



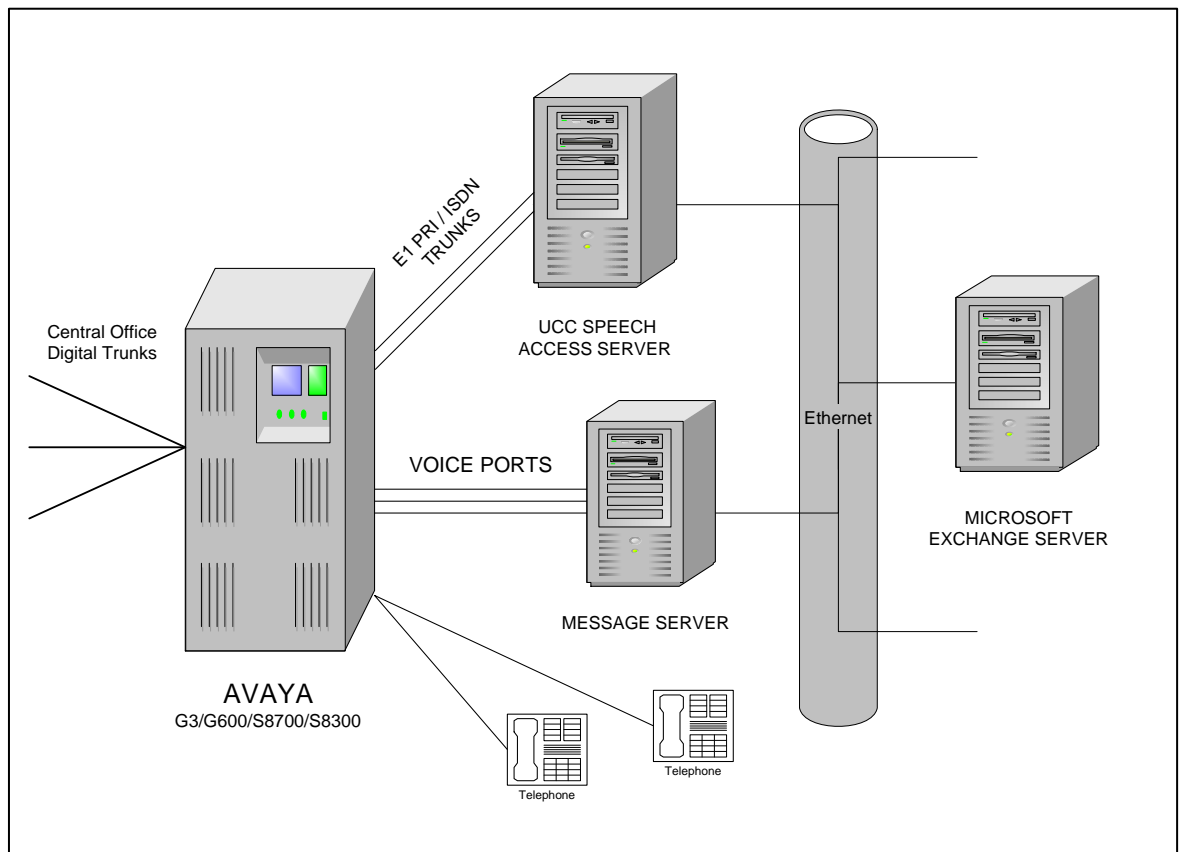
UCC /

Avaya one-X Speech

Server

## Configuration Note 3603 – Rev. J (5/08)

# UCC / Avaya one-X Speech Avaya IP 600/G3/S8700/S8300 –E1 QSIG



## 1.0 METHOD OF INTEGRATION

**With E1 Q.SIG integration, the pathway between the IP600/G3 and the UCC / Avaya one-X Speech server transmits both call data information and voice communications**

Each circuit provides 30 Bearer channels plus a 2 Data channels (30B + 2D) Q.SIG in an E1 format between the IP600 / G3 and the UCC / Avaya one-X Speech server. Transmission of voice communications is performed over the 30 Bearer channels, with call information transmitted over the Data channel. An RJ-48C cable (pinout diagram provided) provides the pathway from the Avaya IP 600 or G3 switch to the Natural Micro Systems NMS AG4000<sup>1</sup>/AG4040<sup>1</sup>, or CG6060\16-2L\2TE<sup>2</sup> voice card within the Avaya Speech server. Subscribers will be prompted for their account number and password to gain access to the speech server.

<sup>1</sup> AG4000 or AG4040 voice cards must have 8 DSPs per T1 or E1 span (1 DSP equals 100 MIPS, so 8 DSPs would provide 800 MIPS). For example: An AG4000-2E1/1600 (1600 MIPS) support 2 E1 spans or 60 channels, the AG4040-TE/1600 supports 2 T1 or E1 spans with 46 or 60 channels respectively.

**Note:** The AG4000 cards are manufactured to support T1 or E1 spans, the AG4040 and CG6060 card are software configurable for use with either T1 or E1 spans.

## 2.0 UCC / AVAYA one-X Speech ORDERING INFORMATION

Refer to the **UCC / Avaya one-X Speech Site Prep Guide** for details on server hardware and software requirements including supported NMS T1/E1 telephony cards.

