



# **Avaya IA 770 INTUITY AUDIX Messaging Application**

Release 5.0

Administering Communication Manager  
Servers to Work with IA 770

November 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 5.0 supports H.323 multimedia communications.

This section includes the following topics:

- [Intended audience](#) on page 5
- [Communication Manager server implementation documentation](#) on page 5
- [IA 770 administration documentation](#) on page 6

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## 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.

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## Communication Manager server implementation documentation

You must set up the Communication Manager server before you can proceed with the administration tasks described in this document. This section specifies the applicable Communication Manager server documentation.

This section includes the following topics:

- [Communication Manager server and Media Gateway installation](#) on page 5
- [Documentation resources](#) on page 6

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## Communication Manager server and Media Gateway installation

Use the following documents to assist with your Communication Manager server and Media Gateway installation. The specific documents you use will depend on your particular messaging implementation.

- *Job Aid: Avaya Installation Wizard*, 555-245-754
- *Job Aid: Avaya Gateway Installation Wizard*, 555-245-756

**Note:**

Additional documents are listed in the job aid documentation.

- *Installing, Configuring, and Upgrading Avaya MultiVantage Express*, 03-602251
- *Using the Avaya Server Availability Management Processor (SAMP)*, 03-300322
- *Upgrading, Migrating, and Converting Servers and Gateways*, 03-300412

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## Documentation resources

You can obtain copies of the Media Gateway and Communication Manager server documentation from:

- The Avaya support Web site at <http://www.avayadocs.com>
- The CD-ROM, *Documentation for Avaya Communication Manager 5.0, Media Gateways and Servers*, 03-300151

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## IA 770 administration documentation

You must administer the Communication Manager server to work with IA 770.

- If the Communication Manager server is using H.323 protocol, perform the steps in [Administering the Communication Manager servers to work with IA 770](#) on page 7.
- If the Communication Manager 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 Communication Manager server](#) on page 39.

# Administering the Communication Manager servers to work with IA 770

This section describes how to administer Communication Manager 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 server. Some examples of processes that cause a Communication Manager 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 7
- [TN2302AP Media Processor](#) on page 8
- [About terminal emulators](#) on page 8
- [Supported mailboxes and ports](#) on page 8
- [Administering the Communication Manager servers for H.323 messaging](#) on page 9
- [Verifying the messaging application](#) on page 37

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## Upgrading CWY1 to H.323

If the Communication Manager 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 Communication Manager server](#) on page 39.

## TN2302AP Media Processor

If your IA 770 software is on a S8400, you must have a TN2302AP Media Processor installed and administered on the Communication Manager server. The TN2302AP Media Processor administered for IA 770 must be:

- Hardware version 10 or higher, and
- Firmware version 116 or higher

For more information about installing and administering a TN2302AP Media Processor, see *Adding New Hardware for Avaya Servers and Gateways*, 03-300684.

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## About 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.

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## Supported mailboxes and ports

The following table describes the number of mailboxes and ports supported by your AUDIX platform.

Platform	Number of mailboxes	Trunk group members (ports)
G250	12	3 - Two ports are used for voice mail traffic and the remaining port is used for transfers and Message Waiting Indicator (MWI) updates.
G350	100	6 - Four ports are used for voice mail traffic and the remaining two ports are used for transfers and MWI updates.
G450 and G700	450	12 - Eight ports are used for voice mail traffic and the remaining four ports are used for transfers and MWI updates.



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# Administering the Communication Manager 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 Communication Manager server SAT interface](#) on page 9
- [Checking H.323 customer options for the Communication Manager server](#) on page 10
- [Setting feature access codes for messaging](#) on page 12
- [Setting internal parameters for messaging](#) on page 13
- [PROCR administration](#) on page 15
- [System parameters coverage](#) on page 16
- [Creating signaling and trunk groups for messaging](#) on page 17
- [Creating a route pattern for the new trunk group](#) on page 24
- [Configuring a hunt group and coverage path for messaging](#) on page 26
- [Saving translations](#) on page 28
- [Verifying product IDs](#) on page 29
- [Restarting the system](#) on page 29
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- [Setting mailbox ranges for messaging](#) on page 32
- [Administering outcalling](#) on page 33
- [Creating stations and assigning coverage paths](#) on page 34
- [Adding subscribers for messaging](#) on page 35

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## Connecting to the Communication Manager server SAT interface

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

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

1. Use a SSH session to access 192.11.13.6 5022.
2. When prompted, enter `dadmin` as the login ID.



**Important:**

If dadmin does not exist, you must create a dadmin account that is part of the susers group.

