____		
Calls Warning Threshold: _____	Port: <u>1</u> _____	Extension: _____
Time Warning Threshold: _____	Port: <u>1</u> _____	Extension: _____

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

```
display 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**. You will remove these extensions from the switch translations later in this process.

Removing the Audix hunt group

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

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

Removing 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.

Removing 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.

Saving 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.

Restarting AUDIX and Communication Manager

To restart AUDIX and Communication Manager:

1. Stop AUDIX and Communication Manager. For more information, see [Stopping AUDIX and Communication Manager](#) on page 49.
2. Start AUDIX and Communication Manager. For more information, see [Starting AUDIX and Communication Manager](#) on page 51.

Removing 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** if present.



Important:

Earlier versions of IA 770 might not allow you to remove this setting. You will be able to remove the **messaging-analog** setting later during the upgrade process.

3. Press **Enter**.
4. Save your translations. For more information see [Saving translations](#) on page 55.

Upgrading the IA 770 software

Perform this procedure if your version of IA 770 is version 2.0 or earlier.

Follow the software upgrade procedures for your media server:

- If your media server is an S8300, see *Installation and Upgrades for the Avaya G700 Media Gateway and Avaya S8300 Media Server*, document number 555-234-100

- For all other media servers, see *Upgrading, Migrating, and Converting Media Servers and Gateways*, 03-300412.

For more information, see [Installation documentation](#) on page 5.

Adding the AUDIX IP address

To add the AUDIX IP address:

1. Open a Web browser, such as Internet Explorer or Netscape from your Windows desktop.
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. Enter **dadmin** in the **Logon ID** field, and click **Logon**.
6. Enter the password for the dadmin login ID in the **Password** field.
7. Select **Yes** when prompted to suppress alarm origination.
The **Integrated Management** Web page is displayed.
8. On the right side of the Web page, select **Launch Maintenance Web Interface**.
The **Maintenance Web Page** is displayed in a new Web browser window.
9. Select **Configure Server** on the **Maintenance Web Page**.
The **Configure Server** Web page is displayed in a new Web browser window.
10. Select **Continue** to proceed.
11. Select **Configure Individual Services**.
12. Select **Configure Interfaces**.
13. Enter the IP address for AUDIX in the **IP address server 1** field in the **Integrated Messaging** section.

Re-administering the media server

To re-administer the media server:

1. Perform all the procedures in [Administering the media servers to work with IA 770](#) on page 9. If the system has numerous subscribers, you might want to use Avaya Site Administration (ASA) for subscriber and station administration.
2. Save your translations. For more information see [Saving translations](#) on page 55.
3. Stop AUDIX and Communication Manager. For more information, see [Stopping AUDIX and Communication Manager](#) on page 49.
4. Start AUDIX and Communication Manager. For more information, see [Starting AUDIX and Communication Manager](#) on page 51.