## 3.0 PBX HARDWARE REQUIREMENTS

The PBX requires a T1/E1 interface.

- G3r -TN464 rev F
- G3ri/si/ECS/Definity One/G600 (one of the following):
  - TN767 rev C or E
  - TN2464 rev F
  - TN2313 any rev
- S8700/S8300 - AVAYA Media Module MM710 T1 E1
- RJ-48C cable

### 3.1 DS-1 CABLE PINOUT

25pr. cable to connect from TN464 to MDF (\*note-Do Not Use a standard E1 cable, we are not connecting to the public network and do not require the use of a CSU)

Pinout's from 25pr to RJ45 or 48

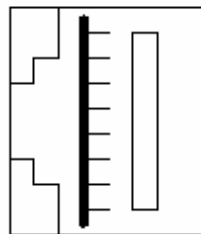
25pr                  RJ45

22---w/bl---> 4

bl/w---> 5

23---w/o---->1

o/w---->2

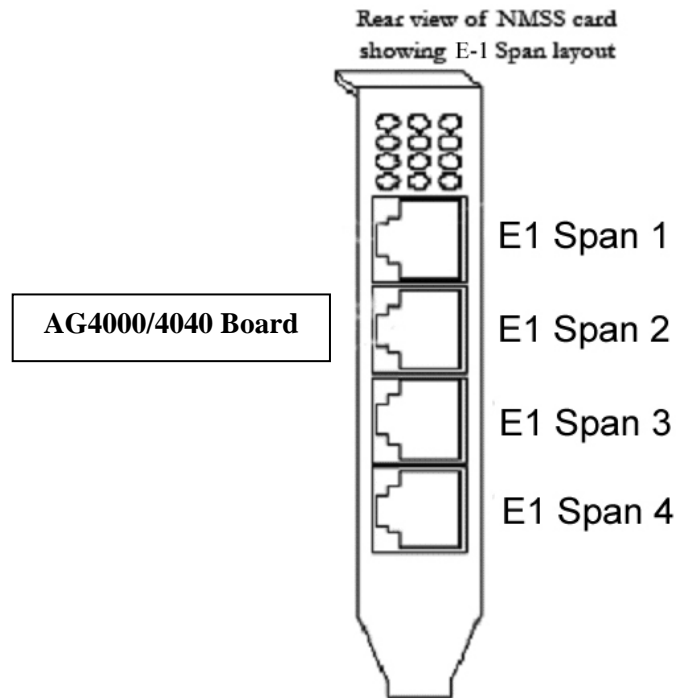


- Pin 1: R - Receive from network
- Pin 2: T - Receive from network
- Pin 3: No connection
- Pin 4: R1 - Transmit to network
- Pin 5: T1 - Transmit to network
- Pin 6: No connection
- Pin 7: Optional shield, not used
- Pin 8: Optional shield, not used

**Figure 2. RJ-48C Pinouts**

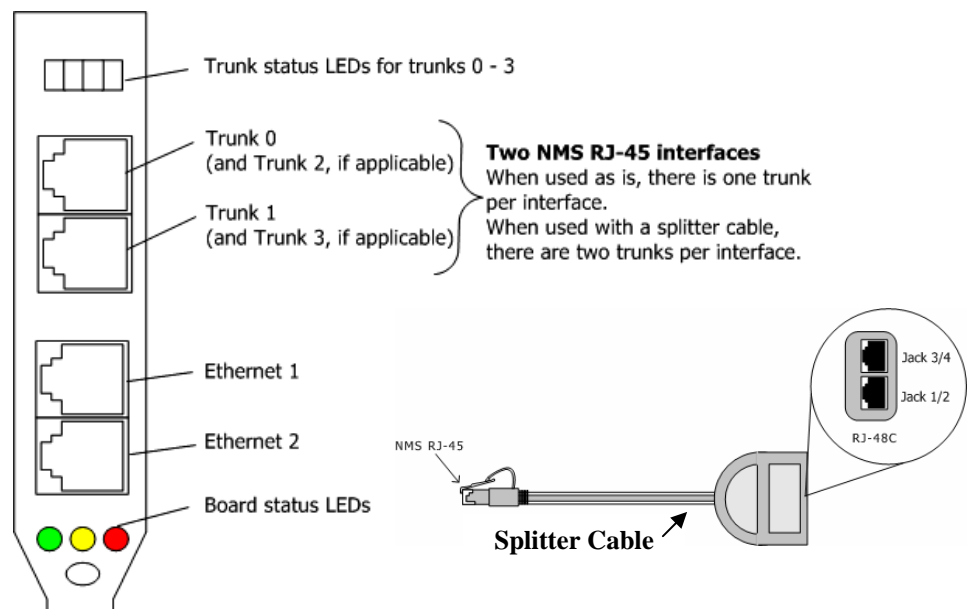
PBX hardware requirements

Cable Pinout



**Note:** In the diagram the circles shown above the port listed as E-1 Span 1 are LEDs. When using multiple spans, looking at the NMS card in the server, the port closest to these LEDs is span 1, next is span 2, span 3, and span 4.

The diagram below shows the connections for the NMS CG6060 board.