3. 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**. W2KTT is an example of a terminal type you might use.

The system displays the SAT interface.

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## Checking H.323 customer options for the Communication Manager 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 Communication Manager 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. Go to the SAT interface prompt, and enter:  
**display system-parameters customer-options**  
The system displays page 1 of the `OPTIONAL FEATURES` form.
2. Go to page 2, and locate the **Maximum Administered H.323 Trunks** field.
3. Verify that the first column of the **Maximum Administered H.323 Trunks** field is set to a number equal to the quantity of AUDIX mailboxes for the platform. Use the table in [Supported mailboxes and ports](#) on page 8 to verify the necessary value.

4. Go to page 3, and verify that the following fields are set as shown:

Field	Setting
ARS?	<b>y</b>
ARS/AAR Partitioning?	<b>y</b>

5. Go to page 4, and verify that the following fields are set as shown:

Field	Setting
IP Trunks?	<b>y</b>
ISDN-PRI?	<b>y</b>

6. Go to page 5, and verify that the following fields are set as shown:

Field	Setting
Private Networking?	<b>y</b>
Processor Ethernet?	<b>y</b>
Uniform Dialing Plan?	<b>y</b>

7. Go to page 8, and verify that the following fields are set as shown:

Field	Setting
Basic Call Setup?	<b>y</b>
Basic Supplementary Services?	<b>y</b>
Supplementary Services with Rerouting?	<b>y</b>
Transfer into QSIG Voice Mail?	<b>y</b>
Value-Added (VALU)?	<b>y</b>

8. 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 20.

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

1. Go to the SAT interface prompt, and enter:

**change dialplan analysis**

The system displays the DIAL PLAN ANALYSIS TABLE 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
1	3	dac						
3	1	fac						
5	3	dac						
7	5	ext						
8	5	ext						
9	1	fac						

**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. Go to the SAT interface prompt, and enter:

**change feature-access-codes**

The system displays the FEATURE ACCESS CODE (FAC) form.

5. Verify that the Auto Alternate Routing (AAR) Access Code field is set to the first FAC Dialed String value you entered for step 2.

If you use the example in step 2, the Feature Access Code (FAC) for Auto Alternate routing (AAR) Access Code would be set to 3.

6. Verify that the **Auto Route Selection (ARS) - Access Code 1** field is set to the second FAC Dialed String value you entered for step 2.

If you use the example in step 2, the Feature Access Code (FAC) for Auto Route Selection (ARS) - Access Code 1 would be set to 9.

7. 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:

1. Go to the SAT interface prompt, and enter:

**change system-parameters features**

The system displays the **FEATURE-RELATED SYSTEM PARAMETERS** form.

2. Verify that the following fields are set as shown on page 1:

Field	Setting
Trunk-to-Trunk Transfer	<b>all</b>

3. Go to page 8, and verify that the following fields are set to the proper values for the installation site.

Field	Setting
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 Communication Manager server is connected to other Communication Manager 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.  For example, if extensions are identified with four digits in the implementation, you would set the value in this field to 4.

Field	Setting
Unknown Numbers Considered Internal for AUDIX?	If an extension has not been defined in Communication Manager, this option must be set to <b>y</b> . This setting indicates that the extension number is viewed as an internal connection by IA 770.
Maximum Length	When the Unknown Numbers Considered Internal for AUDIX? field is set to y, the Maximum Length field is displayed to the right. This value represents 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.
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?	If you use an attendant console that has queueing or vectoring, this option must be set to <b>y</b> . 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.

4. Exit this form and save these values by clicking **Submit**.
5. Go to the SAT interface prompt, and enter:  
**change dialplan parameters**  
The system displays the `Dialplan Parameters` form.
6. Verify that the following fields are set to the proper values for the installation site

Field	Setting
Local Node Number	The number for this communication server. Usually this number is <b>1</b> , but it can be a number from 1 to 99, depending on your contact center configuration.

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

8. Go to the SAT interface prompt, and enter:

**change node-names ip**

The system displays the `IP NODE NAMES` form.