## PBX Software Requirements

### 3.2 PBX SOFTWARE REQUIREMENTS

- Minimum Software: G3 Version 9.5
- REQUIRED FEATURE-RELATED SYSTEM PARAMETERS
  - ARS
  - ISDN-PRI (needed to establish DS1 facility for QSig)
  - UDP
  - Basic Call Setup
  - Basic Supplementary Services
  - Supplementary Services w/ Re-routing

**Important: If you are using a DCS+/QSIG network you must have DCS+/QSIG internetworking activated (QSIG Optional Features in System Parameters) on the PBX collocated with the UCC / AVAYA one-X Speech system.**

**Remote PBXs connected in the network must have their ISDN public-unknown-number format defined correctly to ensure the remote PBXs present a 10-digit number to UCC / AVAYA one-X Speech . (Refer to Section 5.0 for more detail).**

**Note:**

Definity software 9.5 patch number 3877 "Diversion Leg Qsig patch" is required to support the prompt "you have reached the personal assistant for..." on a forwarded (find-me) call.

Verify the phone number field on the UCC / AVAYA one-X Speech user profiles is entered as the user's 10-digit phone number (UCC / AVAYA one-X Speech user manager).

Make sure the Definity is passing the 10-digit re-direct number to UCC / AVAYA one-X Speech (use UCC / AVAYA one-X Speech reports or UCC / AVAYA one-X Speech logs to view the call).

## UCC / AVAYA one-X Speech features

### 4.0 Supported Features

UCC / AVAYA one-X Speech provides a telephone speech user interface to Microsoft Exchange information. Using speech recognition and text-to-speech technology, UCC / AVAYA one-X Speech communicates with callers in spoken English, giving them telephone access to most of the functions available from their desktop Outlook software. Using UCC / AVAYA one-X Speech, mobile professionals can manage electronic communications and access business computer resources through any telephone. Specifically, UCC / AVAYA one-X Speech subscribers can call the system on a telephone and perform functions such as the following:

- Send and receive Voice and E-mail messages
- Check, reply to, and forward Voice and E-mail messages
- Make telephone calls and manage conference calls
- Listen to Tasks and create new Tasks
- Listen to Appointments and create new Appointments
- Look up telephone numbers and addresses in the Outlook Contacts folder or Global Address List

## Configuring the PBX to integrate

### 5.0 CONFIGURING THE PBX TO INTEGRATE

The following tasks must be completed when programming the PBX to integrate. They are as follows:

- Verify Optional, Q.SIG and Call Coverage Features
- Create UCC / AVAYA one-X Speech Trunk Group
- Configure the DS1 (E1) Circuit Pack
- Create a Signaling Group
- Create UDP Table
- Create AAR Analysis Table
- Create Route Pattern
- Modify ARS Digit Conversion Table
- Define Coverage Path
- Define ISDN Numbering Format

- Add Members to UCC / AVAYA one-X Speech Trunk Group

**Note:** The following reflect the G3 R009i administration screens. Screens and parameters may appear different depending on switch software version. Critical entries are in **BOLD**.

display system-parameters customer-options

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## OPTIONAL FEATURES

Abbreviated Dialing Enhanced List? n	Attendant Vectoring? y
Access Security Gateway (ASG)? y	Audible Message Waiting? y
Analog Trunk Incoming Call ID? n	Authorization Codes? y
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
<b>ARS/AAR Partitioning? y</b>	<b>Cvg Of Calls Redirected Off-net? y</b>
ARS/AAR Dialing without FAC? n	DCS (Basic)? y
ASAI Interface? y	DCS Call Coverage? y
ASAI Proprietary Adjunct Links? y	DCS with Rerouting? y
	DEFINITY Network Admin? n
Async. Transfer Mode (ATM) Trunking? n	Digital Loss Plan Modification? n
	DS1 MSP? y
ATMS? y	DS1 Echo Cancellation? n

Turns on “ARS” and  
“Cvg of Calls Redirected  
Off-net”

(see items in bold print to the right)

**Cvg of Call Redirected Off-Net  
must be enabled for “FIND  
ME” to operate.**

display system-parameters customer-options

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## OPTIONAL FEATURES

Emergency Access to Attendant? y	ISDN-BRI Trunks? n
Enhanced EC500? n	<b>ISDN-PRI? y</b>
Extended Cvg/Fwd Admin? y	Malicious Call Trace? n
External Device Alarm Admin? y	Mode Code for Centralized Voice Mail? n
Flexible Billing? n	
Forced Entry of Account Codes? n	Multifrequency Signaling? y
Global Call Classification? n	Multimedia Appl. Server Interface(MASI)? n
Hospitality (Basic)? y	Multimedia Call Handling (Basic)? n
Hospitality (G3V3 Enhancements)? n	Multimedia Call Handling (Enhanced)? n
H.323 Trunks? y	Multiple Locations? n
	Personal Station Access (PSA)? n
IP Stations? y	
ISDN Feature Plus? n	
ISDN Network Call Redirection? n	

display system-parameters customer-options  
OPTIONAL FEATURES

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Processor and System MSP? y	Tenant Partitioning? y
Private Networking? n	Terminal Trans. Init. (TTI)? y
	Time of Day Routing? y
	<b>Uniform Dialing Plan? y</b>
R9.5 Capabilities? y	Usage Allocation Enhancements? y
Remote Office? n	VAL Full 1-Hour Capacity? n
Restrict Call Forward Off Net? y	Wideband Switching? y
Secondary Data Module? y	Wireless? y
Station and Trunk MSP? y	
Station as Virtual Extension? n	
Survivable Remote Processor? n	

display system-parameters customer-options  
QSIG OPTIONAL FEATURES

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**Basic Call Setup? y**  
**Basic Supplementary Services? y**  
**Centralized Attendant? y**  
 Interworking with DCS? Y\* (see note below)  
**Supplementary Services with Rerouting? y**  
**Transfer into QSIG Voice Mail? y**  
**Value-Added (VALU)? y**

## QSIG Optional Features

### \*Note:

**If you are using a DCS+/QSIG network this option must be activated on the PBX collocated with the UCC / AVAYA one-X Speech system.**

Turns on “**Coverage of Call Redirected Off-Net enabled**” feature. This allows calls to be covered to cell phones, home offices, etc.

**Note:** This feature is part of MultiVantage software but must be purchased for earlier releases (i.e., R8.x or R9.x)

**Create Trunk Group**

display system-parameters coverage-forwarding

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## SYSTEM PARAMETERS CALL COVERAGE / CALL FORWARDING

### COVERAGE OF CALLS REDIRECTED OFF-NET (CCRON)

#### Coverage Of Calls Redirected Off-Net Enabled? y

Activate Answer Detection (Preserves SBA) On Final CCRON Cvg Point? y

Ignore Network Answer Supervision? n

Disable call classifier for CCRON over ISDN trunks? N

display trunk-group 10

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## TRUNK GROUP

Group Number: 10      Group Type: isdn      CDR Reports: y  
Group Name: one-X      Calling      COR: 1      TN: 1      TAC: 6010  
Direction: two-way      **Outgoing Display? y**      Carrier Medium: PRI/BRI  
Dial Access? y      Busy Threshold: 99      Night Service:

Queue Length: 0  
Service Type: tie      Auth Code? n      TestCall ITC: rest  
Far End Test Line No:

TestCall BCC: 4

### TRUNK PARAMETERS

Codeset to Send Display: 6      Codeset to Send National IEs: 6

Max Message Size to Send: 260      Charge Advice: none

**Supplementary Service Protocol: b**      Digit Handling (in/out): enbloc/enbloc

**Trunk Hunt: cyclical**

**QSIG Value-Added? n**

Digital Loss Group: 13

Calling Number - Delete:      Insert:      **Numbering Format: natl-pub**

Bit Rate: 1200      Synchronization: async      Duplex: full

Disconnect Supervision - In? y      Out? n

Answer Supervision Timeout: 0



display trunk-group 10

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## TRUNK FEATURES

ACA Assignment? n      Measured: none      Wideband Support? n  
                                  Internal Alert? n      **Maintenance Tests? y**  
                                  Data Restriction? n      NCA-TSC Trunk Member:  
                                  **Send Name: n      Send Calling Number: y**  
                                  Used for DCS? n      Hop Dgt? n  
                                  Suppress # Outpulsing? n      **Numbering Format: public**  
 Outgoing Channel ID Encoding: preferred      UII IE Treatment: service-provider  
  
                                  **Replace Restricted Numbers? n**  
                                  **Replace Unavailable Numbers? n**  
                                  **Send Called/Busy/Connected Number: y**  
  
                                  Send UCID? n  
 Send Codeset 6/7 LAI IE? y      Ds1 Echo Cancellation? n  
  
 Path Replacement with Retention? n  
 Path Replacement Method: better-route  
                                  Network (Japan) Needs Connect Before Disconnect? n

display ds1 2d13

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## DS1 CIRCUIT PACK

Location: 02D13      Name: E1 QIG  
 Bit Rate: 2.048      **Line Coding: hdb3**  
  
 Signaling Mode: isdn-pri  
                          **Connect: pbx**      **Interface: peer-master**  
 CentreVu Long Timers? n      **Peer Protocol: Q-SIG**  
**Interworking Message: PROGRESS**      **Side: a**  
**Interface Companding: alaw**      **CRC? y**  
                          Idle Code: 11111111      **Channel Numbering: timeslot**  
                                  DCP/Analog Bearer Capability: 3.1kHz  
                          Slip Detection? n      Near-end CSU Type: other  
 Echo Cancellation? n

## Add DS1 Circuit Pack

**Note:** This is an E-1 so the  
 “Interface Companding”  
 must be set to *alaw*.  
 (normally as a T-1 it would  
 be set as *mulaw*).

### Create the Signal Group Table

This defines the DS1 Data Channel. As shown here this means the data is using card 02D13 and will transmit using channel 16 (02D1316)

Note: This is associated with trunk group 010 as shown in the aar analysis table in the previous page.

(See "aar digit analysis report."

The number 010 shown under Dialed String is the Trunk Group tied to this signaling group).

display signaling-group 10

#### SIGNALING GROUP

Group Number: 12 Group Type: isdn-pri

**Associated Signaling? y**

**Primary D-Channel: 02D1316**

Max number of NCA TSC: 0

Max number of CA TSC: 0

Trunk Group for NCA TSC:

Mobility/Wireless Type: NONE

Trunk Group for Channel Selection:

**Supplementary Service Protocol: b**

### Configuring UDP connecting to the UCC / AVAYA one-X Speech server application

*This basically establishes 7007 as the pilot number for UCC / AVAYA one-X Speech.*

Note: In this release of G3 software, the Ext Code is shown as "70xx" where the xx are the numbers in the table under dd.