9. Verify that the following fields are set to the proper values for the installation site.

Field	Setting
<code>msgserver</code>	The msgserver IP address. Consult the planning forms for this information.
<code>procr</code>	The procr IP address. Consult the planning forms for this information.

**Note:**

Verify that an IP address for the messaging server is established before entering this value. This IP should be identical to the Integrated Messaging 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.

10. 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 should exist if the system is being upgraded or when the Communication Manager 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 following fields are set.

Field	Setting
Type	<b>PROCR</b>
Node Name	<b>procr</b>
IP Address	The IP address for procr. This is the Communication Manager IP address.

Field	Setting
Subnet Mask	The subnet mask for procr. This is the Communication Manager subnet mask.
Enable Ethernet Port?	<b>y</b>
Allow H.323 Endpoints?	<b>y</b>
Network Region	The number for this communication server. If this is the only communication server in the contact center, this number will usually be 1. This number should match the Local Node Number.
Allow H.248 Gateways?	<b>y</b>
Gatekeeper Priority	<b>5</b>

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

---

## System parameters coverage

To set the system parameters coverage:

- Go to the SAT interface prompt, and enter:

**change system-parameters coverage**

The system displays the `SYSTEM PARAMETERS CALL COVERAGE / CALL FORWARDING` form.

- Verify that the following fields are set as shown:

Field	Setting
Coverage - Caller Response Interval (seconds)	<b>1</b>
Threshold for Blocking Off-Net Redirection of Incoming Trunk Calls	<b>n</b>
Keep Held SBA at Coverage Point?	<b>n</b>
Maintain SBA At Principal?	<b>n</b>

- 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. Go to the SAT interface prompt, and enter:

```
add signaling-group <nnn>
```

where **<nnn>** represents the number of this new signaling group

**Note:**

The number of this signaling group 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. Verify that the following fields are set as shown:

Field	Setting
Group Type	<b>h.323</b>
Remote Office?	<b>n</b>
Max number of NCA TSC	<b>10</b>
Max number of CA TSC	<b>10</b>
Trunk Group for NCA TSC <sup>1</sup>	(Leave blank)
Trunk Group for Channel Selection	(Leave blank)
TSC Supplementary Service Protocol	<b>b</b>
Near-end Node Name	<b>procr</b>
Far-end Node Name	<b>msgserver</b>
Near-end Listen Port	<b>1720</b>
Far-end Listen Port	<b>1720</b>
Far-end Network Region <sup>2</sup>	<b>1</b>

Field	Setting
Calls Share IP Signaling Connection? <sup>3</sup>	<b>y</b>
DTMF over IP	<b>out-of-band</b>
Enable Layer 3 Test?	<b>n</b>
Direct IP-IP Audio Connections?	<b>y</b>
IP Audio Hairpinning?	<b>n</b>
Interworking Message	<b>PROGress</b>

1. The fields that must be left blank must not have any values entered at this time. The values will be populated later in the administration process.
2. The field, Far-end Network Region, defaults to 1 if a value is not specified.
3. 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.

**Note:**

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

3. Go to the SAT interface prompt, and enter the following command to ensure that the Network Region will function properly for IA 770:

**change ip-network-region <n>**

where <n> represents the value in the **Far-end Network Region** field.

4. Press **Enter**.

The system displays the `IP NETWORK REGION` form.

5. Verify that the following fields are set as shown on page 1:

Field	Setting
Intra-region IP-IP Direct Audio	<b>yes</b>
Inter-region IP-IP Direct Audio	<b>yes</b>
IP Audio Hairpinning?	<b>n</b>

6. Record the value in the **Codec Set** field for use later in this procedure.

7. Go to page 3, and verify that the following fields are set as shown to ensure that the source region and far-end regions are configured properly.

Field	Setting
src rgn	The value in this column must match the Far-end Network Region set in step 2.
codec set	The codec set you recorded in step 6 must be assigned to the first row in this table.

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

9. Go to the SAT interface prompt, and enter:

**change ip-codec-set <n>**

where <n> represents the value you recorded for the **Codec Set**.

The system displays the IP Codec Set form.

10. Verify that the following fields are set as shown:

Field	Setting
Audio Codec	<b>G.711MU</b>
Silence Suppression	<b>n</b>

11. Go to page 2 of this form, and choose one of the following steps:

- If this installation is NOT using Fax, verify that the following fields are set as shown:

Field	Setting
FAX	Mode is set to <b>relay</b>

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

Field	Setting
FAX	Mode is set to <b>T.38-standard</b>

12. 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. Go to the SAT interface prompt, and enter:

```
change media-gateway <gateway_number>
```

The system displays the `MEDIA GATEWAY` form.

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. Go to the SAT interface prompt, and enter:

```
add trunk-group <nnn>
```

where `<nnn>` represents the number of this new trunk group.

**Note:**

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 page 1 of the `TRUNK GROUP` form.

2. Verify that the following fields are set as shown:



**Important:**

Some of the fields below `Group Type` are not displayed unless this field is set to **isdn**.

Field	Setting
Group Type	<b>isdn</b>
Group Name	<b>msgserver</b>
Carrier Medium	<b>H.323</b>
COR	<b>1</b>
Dial Access?	<b>y</b>
Service Type:	<b>tie</b>
Outgoing Display?	<b>n</b>

Field	Setting
Member Assignment Method	<b>auto</b>
Signaling Group	The number of the signaling group you created in step 1 of this procedure.

3. Enter a value in the TAC field. The TAC must start with the Dialed String value for the DAC you set up in [Setting feature access codes for messaging](#) on page 12, and include the number of the trunk group.

If you use the example in [Setting feature access codes for messaging](#) on page 12, the TAC would be 199.

4. Enter the number of trunks (ports) in the Number of Members field is appropriate for the number of messaging mailboxes for your platform. Use the table in [Supported mailboxes and ports](#) on page 8 to determine the appropriate value.
5. Go to page 2 of this form, and verify that the following fields are set as shown:

Field	Setting
Supplementary Service Protocol	<b>b</b>
Digit Handling (in/out)	<b>enbloc/enbloc</b>
Format	<b>pub-unk</b>
Disconnect Supervision - In?	<b>y</b>
Out?	<b>n</b>

6. Go to page 3 of this form, and verify that the following fields are set as shown:

Field	Setting
Send Name	<b>n</b>
NCA-TSC Trunk Member	<b>1</b>
Send Calling Number	<b>y</b>
Format <sup>1</sup>	<b>private</b>

1. The private setting is recommended. If the private setting will not work for your site, use public, unknown, or unk-pvt. You must use AAR or ARS digit conversion for path replacement to work. For more information, see [AAR and ARS digit conversion](#) on page 22.

7. Go to page 4 of this form, and verify that the following fields are set as shown:

Field	Setting
Path Replacement with Retention?	<b>n</b>
Path Replacement Method	<b>better-route</b>
QSIG Value-Added?	<b>y</b>

**Note:**

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

8. 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. Go to the SAT interface prompt, and enter:

**change signaling-group <nnn>**

where **<nnn>** represents the number of the signaling group you created in [Creating a signaling group for messaging](#) on page 17.

The system displays the `signaling-group` form.

2. 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 20.

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 Channel Selection` field to the number of the new trunk group that you created in [Creating a trunk group for messaging](#) on page 20.

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	Digit conversion
Private	AAR digit conversion
Public	ARS digit conversion
Unknown	AAR digit conversion, or ARS digit conversion
Unk-pvt	AAR digit conversion, or ARS digit conversion

## Converting ARS digits

To convert the ARS digits:

- Go to the SAT interface prompt, and enter:  
**change ars digit-conversion 1**
- Verify that the **Net**, **Conv**, and **Req** fields are set as shown in the following example.



### Important:

You must use values for **Matching Pattern**, **Min**, **Max**, and **Del** that are appropriate for your configuration.

The following screen example is based on a system that uses 4 digit extensions that begin with 2.

change 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
<b>2</b>	<b>4</b>	<b>4</b>	<b>0</b>			<b>ext</b>	<b>y</b>		<b>n</b>
18002321234	11	11	11	18002255700		ars	y		n

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

## Converting AAR digits

To convert the AAR digits:

1. Go to the SAT interface prompt, and enter:

**change aar digit-conversion 1**

The system displays the AAR DIGIT CONVERSION TABLE form.

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



### Important:

You must use values for Matching Pattern, Min, Max, and Del that are appropriate for your configuration.

The following screen example is based on a system that uses 4 digit extensions that begin with 2.

change 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
<b>2</b>	<b>4</b>	<b>4</b>	<b>0</b>			<b>ext</b>	<b>y</b>	<b>n</b>
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. Go to the SAT interface prompt, and enter:

**change route-pattern <nnn>**

where <nnn> represents the number of the new trunk group that you created in [Creating a trunk group for messaging](#) on page 20. You must enter this number for messaging to function properly.