Therefore "07: UDPCode 010" means that the ext # is 7007 and it is tied to UDPCode 010.

To access this screen you enter:

*"change udp 3100"*

#### UNIFORM DIALING PLAN

Ext Codes: 70dd

Ext Code: 7xxx Type:

Ext Code: 70xx Type:

dd	Type	dd	Type	dd	Type	dd	Type	dd	Type
0x:		1x:		2x:		3x:		4x:	
00:		10: UDPCode 222		20:		30:		40:	
01:		11: UDPCode 222		21:		31:		41:	
02:		12:		22:		32:		42:	
03: UDPCode 016		13: UDPCode 020		23:		33:		43:	
04:		14:		24:		34:		44:	
06:		16: UDPCode 012		26:		36:		46:	
07: <b>UDP 010</b>		17: UDPCode 023		27:		37:		47:	
08: UDPCode 018		18: UDPCode 024		28:		38:		48:	
09:		19: UDPCode 025		29:		39:		49:	

If your PBX is at MV1.2, the UDP screen will look like the screen shown to the right.

Note: The command is now:  
**“change uniform 7007”**

When you configure the UDP table, you enter the pilot number directly under “Matching Pattern.”

You then indicate the length of the pattern, and the *Trunk Group* is the number listed under “Insert Digits.”

*This establishes “7007” as the pilot number for UCC SA.*

Note: 010 under *Insert Digits* is the  
UDP Code or Trunk Group

[illegible]

## Create the AAR Digit Table

display aar analysis 010 Page 1 of 2

AAR DIGIT ANALYSIS TABLE

Percent Full: 8

Dialed String	Total Min Max	Route Pattern	Call Type	Node Num	ANI Reqd
<b>010</b>	<b>7 7</b>	<b>110</b>	<b>aar</b>		<b>n</b>
011	7 7	111	aar		n

## Create Route-Pattern

Pattern Number: 110

Grp. No.	FRL	NPA	Pfx Mrk	Hop Lmt	Toll List	No. Del	Inserted Digits	DCS/ IXC QSIG	Intw
1: 10	0					3		n	user
2:								n	user
3:								n	user
4:								n	user
5:								n	user
6:								n	user

BCCVALUETSC CA-TSC ITC BCIE Service/Feature BAND No. NumberingLAR

0	1	2	3	4	W	Request	Subaddress	Dgts Format
1: y	y	y	y	y	n	rest		none
2: y	y	y	y	y	n	rest		none
3: y	y	y	y	y	n	rest		none
4: y	y	y	y	y	n	rest		none
5: y	y	y	y	y	n	rest		none
6: y	y	y	y	y	n	rest		none

Modify the ars digit conversion to allow UCC / AVAYA one-X Speech to dial and transfer to local PBX extensions.

## Modify ARS Table

display ars digit-conversion 10

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## ARS DIGIT CONVERSION TABLE

Location: all

Percent Full: 9

Matching Pattern	Min	Max	Del	Replacement String	Net	Conv	ANI	Req
4085187	10	10	6		ext	n		n

Note: This table defines DID ranges on the switch and how the numbers will routed as an on-prem or off- prem transfer

**Define Coverage Path**

display coverage path 10

**COVERAGE PATH**

Coverage Path Number: 10

Hunt after Coverage? n

Next Path Number: Linkage

**COVERAGE CRITERIA**

Station/Group Status	Inside Call	Outside Call	
Active?	n	n	
Busy?	y	y	
Don't Answer?	y	y	Number of Rings: 2
All?	n	n	
DND/SAC/Goto Cover?	y	y	

**COVERAGE POINTS**

Terminate to Coverage Pts. with Bridged Appearances? n

Point1: r12      Point2: h99      Point3:  
 Point4:      Point5:      Point6:

**Note:** The coverage path to UCC / AVAYA one-X Speech should be prior to the Voice Mail hunt group, and the Voice Mail hunt group must be after the UCC / AVAYA one-X Speech coverage

**Define Remote Call Coverage**

display coverage remote

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**REMOTE CALL COVERAGE TABLE**

01: 3201	16: 7047	31: 3388
02: 3000	17: 7060	32:
03: 3590	18: 7008	33:
04: 3589	19:	34:
05: 3580	20: 7200	35:
06: 3887	21: 7013	36: 2400
07:	22:	37:
08:	23:	38:
09:	24:	39:
10: 3139	25: 3100	40: 3104
11: 4600	26: 3101	41: 3105
<b>12: 7016</b>	27: 3102	42: 3198
13: 3103	28:	43:
14: 4700	29:	44: 95772925
15: 2415	30: 1009443170	45: 95772785

Modify the ISDN public Numbering format table to pass the appropriate Calling Party Number (10 digits). For every **NXXX**, **N** is required to be defined within the 'CPN Prefix field in the ISDN PUBLIC-UNKNOWN-NUMBERING table as displayed below for all 10 digits to be passed to the UCC / AVAYA one-X Speech application

### Define ISDN Numbering Format

This changes the ISDN Numbering table so that the CPN can be passed to the UCC / Avaya one-X Application.

To change this you would use the command:

"change isdn public-unknown-numbering"

Note: We add the CPN Prefix of 408518 in order to create a 10-digit CPN number.

display isdn public-unknown-numbering

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### ISDN NUMBERING - PUBLIC/UNKNOWN FORMAT

Ext	Ext	Trk	CPN	Total CPN	Ext	Ext	Trk	CPN	Total CPN
Len	Code	Grp(s)	Prefix	Len	Len	Code	Grp(s)	Prefix	Len
4	3	10	408518	10	4	4	10	408518	10
4	5	10	408518	10	4	6	10	408518	10
4	7	10	408518	10					

### TRUNK GROUP

Administered Members (min/max): 1/30

### GROUP MEMBER ASSIGNMENTS

Total Administered Members: 30

Port	Code	Sfx	Name	Night	Sig Grp
1: 02D1301	TN464	F			10
2: 02D1302	TN464	F			10
3: 02D1303	TN464	F			10
28: 02D1329	TN464	F			10
29: 02D1330	TN464	F			10
30: 02D1331	TN464	F			10

Note: All 30 channels must be administered.

### Add Circuit to Trunk Group

Note: Signaling channel located on 02D1316

## 6.0 MMC TELEPHONY REQUIREMENTS

On the UCC / AVAYA one-X Speech Management Console telephony setup panel (Configuration -> Telephony Setup), new fields have been added for long-distance dialing. These fields must be set, or long-distance dialing will not function properly in the UCC / AVAYA one-X Speech application. The fields are:

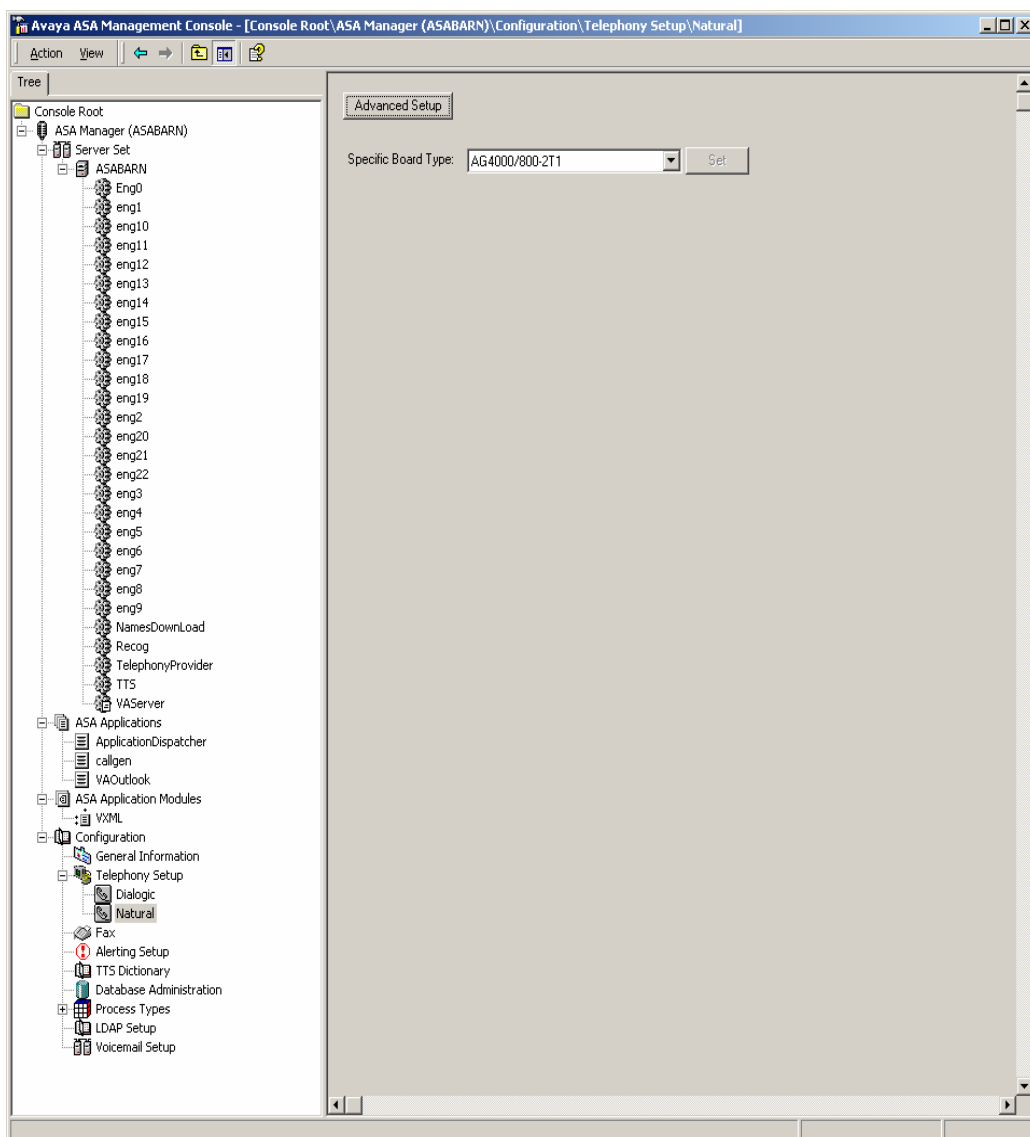
### MMC Telephony Requirements

The screenshot shows the 'Natural Microsystems Advanced Telephony Settings Properties' dialog box with the 'ISDN' tab selected. The settings are as follows:

- ISDN Variant Used: ECMA QSIG
- Country of ISDN Switch: United States
- Number of Active PRI lines: 1
- Equipment Termination Type: User Termination
- Line Coding:
  - ☐ Mu-Law
  - ☒ A-Law

Buttons at the bottom: OK, Cancel, Apply.