The system displays the route-pattern form.



2. Verify that the following fields are set as shown:

Field	Setting
Pattern Name	The route pattern name for the messaging trunk group. For example, msgserver.
Grp No.	The column contains the number of the trunk group you created in <a href="#">Creating a trunk group for messaging</a> on page 20.
FRL	0
DCS/ QSIG Intw	n
IXC	user
BCC VALUE 0 1 2 3 4 W	y y y y y n
TSC	y
CA-TSC Request <sup>1</sup>	none
ITC	rest
LAR	rehu

1. 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. Go to the SAT interface prompt, and enter:
- ```
change aar analysis <n>
```
- where <n> represents the first digit of the welcome to Audix extension.
- The system displays the AAR DIGIT ANALYSIS TABLE form.
5. On page 1 of this form, verify that the following fields are set as shown:



**Important:**

You must use values that are appropriate for your configuration.

The following screen example is based on a system that uses 4 digit extensions. The default AUDIX voice mail extension number is 2000. 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**.

|                          |                  |                  |                  |              |             |                 |  |
|--------------------------|------------------|------------------|------------------|--------------|-------------|-----------------|--|
| change aar analysis 2    |                  |                  |                  |              |             | Page 1 of X     |  |
| AAR DIGIT ANALYSIS TABLE |                  |                  |                  |              |             |                 |  |
|                          |                  |                  |                  |              |             | Percent Full: 2 |  |
|                          | Dialed<br>String | Total<br>Min Max | Route<br>Pattern | Call<br>Type | Node<br>Num | ANI<br>Reqd     |  |
| 2000                     |                  | 4 4              | 99               | aar          |             | n               |  |

7. Go to the SAT interface prompt, and enter:

**change public-unknown-numbering <n>**

Where <n> is the number of digits for extensions

The system displays the NUMBERING - PUBLIC/UNKNOWN FORMAT form.

8. On page 1 of this form, verify that the following fields are set as shown:



**Important:**

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 on page 8 of the change `system-parameters features` form.

| Field      | Setting                                                                                                                                    |
|------------|--------------------------------------------------------------------------------------------------------------------------------------------|
| Ext Len    | The number of digits for extensions. For example, if the dial plan is configured for four-digit extensions, enter <b>4</b> in this column. |
| Ext Code   | The first digit or digits in the range of extensions for this site plus the path replacement numbers.                                      |
| Trk Grp(s) | The number of the new trunk group that you created in <a href="#">Creating a trunk group for messaging</a> on page 20.                     |
| CPN Len    | The number of digits for extensions. For example, if the dial plan is configured for four-digit extensions, enter <b>4</b> 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.

## Creating a hunt group for messaging

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

1. Go to the SAT interface prompt, and enter:

```
add hunt-group <nnn>
```

where **<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. Verify that the following fields are set as shown:

| Field            | Setting                                                                                                                                                                        |
|------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Group Name       | <b>msgserver</b>                                                                                                                                                               |
| Group Extension  | This field identifies the default voice mail extension. This extension must be within the range of extensions you defined, and not be in use as a station or any other entity. |
| Group Type       | <b>ucd-mia</b>                                                                                                                                                                 |
| COR <sup>1</sup> | <b>1</b>                                                                                                                                                                       |

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

3. Go to page 2 of this form, and verify that the following fields are set as shown:



### Important:

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

| Field                                     | Setting                                                                                                                                                                                                                             |
|-------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Message Center                            | <b>qsig-mwi</b>                                                                                                                                                                                                                     |
| Send Reroute Request                      | <b>y</b>                                                                                                                                                                                                                            |
| Voice Mail Number                         | This field identifies the default voice mail extension.                                                                                                                                                                             |
| Routing Digits (e.g. AAR/ARS Access Code) | The value in the <code>Routing Digits</code> field must match the Feature Access Code that you specified for the Auto Alternate Routing (AAR) Access Code in <a href="#">Setting feature access codes for messaging</a> on page 12. |

4. 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:

1. Go to the SAT interface prompt, and enter:

```
add coverage path <nnn>
```

where <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. Enter in the `Point1` field **hxx**.

where **xx** is the hunt group you created for messaging.

For example, *h99* represents hunt group 99.

3. 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. Use a SSH session to access **192.11.13.6 5022**.

2. At the login prompt, enter:

```
dadmin
```

3. When prompted, enter the password for the dadmin login ID and press **Enter**.

The system displays the SAT interface.

4. Go to the SAT interface prompt, and enter:

```
save translations
```

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. Use a SSH session to access 192.11.13.6.
2. At the login prompt, enter:  
`dadmin`
3. Enter the password for the dadmin login ID and press **Enter**.
4. Enter `productid` and press **Enter**.

The system displays a list of installed products.

5. Verify that the following product IDs are displayed:

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

where *x* represents the remaining numbers of the product ID. Each customer has unique product IDs.



### **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 Communication Manager server restarts. The server takes approximately 10 to 15 minutes to restart.

---

## Setting additional messaging parameters

After the Communication Manager 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 Communication Manager server. If this is the only Communication Manager server in this call center, this number will remain **1**. This number must match the number that you set in step 6 in the procedure [Setting internal parameters for messaging](#) on page 13.
  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 Communication Manager 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**



5. Verify that the following fields are set as shown:

| Field             | Setting                                                            |
|-------------------|--------------------------------------------------------------------|
| Machine Name      | The machine name of the voice mail system                          |
| Machine Type      | <b>tcpip</b>                                                       |
| Voiced Name?      | <b>n</b>                                                           |
| Extension Length  | The number of digits that are used in the dial plan for this site. |
| Voice ID          | <b>0</b>                                                           |
| Default Community | <b>1</b>                                                           |

6. 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` table.
7. Navigate to page 2 of this form by pressing **F7**.
8. Verify that the correct IP address for the Communication Manager server is displayed in the `IP Address` field.
9. Enter a password for other messaging servers to use to access this messaging server in the `Password` field. This password is provided by the customer.
10. Press **F3** to save this information and exit this form.
11. Enter:
- change system limits**
12. Verify that the `Message Lengths, Maximum (seconds)` field is set to **1200 seconds**.



**Important:**

This is the system maximum for IA770.

13. Verify that `Message Lengths, Minimum (tenths of seconds)` field is set to **10**.

## Administering outcalling

You must activate outcalling if you want to use the outcalling feature. Do not perform this procedure if you do not want to use outcalling.

To administer outcalling:

1. Verify that you are connected to IA 770 as `dadmin`, or as an account that is part of the `susers` group.

2. 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.

3. 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**.

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

An administration terminal window is displayed in the Web page.

5. Enter:

```
change system-parameters-outcalling
```

The system displays the `FEATURE-RELATED SYSTEM PARAMETERS` form.

6. Enter **y** in the `Outcalling Active` field.

7. Enter an appropriate value in the `Maximum Simultaneous Ports` field.

This field controls the number of ports that can be in use at the same time for outcalling and printing faxes to a fax machine. Consider the following points:

- The total number of available channels for your platform. For more information, see the table in [Supported mailboxes and ports](#) on page 8.
- How much you use outcalling
- How many faxes you might have to print

**Note:**

This value directly effects your call service. If you have four channels and set the `Maximum Simultaneous Ports` to 3 for example, you might have one channel outcalling, and two channels printing faxes. This scenario leaves only one channel for voice mail calls. If the `Maximum Simultaneous Ports` field was set to 1, outcalling would occur. Faxes will sit in a queue for printing until the channel for outcalling becomes available, and three channels would be available for voice mail.

---

## 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. Use a SSH session to access **192.11.13.6 5022**.
2. At the login prompt, enter:  
**dadmin**
3. When prompted, enter the password for the dadmin login ID and press **Enter**.  
The system displays the SAT interface.

4. Go to the SAT interface prompt, and enter:

**add station <nnn>**

where **<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.

5. 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*.