**Note:** The telephony has to be restarted after selecting the ECMA QSIG protocol



**To access an outside line;**

**For local calls, dial:** (usually 9, verify code on PBX)

**For long distance calls, dial:** (91 or 81, verify code on PBX)

**Country Code for UCC / AVAYA one-X Speech is:** (usually North America)

**The Area Code for UCC / AVAYA one-X Speech is:** (area code this UCC / AVAYA one-X Speech server resides)

**Prefix for International Numbers is:** (9011 or 8011, verify code on PBX)

**Local Extensions**

**Max. Extension Length:** (verify on PBX)

**Extensions Treated As Local Calls:** (typically 911 and 411, verify with customers dial plan)



## Testing the NMS installation

**7.0 TESTING THE NMS INSTALLATION**

To verify the NMS board is working properly, use the trunkmon utility.

Run the digital trunk monitor utility - *trunkmon*

*Trunkmon* monitors alarms and gathers performance statistics for T1 trunks. A T1 alarm state is entered upon the presence of a Red, Yellow, or Blue alarm.

**Status indicator LED's:**

The AG4000 or AG4040 board has three (red, yellow, and green) indicators (LEDs) for each trunk on the end of the bracket board. Each indicator is repeated four times for each of the trunks for a total of 12 indicators (LEDs)

LED	Description
Red	Indicates loss of frame, loss of signal, or bit rate error.
Yellow	Indicates remote loss of frame or remote loss of signaling multiframe.
Green	Indicates proper frame sync to the trunk: all requires framing has been found. This LED is off if one or more of the following conditions exist: <ul style="list-style-type: none"> <li>- All ones alarm (A1S)</li> <li>- Loss of frame</li> <li>- Loss of signaling multiframe</li> <li>- CRC errors (when board is configured for ESF)</li> </ul>

To run *trunkmon*, enter the following at the command prompt:

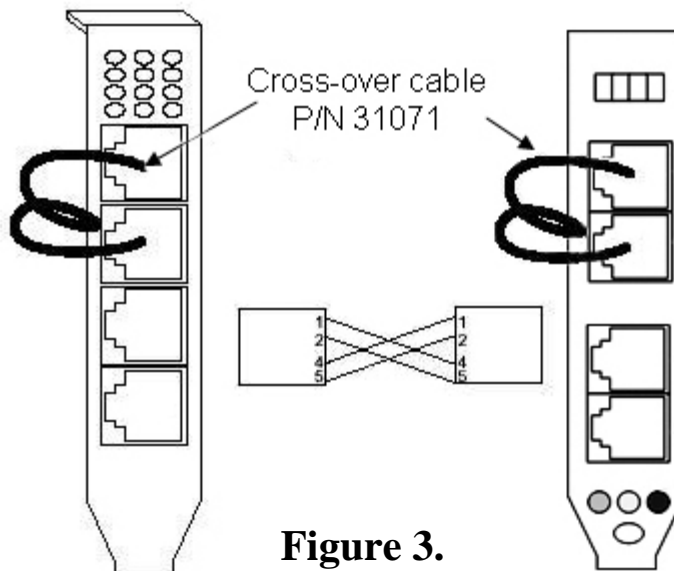
*trunkmon -b<board>*

If no T1 cables are connected to the AG4000 or AG4040 board, *trunkmon* shows a loss of frame sync (*Frame sync: No Frm*) and an alarm state on all trunks. The red alarm LED on the front panel should be lit for all trunks.

Connect a crossover cable between any two trunks on the AG Quad board. The Frame Sync status should immediately change to *OK* and the green LEDs for those trunks will light. The remote alarm (yellow) LEDs will light to show that the trunk is indicating an alarm state to the other side. About 15 seconds after frame sync has been acquired, both trunks leave the alarm state, *trunkmon* indicates *none* for the alarm status and the red and yellow alarm LEDs go out. The frame sync (green) LEDs remain lit.

## Loopback Configuration

The crossover cable connects transmit from one trunk to receive on another trunk by connecting the pins as shown in Figure 3 below.



**Figure 3.**

**Note:** You can connect the AG4000 or AG4040 board (left side) or CG6060 (right side) in loopback mode to test your digital trunk application without actually connecting to the telephone network. Figure 3 shows the loopback configuration connecting trunk 1 and trunk 2 with cross-over cable P/N 31071 on an AG4000 or AG4040 board.