6. 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 28.
7. Go to page 2 of this form, and verify that the following fields are set as shown:

| Field                | Setting         |
|----------------------|-----------------|
| LWC Reception        | <b>spe</b>      |
| LWC Activation?      | <b>y</b>        |
| MWI Served User Type | <b>qsig-mwi</b> |

8. 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>
```

where **<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 34.

The system displays the **SUBSCRIBER** page.

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

| Field         | Setting                                                                                                                                                                                                                                                                                                                                                                                                                         |
|---------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Name          | The subscribers name with the last name entered first.                                                                                                                                                                                                                                                                                                                                                                          |
| Locked?       | <b>n</b>                                                                                                                                                                                                                                                                                                                                                                                                                        |
| Password      | <p>The password for the subscriber.</p> <p>You may elect not to enter a password in the field. If the default password is not 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.</p> <p><b>Note:</b><br/>To verify the minimum number of digits needed for passwords, enter:</p> <p><b>display system-parameters features</b></p> |
| COS           | <b>class00</b>                                                                                                                                                                                                                                                                                                                                                                                                                  |
| Switch Number | <b>1</b>                                                                                                                                                                                                                                                                                                                                                                                                                        |

**Note:**

You may elect not to enter a password in the **Password** field. If the default password is not 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 38
- [Calling an extension to verify IA 770 coverage](#) on page 38

---

## 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 34, place a call to the messaging hunt group number that you specified in [Configuring a hunt group and coverage path for messaging](#) on page 26. 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 a Communication Manager server

This section describes how to convert a Communication Manager 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 Communication Manager server.

This section includes the following topics:

- [Upgrade task list](#) on page 40
- [Stopping AUDIX and Communication Manager](#) on page 41
- [Backing up Audix](#) on page 41
- [Starting AUDIX and Communication Manager](#) on page 43
- [Accessing the SAT command line](#) on page 43
- [Removing AUDIX from subscriber telephone administration](#) on page 44
- [Recording the stations in the hunt group](#) on page 44
- [Removing the Audix hunt group](#) on page 45
- [Removing the hunt group stations from the switch translations](#) on page 45
- [Removing Audix node name](#) on page 45
- [Saving translations](#) on page 45
- [Restarting AUDIX and Communication Manager](#) on page 46
- [Removing messaging from the media gateway](#) on page 46
- [Upgrading the IA 770 software](#) on page 46
- [Adding the AUDIX IP address](#) on page 47
- [Re-administering the Communication Manager server](#) on page 48

## 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 Communication Manager 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. Use a SSH session to access 192.11.13.6.
2. Log in as *craft* or *dadmin*.
3. Type **stop -ac** and press **Enter** to shut down AUDIX.  
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 Communication Manager 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 Communication Manager 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. Use a SSH session to access `192.11.13.6`.
2. Log in as *craft* or *dadmin*.
3. Type `start -ac` and press **Enter** to start AUDIX.  
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 Communication Manager server Linux command line, type `SAT` and press **Enter**.  
Or, to open SAT directly from your laptop,  
  
Use a SSH session to access `192.11.13.6 5022`.
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, enter:  
  
`change station <extension>`  
  
The system displays the `STATION` page.
2. Press **Next** to go to page 2.
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 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 from the SAT command line:  
  
`display hunt group <hunt_group_number>`  
  
The system displays the `HUNT GROUP` page.
2. Press **Next** to go to page 4.
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, enter:

```
remove hunt group <Audix_hunt_group_number>
```

---

## Removing the hunt group stations from the switch translations

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

- At the SAT command line, enter:

```
remove station <extension>
```

---

## Removing Audix node name

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

1. At the SAT command line, enter:

```
change node-name audix
```

The system displays the `AUDIX NODE NAMES` page.

2. In the `AUDIX Names` field, remove the name, and press **Enter** to exit the screen.
3. Clear the name field, no IP address is needed.

---

## Saving translations

To save translations, perform the following step:

- At the SAT command line, enter:

```
save translation
```

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 41.
2. Start AUDIX and Communication Manager. For more information, see [Starting AUDIX and Communication Manager](#) on page 43.

---

## Removing messaging from the media gateway

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

1. At the SAT command line, enter:  
  
`change media-gateway <gateway_number>`  
  
The system displays the `MEDIA GATEWAY` page.
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 45.

---

## 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 Communication Manager server:

- If your Communication Manager 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 Communication Manager servers, see *Upgrading, Migrating, and Converting Servers and Gateways*, 03-300412.

For more information, see [Communication Manager server implementation 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 Communication Manager server

To re-administer the Communication Manager server:

1. Perform all the procedures in [Administering the Communication Manager servers to work with IA 770](#) on page 7. 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 45.
3. Stop AUDIX and Communication Manager. For more information, see [Stopping AUDIX and Communication Manager](#) on page 41.
4. Start AUDIX and Communication Manager. For more information, see [Starting AUDIX and Communication Manager](#) on page 43.