- continued on next page -

## Testing the UCC / AVAYA one-X Speech Application

### 7.1 Testing the Application

- Create a new Outlook profile for the test mailbox.
- Send two e-mail messages to the newly created Outlook test mailbox.
- Send two test voice mail messages to the telephone extension associated with the test mailbox.
- Create tasks in the Outlook test mailbox Tasks folder.
- Create a contact in the Outlook test mailbox Contacts folder.
- Check the properties of your mailbox to ensure that the contact you created is a valid mailbox address.
- Call the UCC / AVAYA one-X Speech pilot number for your system and enter the account number and password when prompted.
- Record your name and greeting
- Speak the following voice commands to the UCC / AVAYA one-X Speech server to verify functionality:

Say "Read my messages." Verify first message read.

Say "Mark this message as read." Verify the message has been read

Say "How many tasks do I have?"

Say "Read my appointments," then follow the prompts.

Say "Send a message," then send a message to yourself

Say "Create an appointment," then follow the prompts.

Say "Read my voice mail." Verify the action.

Say "Delete this message," review Deleted Items folder.

Say "Dial a number" speak a telephone number. While the telephone is ringing, say "Avaya, come back" When UCC / AVAYA one-X Speech returns, say "Drop line 1."

Say "Goodbye" and hang up to end the UCC / AVAYA one-X Speech session.

## 8.0 CONSIDERATIONS

- 8.1 It is recommended that the incoming /outgoing trunks to the PBX supporting the UCC / AVAYA one-X Speech application be digital T1's. This will provide a higher level in clarity when supporting the speech recognition engine.**

- 8.2 UCC / AVAYA one-X Speech must be administered on the switch as the first coverage point after the primary destination, (e.g. the user's desk phone), and the user's voicemail as the second coverage point to support the "Find Me" feature. The switch will pass to UCC / AVAYA one-X Speech calling number (i.e. ANI) and redirect number (i.e. original called number). Since the switch call coverage path has been changed to include UCC / AVAYA one-X Speech as the first coverage point after the primary destination, if a subscriber has his extension in a Send All Calls/Do-Not-Disturb mode, the call will go to UCC / AVAYA one-X Speech. UCC / AVAYA one-X Speech will attempt to find the subscriber although his extension is in a Send All Calls/Do-Not-Disturb mode. To prevent this, and achieve equivalent Send All Calls/Do-Not-Disturb functionality, the UCC / AVAYA one-X Speech subscriber must use the UCC / AVAYA one-X Speech "Hold My Calls" voice command or turn on the GUI Web "Do-Not-Disturb" option.**
- 8.3 If an MM Voicemail system is integrated to the Avaya PBX using QSIG or AVAYA H.323 IP integration, you must administer a dialing rule for the Voice Mail pilot number in the UCC / AVAYA one-X Speech "Number Translation Parameters" dialog by entering the "Routing Digits (AAR/ARS Access Code)" and the "Voice Mail Number" configured for the MM Hunt Group (Pilot Number) on the switch as the dialed digits for a Private Number rule for the MM Voicemail pilot number. Also, create an ANI Substitution Table for this dialing rule to change the MM Voicemail pilot number to blank. As an example, if the pilot number for an MM QSIG or IP integration voicemail system is 51234, the AAR access code is 100, and the Voice Mail Number is 5551234, the following Private dialing rule should be created:**

Number	Dial	ANI Template	ANI Substitution
51234	1005551234	51234	[BLANK]

Finally, enter the pilot number (51234) in the UCC / AVAYA one-X Speech Voice Mail Setup Screen for the associated MM QSIG or IP integrated system.

**Note:** Failure to follow the above steps for all MM QSIG or IP integrated Voicemail systems will result in a failed transfer to the Voice Mail System and the caller will only hear silence.

**Important:** Use of the leading character “\*” is not supported unless SP1 for UCC 2.1, or one-X Speech 4.0 or higher is installed.

- 8.4** When configuring remote users, ensure that the tie trunks between PBXs pass ALL 10-digits of Calling Party Information. **If a QSIG digital tie trunk is used between PBXs, ensure that** QSIG Value-Added and **Send Name in the trunk group** (use command: *change trunk-group xx*) are set to "n," and Coverage of Calls Redirected off-Net Enabled (use command: *change system-parameters coverage-forwarding*) is set to "y."

CHANGE HISTORY		
Revision	Issue Date	Reason for Change
Version A	08/25/03	Initial release
Version B	10/09/03	Added consideration 8.6 for sites with MM as voice mail and 9.5 patch information (PBX Software requirements)
Version C	02/16/04	Name change from ASA to UCC Speech Access
Version D	06/28/04	Added consideration 8.6 and changed values as mentioned in same. Also added NMS card span config diagram at end Section 3.1
Version E	08/18/04	Changed Consideration 8.6 from specifying MM to any QSIG or IP Now integrated voice messaging system.
Version F	09/02/04	Merge and cleaned up considerations for clarity. Added info regarding setting Send Name to N in consideration 8.4.
Version G	10/18/04	Updated consideration 8.3 to indicate it applies to MM voice systems using IP Now or QSIG integration.
Version H	12/1/04	Updated Section 1.0 with new AG4040 board information and added footnote regarding AG4000 v. AG4040 differences.
Version I	03/03/08	Product Name change. UCC to UCC / Avaya one-X Speech
Version J	05/16/08	Updated information to show support of CG6060 board and added notes about AAR and use of "*" in consideration 8.3

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